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Effective: April 1, 2016

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GENERAL TERMS AND CONDITIONS

VIII. SERVICE PERFORMANCE GUARANTEE FOR RESIDENTIAL CUSTOMERS

- A. If a residence-class or a Universal Lifeline Telephone Service customer requests installation of a new or a subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.
- B. One credit per service order or per trouble report may be applied, if an installation or repair involves services from this Product Guide but excludes the following:  
Customer Premises Equipment (CPE) and Inside Wire  
Facilities for IntraState Access
- C. Each credit shall be limited to \$25.00 for each service order or trouble report.
- D. A credit will be extended in accordance with the above conditions at the request of the customer.
- E. A credit will be extended in accordance with the above conditions only after the Company fails to meet a commitment or fails to restore Company-owned facilities used to provide any service other than those specified above as exceptions.
- F. Credits will be provided to residential-class and Universal Lifeline Telephone Service (ULTS) customers within all exchanges.
- G. The Company's commitment to residential customers shall constitute a limited exception to the limitations of liability contained in III. Limitation of Liability of this Section. The Company's commitment to residential customers in no way constitutes a waiver of the provisions in III. Limitation of Liability of this Section.

Effective: April 1, 2016

SERVICE CHARGES

II. RATES AND CHARGES - All Exchange Services

A. SERVICE ORDER ACTIVITY

		<u>Nonrecurring Charge</u>	
		<u>Business</u>	<u>Residence</u>
1.	Initial Order		
	(a) First central office line on order		
	(1) Centrex	No Charge	
	(2) PBX	\$59.57	
	(3) All other services	59.57	\$23.00
	(b) Each additional central office line on the same order		
	(a) Centrex	No Charge	
	(2) PBX	37.49	
	(3) All other services	37.49	17.25
2.	Subsequent Order <sup>1</sup>		
	(a) Moves and Changes (All applicable individual line services, except Frontier Calling Services)	34.50	17.25
	(1) Frontier Calling Services	15.00	7.50

<sup>1</sup> Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

Effective: July 22, 2018

SERVICE CHARGES

II. RATES AND CHARGES – All Exchange Services

A. SERVICE ORDER ACTIVITY

		<u>Nonrecurring Charge</u>		
		<u>Business</u>	<u>Residence</u>	
1.	Initial Order			
2.	First central office line on order			
	(1) Centrex	No Charge		
	(2) PBX	\$60.00		(I)
	(3) All other services	60.00	\$24.00	(I)
(b)	Each additional central office line on the same order			
	(a) Centrex	No Charge		
	(2) PBX	46.00		(I)
	(3) All other services	46.00	25.00	(I)
3.	Subsequent Order <sup>1</sup>			
(a)	Moves and Changes (All applicable individual line services, except Frontier Calling Services)	40.00	21.00	(I)
	(1) Frontier Calling Services	15.00	7.50	

<sup>1</sup> Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

SERVICE CHARGES

II. RATES AND CHARGES - All Exchange Services (Continued)

A. SERVICE ORDER ACTIVITY (Continued)

	<u>Nonrecurring Charge</u>	
	<u>Business</u>	<u>Residence</u>
2. Subsequent Order <sup>1</sup> (Continued)		
(b) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)	\$40.00	\$15.00
(1) Frontier Calling Services	15.00	7.50
(c) Record changes	30.00	15.00
(d) Number changes	34.50	17.25
(e) Inside Wire Maintenance Plan (IWMP)	Each Line	No Charge
(f) INC Service Agreement Establishment Building Owner	No Charge	
(g) Transfer of Service, per order <sup>2</sup>	34.50	17.25

B. CUSTOMERS RETURNING TO THE COMPANY (Winback)  
 (see Special Condition D preceding)

<sup>1</sup> Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

<sup>2</sup> Does not apply to residential customers purchasing Frontier Local Package, Frontier Local Package Extra, or Local and Toll Package.

Effective: July 22, 2018

SERVICE CHARGES

II. RATES AND CHARGES - All Exchange Services (Continued)

A. SERVICE ORDER ACTIVITY (Continued)

		<u>Nonrecurring Charge</u>		
		<u>Business</u>	<u>Residence</u>	
2.	Subsequent Order <sup>1</sup> (Continued)			
	(b) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)	\$40.00	\$21.00	(I)
	(1) Frontier Calling Services	15.00	7.50	
				(D)
				(D)
	(c) Inside Wire Maintenance Plan (IWMP)	Each Line	No Charge	(T)
	(d) INC Service Agreement Establishment Building Owner	No Charge		(T)
	(e) Transfer of Service, per order <sup>2</sup>	40.00	21.00	(T)(I)

B. CUSTOMERS RETURNING TO THE COMPANY (Winback)  
(see Special Condition D preceding)

<sup>1</sup> Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

<sup>2</sup> Does not apply to residential customers purchasing Frontier Local Package, Frontier Local Package Extra, or Local and Toll Package.

SERVICE CHARGES

II. RATES AND CHARGES - All Exchange Services (Continued)

C. CENTRAL OFFICE ACTIVITY  
 (SEE SPECIAL CONDITION E)

Nonrecurring Charge

Business                      Residence

1. All lines	\$45.25	\$23.00
2. except		
(a) Centrex	No Charge	
(b) Reconnection Charge, each line Applicable after Temporary Disconnection	55.25	23.00

D. OUTSIDE FACILITY CONNECTION CHARGE

1. All services, each service order,	86.64	42.10
2. except		
(a) Centrex and DID, each service order	86.64	

E. NETWORK INTERFACE DEVICE

10.00 <sup>1</sup>	10.00
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F. PREMISES VISIT CHARGE

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

Nonrecurring Charge

1. Exchange Service, per visit	\$86.64
2. Private Line Service, per visit	86.64
3. Wide Area Telephone Service, per visit	86.64

G. INSTALLMENT PAYMENTS

(see Special Condition I preceding)

<sup>1</sup> Applicable to single line business only.

Effective: July 22, 2018

SERVICE CHARGES

II. RATES AND CHARGES - All Exchange Services (Continued)

C. CENTRAL OFFICE ACTIVITY  
 (SEE SPECIAL CONDITION E)

Nonrecurring Charge

Business

Residence

1. All lines	\$46.00	\$25.00	(l)
2. except			
(a) Centrex	No Charge		
(b) Reconnection Charge, each line Applicable after Temporary Disconnection	60.00	28.00	(l)

D. OUTSIDE FACILITY CONNECTION CHARGE

1. All services, each service order,	86.64	42.10	
2. except			
(a) Centrex and DID, each service order	86.64		

E. NETWORK INTERFACE DEVICE

10.00 <sup>1</sup>	10.00	
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F. PREMISES VISIT CHARGE

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

Nonrecurring Charge

1. Exchange Service, per visit	\$86.64	
2. Private Line Service, per visit	86.64	
3. Wide Area Telephone Service, per visit	86.64	

G. INSTALLMENT PAYMENTS

(see Special Condition I preceding)

<sup>1</sup> Applicable to single line business only.



Effective: April 1, 2016

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SERVICE CHARGES

III. RATES AND CHARGES - Other services, moves and changes of wiring and rearrangements  
(in addition to Rates A1.b., D. and E. preceding) (Continued)

D. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS  
(Continued)

3. RATES AND CHARGES (Continued)

Charge

Applications on or after August 7, 1984

(a) Free Footage Allowance - the Company will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant

No Charge

(b) Extensions to plant exceeding free footage allowance <sup>1</sup>

(1) First 100 feet or fraction thereof of line extension and/or service connection per applicant

Actual Cost

(2) Each additional foot or fraction thereof of line extension and/or service connection

Actual Cost

San Gabriel Canyon Exchange

(1) Free Footage Allowance - the Company will construct at its expense a maximum of 300 feet of line extension and/or a maximum of 100 feet of service connection per applicant

No Charge

(2) Each additional foot or fraction thereof of line extension and/or service connection <sup>1</sup>

Actual Cost

<sup>1</sup> The property owner, or his or her agent, will be required to make a nonrefundable deposit to cover the cost of the engineering study before the Utility provides the estimated total costs of construction

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. GENERAL

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange or within an Extended Service Area as set forth in Section 5, Local Exchanges, Extended Area Service and ZUM Zone 3.
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. In the Sierra Madre Exchange, the Company will provide, own and maintain all facilities between the central office and the boundary of the base rate area used to furnish service in the mountainous area located outside the base rate area and within the exchange area. The customer will provide, own and maintain all facilities used to provide service between the customer's station and the point of connection with the Company's facilities at the base rate area boundary. Exchange rates, based on the point of connection, will apply to these services.
6. While the Company's Basic Exchange Access Line Service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.

B. ROTARY HUNTING LINE/ ROTARY SERVICE

The term "Rotary Hunting Line" denotes the grouping of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code, and group that is available to receive a call. Rotary Hunting Line Service is available to all customers whether they have Local Exchange Access Service or Extended Area Service.

C. VACATION SERVICE (Residential)

Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months.

The charges applicable to Vacation Service for residence customers, including Section 3 Service Charges, will be waived during the Vacation Service period when the customer subscribes to a FTR Regional Calling Plan Bundle that includes a FIOS product. If the account has multiple lines, one of which is a FTR Regional Calling Plan Bundle with a FIOS product, the Vacation Service charges for all lines on the account will be waived for the length of the Vacation Service period.

During the Vacation Service period, the bundle term, if applicable, will also be suspended for customers subscribing to a FTR Regional Calling Plan Bundle with a FIOS product. At the end of the Vacation Service period, the bundle term will resume from where it was prior to the period of suspension.

Effective: June 30, 2020

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LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. GENERAL

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange or within an Extended Service Area as set forth in Section 5, Local Exchanges, Extended Area Service and ZUM Zone 3.
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. In the Sierra Madre Exchange, the Company will provide, own and maintain all facilities between the central office and the boundary of the base rate area used to furnish service in the mountainous area located outside the base rate area and within the exchange area. The customer will provide, own and maintain all facilities used to provide service between the customer's station and the point of connection with the Company's facilities at the base rate area boundary. Exchange rates, based on the point of connection, will apply to these services.
6. While the Company's Basic Exchange Access Line Service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.

B. ROTARY HUNTING LINE/ ROTARY SERVICE

The term "Rotary Hunting Line" denotes the grouping of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code, and group that is available to receive a call. Rotary Hunting Line Service is available to all customers whether they have Local Exchange Access Service or Extended Area Service.

C. VACATION SERVICE\* (Residential)

Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months. (C)

The charges applicable to Vacation Service for residence customers, including Section 3 Service Charges, will be waived during the Vacation Service period when the customer subscribes to a FTR Regional Calling Plan Bundle that includes a FIOS product. If the account has multiple lines, one of which is a FTR Regional Calling Plan Bundle with a FIOS product, the Vacation Service charges for all lines on the account will be waived for the length of the Vacation Service period.

During the Vacation Service period, the bundle term, if applicable, will also be suspended for customers subscribing to a FTR Regional Calling Plan Bundle with a FIOS product. At the end of the Vacation Service period, the bundle term will resume from where it was prior to the period of suspension.

\* Vacation Service is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

Effective: April 1, 2016

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## LOCAL EXCHANGE SERVICE

### I. SPECIAL CONDITIONS (Continued)

#### F. DIRECT INWARD DIALING SERVICE (DID) (Continued)

##### 2. Extended Basic Referral

Extended Basic Referral permits incoming DID trunks to be placed on intercept and routed to a "change number announcement." This service allows a business DID customer who is relocating within the Company or changing numbers to have as many internal lines placed on intercept as desired. Dialing the customer's former DID number results in a prerecorded message which announces the new number.

- a. Extended Basic Referral is offered to DID customers in five (5) DID number increments and is subject to the availability of facilities.
- b. Extended Basic Referral is offered as an enhancement to basic intercept service.
- c. Extended Basic Referral can only be ordered by business customers under two nonrecurring charge options. These service options are intervals of six months and twelve months.
- d. The customer can designate the quantity in five (5) DID Number increments to be placed on this service.
- e. This service must be ordered coincident with a service order request associated with discontinuing or changing a DID Number.
- f. The nonrecurring charge is in addition to all other Service Order Charges, Section 3 that may apply when this service is ordered.
- g. This service can only be ordered where DID service is offered.

##### 3. Direct Inward/Outward Dialing Service (DIOD)

- a. Direct Inward/Outward Dialing Service (DIOD) is a central office based service that permits incoming calls to reach customer provided equipment without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a 4-wire connection at the customer's premises. Touch Calling is a required feature of this service. Rotary hunt does not apply.
- b. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number charges, terms and conditions found in the DID section of this Product Guide apply to DIOD service.
- c. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.
- d. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS (Continued)

F. DIRECT INWARD DIALING SERVICE (DID) (Continued)

3. Direct Inward/Outward Dialing Service (DIOD) (Continued)

- e. DIOD service is provided from central offices equipped to provide this service and subject to the availability of facilities.
- f. If a customer's normal serving central office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company central office different than that which normally serves the customer, but still within the same LATA, at the additional rates specified herein and under the terms and conditions applicable for Foreign Exchange (FX) service.
- g. See Section 2 for termination liability terms and conditions.
- h. When DIOD service becomes available or is subsequently requested from the central office that normally serves the customer, the service may be transferred to the normal serving central office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial nonrecurring charges and applicable Service Order Charges in Section 3.
- i. A change in central office equipment could require the customer to discontinue the service or obtain service from another central office. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of central office equipment.
- j. DIOD service works in conjunction with Direct Inward Dialing (DID) service and the charges specified in II. RATES are in addition to applicable rates and charges for DID service specified in II. Rates and Charges following.

G. PBX DISCOUNT PRICING PLAN (DPP)

- 1. Customers subscribing to the 12, 24, and 36 month PBX Trunk Discount Pricing Plans are eligible for IntraLATA Toll usage discounts. Customers may also receive discounts on DID Service.
- 2. Minimum Monthly Billing
  - a. IntraLata Toll Service

A minimum monthly billing applies for all IntraLATA Toll usage as follows. For customers with a 12, 24 or 36 month PBX Term and less than 5000 minutes of use (MOU) per month, the Minimum Monthly Billing will be \$25.00 per PBX Trunk. For customers with a 12, 24, or 36 month PBX Term and 5000 or more MOU per month, the Minimum Monthly Billing will be negotiated.

The Company will true up the actual toll usage annually. If the amount is less than 12 times the total PBX trunks multiplied by the per trunk minimum, the customer will be billed for the difference.

The customer is also liable for the minimum monthly billing should the service be terminated.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS (Continued)

G. PBX DISCOUNT PRICING PLAN (DPP) (Continued)

3. Termination Liability

a. PBX Trunks and DID Service - See Section 2 of this Product Guide for termination liability terms and conditions.

b. IntraLata Toll Service

A IntraLATA Toll Termination Liability charge applies. This charge is applied when a PBX/IntraLATA Toll term is terminated by the customer prior to the end of the respective 12 or 36 month term. The liability for customers with less than 5000 MOU per month will be \$25.00 per trunk for the initial ordered quantity of PBX Trunks times the number of months remaining in the term.

c. In the event the customer terminates service within the first 30 days of subscription or automatic renewal term, the customer will be liable for the applicable monthly rate incurred by the customer and nonrecurring charges; however, the Termination Liability will be waived. If the customer terminates service after 30 days of subscription or renewal but prior to completion of the term commitment period, the customer shall be liable for an early termination charge and nonrecurring charges.

4. A Customer's volume discounts may be calculated based on an aggregate of all locations statewide.

5. Additional PBX trunks and DID groups may be added under a Discount Pricing Plan (DPP) at the same rate as the current DPP for the remainder of the DPP term.

6. Before the expiration of a discount pricing plan period, a customer may elect to subscribe to a new Discount Pricing Plan with the same or longer term period than the current plan. When a new discount pricing plan is chosen, the new rate applies for the new term period and the previous rates no longer apply.

7. Section 17, Frontier Calling Plans has a list of services for which Discount Pricing Plans are available.

H. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

1. Termination Liability - See Section 2 of this Product Guide for termination liability terms and conditions.

2. In the event the customer terminates service within the first 30 days of subscription or automatic renewal, the customer will be liable for the applicable monthly rate incurred by the customer and nonrecurring charges; however, the Termination Liability will be waived. If the customer terminates service after 30 days of subscription or automatic renewal but prior to completion of the term commitment period, the customer shall be liable for an early termination charge and nonrecurring charges.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES

A. <u>BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES</u>	Monthly Rate <sup>1</sup>	
1. Measured-Rate Service		
a. Each individual line or trunk line <sup>2</sup>	\$34.65	
b. Each individual line or trunk line <sup>3</sup>	37.90	
c. Keyline or multiline <sup>3</sup>	45.40	
2. PBX Trunk		
a. Each Trunk Line <sup>2</sup>	38.14	
b. Each Trunk Line <sup>3</sup>	45.40	
B. <u>MEASURED-RATE SERVICE - Local Calling Rates</u>		
Local Exchange and Extended Area Service rates per message for Zones 1 and 2. See Section 5 for Local Calling Areas.		
1. Business Measured Rate Service		
	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
a. Monday Through Friday		
8:00 A.M. to 5:00 P.M. <sup>4</sup>	\$.033	\$.033
5:00 P.M. to 11:00 P.M. <sup>4</sup>	.033	.033
11:00 P.M. to 8:00 A.M. <sup>4</sup>	.033	.033
b. Saturday, Sunday, Holiday		
All Hours	.033	.033

<sup>1</sup> Plus Extended Area Service increments as identified in this section.

<sup>2</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>3</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>4</sup> To, but not including.

Effective: February 24, 2019

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES

A. <u>BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES</u>	Monthly Rate <sup>1</sup>	
1. Measured-Rate Service		
a. Each individual line or trunk line <sup>2</sup>	\$36.65	(l)
b. Each individual line or trunk line <sup>3</sup>	39.00	(l)
c. Keyline or multiline <sup>3</sup>	45.40	
2. PBX Trunk		
a. Each Trunk Line <sup>2</sup>	40.10	(l)
b. Each Trunk Line <sup>3</sup>	45.40	

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message for Zones 1 and 2. See Section 5 for Local Calling Areas.

1. Business Measured Rate Service

	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
a. Monday Through Friday		
8:00 A.M. to 5:00 P.M. <sup>4</sup>	\$.033	\$.033
5:00 P.M. to 11:00 P.M. <sup>4</sup>	.033	.033
11:00 P.M. to 8:00 A.M. <sup>4</sup>	.033	.033
b. Saturday, Sunday, Holiday		
All Hours	.033	.033

<sup>1</sup> Plus Extended Area Service increments as identified in this section.

<sup>2</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>3</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>4</sup> To, but not including.



Effective: June 1, 2023

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES

A. <u>BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES</u>	Monthly Rate <sup>1</sup>	
1. Measured-Rate Service		
a. Each individual line or trunk line <sup>2</sup>	\$40.65	(l)
b. Each individual line or trunk line <sup>3</sup>	43.00	(l)
c. Keyline or multiline <sup>3</sup>	45.40	
2. PBX Trunk		
a. Each Trunk Line <sup>2</sup>	40.10	
b. Each Trunk Line <sup>3</sup>	45.40	

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message for Zones 1 and 2. See Section 5 for Local Calling Areas.

1. Business Measured Rate Service		
a. Monday Through Friday	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
8:00 A.M. to 5:00 P.M. <sup>4</sup>	\$.033	\$.033
5:00 P.M. to 11:00 P.M. <sup>4</sup>	.033	.033
11:00 P.M. to 8:00 A.M. <sup>4</sup>	.033	.033
b. Saturday, Sunday, Holiday		
All Hours	.033	.033

<sup>1</sup> Plus Extended Area Service increments as identified in this section.

<sup>2</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>3</sup> Rates applicable to exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>4</sup> To, but not including.

Effective: April 1, 2016

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

C. MEASURED-RATE SERVICE - ZUM Zone 3 Calling Rates. See Section 4A for Zone 3 listings.

	First Minute <sup>2,3</sup>		Additional Minute <sup>2,3</sup>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Monday Through Friday				
8:00 A.M. to 5:00 P.M. <sup>1,4</sup>	\$0.100	\$0.100	\$0.090	\$0.040
5:00 P.M. to 11:00 P.M. <sup>1,4</sup>	0.100	0.070	0.090	0.028
11:00 P.M. to 8:00 A.M. <sup>1,4</sup>	0.100	0.040	0.090	0.016
2. Saturday, Sunday, Holiday				
All Hours	0.050	0.040	0.050	0.016

Monthly  
Rate

D. ROTARY SERVICE

- |                                                                                                             |        |
|-------------------------------------------------------------------------------------------------------------|--------|
| 1. Each individual line or PBX trunk line, including foreign exchange service, arranged for rotary service. | \$1.50 |
| 2. Each rotary number reserved                                                                              | 1.50   |

E. VACATION SERVICE (Residential) 6.00

F. RESERVATION OF TELEPHONE NUMBER (Business) 6.00

<sup>1</sup> To, but not including.

<sup>2</sup> Or portion thereof.

<sup>3</sup> Fractional amounts are rounded to the nearest cent.

<sup>4</sup> Zone Calling rates are applicable during the time of day when the conversation takes place. In cases where a message extends beyond one rate period, the appropriate rate treatment as specified applies to the respective periods of conversation.

Effective: June 30, 2020

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

C. MEASURED-RATE SERVICE - ZUM Zone 3 Calling Rates. See Section 4A for Zone 3 listings.

	First Minute <sup>2,3</sup>		Additional Minute <sup>2,3</sup>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Monday Through Friday				
8:00 A.M. to 5:00 P.M. <sup>1,4</sup>	\$0.100	\$0.100	\$0.090	\$0.040
5:00 P.M. to 11:00 P.M. <sup>1,4</sup>	0.100	0.070	0.090	0.028
11:00 P.M. to 8:00 A.M. <sup>1,4</sup>	0.100	0.040	0.090	0.016
2. Saturday, Sunday, Holiday				
All Hours	0.050	0.040	0.050	0.016
				<u>Monthly Rate</u>

D. ROTARY SERVICE

1. Each individual line or PBX trunk line, including foreign exchange service, arranged for rotary service.	\$1.50
2. Each rotary number reserved	1.50
E. <u>VACATION SERVICE*</u> (Residential)	6.00
F. <u>RESERVATION OF TELEPHONE NUMBER</u> (Business)	6.00

<sup>1</sup> To, but not including.

<sup>2</sup> Or portion thereof.

<sup>3</sup> Fractional amounts are rounded to the nearest cent.

<sup>4</sup> Zone Calling rates are applicable during the time of day when the conversation takes place. In cases where a message extends beyond one rate period, the appropriate rate treatment as specified applies to the respective periods of conversation.

\* Vacation Service is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

Effective: April 1, 2016

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

H. DIRECT INWARD DIALING SERVICE (DID) (Continued)

	<u>BTC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. Equipment arrangement in Company central office necessary to provide in-dialing from the exchange and message toll network directly to a dial switching equipment installed on the customer premises <sup>1</sup> (Continued)			
c. Telephone Answering Service (TAS)			
(1) First 100 direct inward dialing (DID) station numbers	\$6,500.00	\$440.00	\$135.00
(2) Each additional 100 direct inward dialing (DID) station numbers	1,100.00	160.20	135.00
2. Extended Basic Referral			
Each increment of 5 DID Numbers or fraction thereof			
6 months	250.00		
12 months	450.00		
3. Direct Inward/Outward Dialing (DIOD) (Analog Services Only)			
(1) Trunk Termination Per Trunk <sup>1</sup>			
12 Month Term		95.00	8.00
36 Month Term		95.00	5.00

<sup>1</sup> These rates are in addition to the rates and charges for other services and facilities, including rates and charges applicable to Private Branch Exchange (PBX) trunk line service as shown in this section. When this service is provided from a foreign exchange, rates and charges for foreign exchange trunk lines and mileage rates in Section 6, General Services will be applicable. See Rates in this section for Direct Inward Dialing (DID). Option 1, DID service is not available with DIOD service.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

I. PBX TRUNK DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to PBX Trunk service for a term length of 12, 24 or 36 months and receive discounted monthly rates as follows. The PBX Trunk Discount Pricing Plans are also available with discounts for DID Service.

	<u>Monthly Rate per trunk</u> <sup>1,3</sup>	<u>Monthly Rate per trunk</u> <sup>2,4</sup>
1. PBX Trunk Only		
a. Month-to-Month	5	5
b. 12-Month Term <sup>6,7</sup> 1+ Trunks	\$27.95	\$39.25
c. 24-Month Term <sup>6,7,8</sup> 1+ Trunks	25.95	37.00
d. 36-Month Term <sup>6,7</sup> 1+ Trunks	25.95	37.00

<sup>1</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>2</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>3</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 14, Section 13 is also applicable.

<sup>4</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 13, Section 4 is also applicable.

<sup>5</sup> See Section II.A.2 of this section for rates.

<sup>6</sup> The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

<sup>7</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>8</sup> For the 24-month term, Plan 2 termination liability/early termination fees apply, as described in Section 2 of this Product Guide.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

I. PBX TRUNK DISCOUNT PRICING PLAN (DPP) (Continued)

Monthly  
Rate

2. DID Service with PBX Trunk <sup>1,2</sup>

a. Month-to-Month

Group of 20 Stations	\$66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00

b. 12-Month Term<sup>3</sup>

Group of 20 Stations	66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00

c. 36-Month Term<sup>3</sup>

Group of 20 Stations	60.00
Group of 40 Stations	120.00
Initial Group of 100 Stations	300.00
Additional Group(s) of 100 Stations	200.00

<sup>1</sup> Nonrecurring charges from Section 3, Service Charges, are applicable.

<sup>2</sup> These rates are only available if DID Service is ordered in conjunction with PBX Trunks as shown in the preceding.

<sup>3</sup> Plus Extended Area Service increments as identified in this Product Guide section.

Effective: April 1, 2016

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

I. PBX TRUNK DISCOUNT PRICING PLAN (DPP) (Continued)

3. PBX Trunk and IntraLATA Toll Discounts

Customers may elect to combine PBX Trunk Service (with or without DID Service) and IntraLata Toll Service and receive discounted monthly rates. This offer is composed of two elements: 1) the PBX Trunks (with or without DID Service), and 2) discounted IntraLATA Toll usage components. The rates in II.H.3(a) and (b) following apply only in conjunction with the discounted usage. The IntraLata Toll Service component in has a minimum monthly billing of \$25.00 per trunk.

	Monthly Rate <u>per trunk</u> <sup>1,2</sup>
(a) PBX Trunk Only Terms	
(1) 12-Month Term <sup>3, 4</sup>	
3-10 Trunks	\$26.50
11-50 Trunks	25.50
51+ Trunks	24.50
(2) 24-Month Term <sup>3, 4, 5</sup>	
3-10 Trunks	24.00
11-50 Trunks	23.00
51+ Trunks	22.00
(3) 36-Month Term <sup>3, 4</sup>	
3-10 Trunks	24.00
11-50 Trunks	23.00
51+ Trunks	22.00

<sup>1</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>2</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 14, Section 13 is also applicable.

<sup>3</sup> Nonrecurring charges from Section 3, Service Charges, are applicable.

<sup>4</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>5</sup> For the 24-month term, Plan 2 termination liability/early termination fees apply, as described in Section 2 of this Product Guide.

Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

I. PBX TRUNK DISCOUNT PRICING PLAN (DPP) (Continued)

3. PBX Trunk and IntraLATA Toll Discounts (Continued)

	<u>Monthly Rate</u>
(b) DID Service with PBX Trunk and IntraLATA Toll <sup>1,2</sup>	
(1) Month-to-Month	
Group of 20 Stations	\$66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00
(2) 12-Month Term <sup>3</sup>	
Group of 20 Stations	60.00
Group of 40 Stations	120.00
Initial Group of 100 Stations	300.00
Additional Group(s) of 100 Stations	200.00
(3) 36-Month Term <sup>3</sup>	
Group of 20 Stations	45.00
Group of 40 Stations	90.00
Initial Group of 100 Stations	225.00
Additional Group(s) of 100 Stations	200.00

<sup>1</sup> Nonrecurring charges from Section 3, Service Charges, are applicable.

<sup>2</sup> These rates are available only if DID Service is ordered in conjunction with PBX Trunk Service and IntraLata Toll Service usage.

<sup>3</sup> Plus Extended Area Service increments as identified in this Product Guide section.



Effective: April 1, 2016

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LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

I. PBX TRUNK DISCOUNT PRICING PLAN (DPP) (Continued)

3. PBX Trunk and IntraLATA Toll Discounts (Continued)

(c) IntraLATA Toll Usage Rates <sup>1</sup>

	<u>Monthly Rate</u> <sup>2</sup>
(1) Month-to-Month	3
(2) 12-Month Term <sup>4</sup>	
- Less than 5000 minutes of use per month	25% Discount
- 5000 minutes or more per month	5
(3) 24 or 36-Month Term <sup>4</sup>	
- Less than 5000 minutes of use per month	\$0.0775
- 5000 minutes or more per month	5

<sup>1</sup> Nonrecurring charges from Section 3, Service Charges, are applicable.

<sup>2</sup> Minimum monthly usage charge of \$25.00 per PBX Trunk applies.

<sup>3</sup> Discount Calling Plan rates in Section 19, Frontier Calling Plans, apply.

<sup>4</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>5</sup> Rates will be negotiated on an Individual Case Basis (ICB).

Effective: April 1, 2016

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

J. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to Business Line service for a term length of 12, 24 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.H)

	<u>Monthly Rate per trunk</u> <sup>1,3</sup>	<u>Monthly Rate per trunk</u> <sup>2,4</sup>
1. Business Line Only		
a. Month-to-Month	5	5
b. 12-Month Term <sup>6,7,8</sup>		
1+ Lines	\$24.00	\$31.95
1+ Keyline or Multiline	--	31.95
c. 24-Month Term <sup>6,7,8,9</sup>		
1+ Lines	22.00	29.95
1+ Keyline or Multiline	--	29.95
d. 36-Month Term <sup>6,7,8</sup>		
1+ Lines	22.00	29.95
1+ Keyline or Multiline	--	29.95

<sup>1</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>2</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>3</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 14, Section 13 is also applicable.

<sup>4</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 13, Section 4 is also applicable.

<sup>5</sup> See Section II.A.1 of this section for rates.

<sup>6</sup> The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

<sup>7</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>8</sup> Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate.

<sup>9</sup> For the 24-month term, Plan 2 termination liability/early termination fees apply, as described in Section 2 of this Product Guide.

Effective: February 24, 2019

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

J. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to Business Line service for a term length of 12, 24 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.H)

	<u>Monthly Rate per trunk</u> <sup>1,3</sup>	<u>Monthly Rate per trunk</u> <sup>2,4</sup>	
1. Business Line Only			
a. Month-to-Month	5	5	
b. 12-Month Term <sup>6,7,8</sup>			
1+ Lines	\$24.00	\$31.95	
1+ Keyline or Multiline	--	31.95	
c. 24-Month Term <sup>6,7,8,9</sup>			
1+ Lines	24.00	31.75	(I)
1+ Keyline or Multiline	--	31.75	(I)
d. 36-Month Term <sup>6,7,8</sup>			
1+ Lines	24.00	31.75	(I)
1+ Keyline or Multiline	--	31.75	(I)

<sup>1</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>2</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>3</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 14, Section 13 is also applicable.

<sup>4</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 13, Section 4 is also applicable.

<sup>5</sup> See Section II.A.1 of this section for rates.

<sup>6</sup> The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

<sup>7</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>8</sup> Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate.

<sup>9</sup> For the 24-month term, Plan 2 termination liability/early termination fees apply, as described in Section 2 of this Product Guide.

Effective: November 1, 2020

LOCAL EXCHANGE SERVICE

II. RATES AND CHARGES (Continued)

J. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)\* (C)

A customer may subscribe to Business Line service for a term length of 12, 24 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.H)

	<u>Monthly Rate per trunk</u> <sup>1,3</sup>	<u>Monthly Rate per trunk</u> <sup>2,4</sup>
1. Business Line Only		
a. Month-to-Month	5	5
b. 12-Month Term <sup>6,7,8</sup>		
1+ Lines	\$24.00	\$31.95
1+ Keyline or Multiline	--	31.95
c. 24-Month Term <sup>6,7,8,9</sup>		
1+ Lines	24.00	31.75
1+ Keyline or Multiline	--	31.75
d. 36-Month Term <sup>6,7,8</sup>		
1+ Lines	24.00	31.75
1+ Keyline or Multiline	--	31.75

<sup>1</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 2.

<sup>2</sup> Rates applicable to customers in exchanges listed in Section 5, Local Exchanges and Extended Service Areas, Sheet 3.

<sup>3</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 14, Section 13 is also applicable.

<sup>4</sup> The End User Common Line (EUCL) Charge in Frontier Operating Companies Tariff FCC No. 13, Section 4 is also applicable.

<sup>5</sup> See Section II.A.1 of this section for rates.

<sup>6</sup> The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

<sup>7</sup> Plus Extended Area Service increments as identified in this Product Guide section.

<sup>8</sup> Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate.

<sup>9</sup> For the 24-month term, Plan 2 termination liability/early termination fees apply, as described in Section 2 of this Product Guide.

\* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations. (N)  
(N)

Effective: April 1, 2016

LOCAL EXCHANGES, EXTENDED SERVICE AREAS  
 AND ZONE USAGE MEASUREMENT EXCHANGES AND SERVICE

III. SPECIAL CONDITIONS (Continued)

B. LOCAL CALLING AREAS (Continued)

<u>Local Exchanges and and District Areas</u>	<u>Extended Area Exchanges and District Area</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Santa Monica Santa Monica D.A.	Beverly Hills Canoga Park Culver City Malibu Reseda Santa Monica Mar Vista D.A. West Los Angeles	El Segundo z Hawthorne z Inglewood z Los Angeles D.A. 9 z D.A. 11 z D.A. 12 z D.A. 13 z D.A. 14 z Van Nuys z	Burbank Burbank D.A. Sun Valley D. A. Compton Gardena D.A. Los Angeles D.A.s 1, 2, 6 D.A.s 7, 8, 10 North Hollywood Northridge Redondo San Fernando Sepulveda D.A.
Santa Paula	Saticoy	Camarillo El Rio Fillmore Moorpark Somis	
Sierra Madre	Alhambra Arcadia El Monte Monrovia Pasadena Pasadena D.A.	Azusa-Glendora z Covina-Baldwin Park z Glendale z La Crescenta z Los Angeles D.A. 3 z D.A. 4 z Montebello z Pasadena La Canada D.A. z	Burbank Burbank D.A. La Puente Los Angeles D.A.s 1, 2, 5 D.A.s 7, 10 Pico Rivera San Gabriel Canyon Whittier

Effective: April 1, 2016

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Effective: January 22, 2017

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Effective: April 1, 2016

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GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE (Continued)

I. SPECIAL CONDITIONS (Continued)

B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

II. RATES AND CHARGES

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service Each Line	\$9.99
Business service, Each Line	11.50
Centrex Service, Each Line	11.50

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service Each Line, with a 12-month commitment	\$9.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00



Effective: December 1, 2017

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE (Continued)

I. SPECIAL CONDITIONS (Continued)

B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

II. RATES AND CHARGES

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>
Residence service Each Line	\$9.99
Business service, Each Line	11.50
Centrex Service, Each Line	11.50

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.95	
Each Line, with a 12-month commitment			
Residence service	\$9.99		
Business service	\$11.50		(N)
Charge for cancellation prior to the end of the 12-month period			
Early termination fee		50.00	

Effective: March 17, 2019

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE (Continued)

I. SPECIAL CONDITIONS (Continued)

B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

II. RATES AND CHARGES

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>	
Residence service Each Line	\$10.50	(l)
Business service, Each Line	12.00	(l)
Centrex Service, Each Line	12.00	(l)

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	(l)
Each Line, with a 12-month commitment			
Residence service	\$10.50		(l)
Business service	\$12.00		(l)
Charge for cancellation prior to the end of the 12-month period			
Early termination fee		50.00	

Effective: April 1, 2016

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## GENERAL SERVICES

### HOME VOICE MAIL/VOICE MESSAGING SERVICE

#### I. SPECIAL CONDITIONS

- A. Home Voice Mail. A voice message service for residential customers which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

**Home Voice Mail – Standard** includes the features of Home Voice Mail - Basic with 30 message capacity<sup>1</sup>, plus Reminder Messages and Wake Up Service.

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

- B. Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), non-Centrex service. BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Frontier Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

Enhanced Mailbox. An enhancement to a message box which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box. A message storage service which permits Frontier Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Frontier.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Frontier Voice Messaging receives a message for storage.

<sup>1</sup> Where equipment and facilities permit.

Effective: April 1, 2016

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE (Continued)

II. RATES AND CHARGES

A. Home Voice Mail

	<u>Unit</u>	<u>Nonrecurring Charge</u> <sup>1</sup>
Home Voice Mail Packages		
Home Voice Mail - Standard	each box	\$10.00
Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	--
- Audible Ring Burst (ARB)	each line	--
- Spanish Prompt	each line	--
OnePoint Voice Mail (OPVM) Service	each box	15.00
	<u>Unit</u>	<u>Monthly Rate</u>
Home Voice Mail Packages <sup>2,3</sup>		
Home Voice Mail - Standard	each box	11.99 <sup>4</sup>
Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- Spanish Prompt	each line	--
OnePoint Voice Mail (OPVM) Service <sup>2,3</sup>	each box	12.99 <sup>4</sup>
Message Waiting Indication		
Visual – FSK	each box	.50

<sup>1</sup> Service Charges from Section 3 are not applicable.

<sup>2</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

<sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>4</sup> To be implemented on a full bill period basis on or after March 21, 2015.

Effective: January 22, 2017

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GENERAL SERVICES

CONVENIENCE FEE

I. 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.

II. RATES AND CHARGES

	<u>Nonrecurring Charge</u>
Convenience Fee, per occurrence	\$4.50

(N)

(N)

Effective: July 24, 2019

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GENERAL SERVICES

VACATION GET AWAY SERVICE

(N)

I. GENERAL

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

II. CONDITIONS

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

III. RATES

NONRECURRING CHARGE:

\$39.99

(N)

Effective: April 1, 2016

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Flexible Call Forwarding	\$6.50	\$6.70		
2. Call Forwarding Rotary	7.50			
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	3.25	4.50		
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	3.25	4.50		
5. Call Forwarding Busy Line Don't Answer	7.00	4.50		
6. Call Waiting / Cancel Call Waiting	9.00	8.25		
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00		
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25		
9. Three Way Calling	7.00	8.25	\$0.75 <sup>1, 2</sup>	\$0.75 <sup>1, 2</sup>
10. Distinctive Ring <sup>7</sup>	8.50	1.00		
11. Busy Redial <sup>3, 7</sup>	5.00	7.50	0.75 <sup>1, 2</sup>	0.75 <sup>1, 2</sup>
12. Select Call Forwarding <sup>3, 7</sup>	6.00	6.25		
13. Call Block	--	5.00		
14. Call Trace <sup>3</sup>	6.00	5.50	3.00	3.00
15. *69 <sup>3, 7</sup>	6.25	9.25	0.75 <sup>1, 2</sup>	0.75 <sup>1, 2</sup>
16. Caller ID <sup>4</sup>	12.00	10.95		
17. Anonymous Call Block <sup>4</sup>	1.00	3.50		
18. Call Waiting ID <sup>5</sup>	1.50	0.00		
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00		
20. Complete Blocking <sup>6</sup>	0.00	0.00		

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> Customers may make one change to blocking options without charge. If the blocking option is changed more than once, customers will be charged the appropriate nonrecurring charge from Section 3.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: August 16, 2016

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Flexible Call Forwarding	\$6.50	\$6.70			
2. Call Forwarding Rotary	7.50				
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	3.25	4.50			
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	3.25	4.50			
5. Call Forwarding Busy Line Don't Answer	7.00	4.50			
6. Call Waiting / Cancel Call Waiting	9.00	8.25			
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00			
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25			
9. Three Way Calling	7.00	8.25	\$0.75 <sup>1, 2</sup>	\$0.75 <sup>1, 2</sup>	
10. Distinctive Ring <sup>7</sup>	8.50	11.00			(T)
11. Busy Redial <sup>3, 7</sup>	5.00	7.50	0.75 <sup>1, 2</sup>	0.75 <sup>1, 2</sup>	
12. Select Call Forwarding <sup>3, 7</sup>	6.00	6.25			
13. Call Block	--	5.00			
14. Call Trace <sup>3</sup>	6.00	5.50	3.00	3.00	
15. *69 <sup>3, 7</sup>	6.25	9.25	0.75 <sup>1, 2</sup>	0.75 <sup>1, 2</sup>	
16. Caller ID <sup>4</sup>	12.00	10.95			
17. Anonymous Call Block <sup>4</sup>	1.00	3.50			
18. Call Waiting ID <sup>5</sup>	1.50	0.00			
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00			
20. Complete Blocking <sup>6</sup>	0.00	0.00			

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> Customers may make one change to blocking options without charge. If the blocking option is changed more than once, customers will be charged the appropriate nonrecurring charge from Section 3.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.



Effective: January 21, 2018

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Flexible Call Forwarding	\$7.00	\$7.60 <sup>3</sup>			(l)
2. Call Forwarding Rotary	7.50				
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	4.50	5.50 <sup>3</sup>			(l)
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	4.50	5.50 <sup>3</sup>			
5. Call Forwarding Busy Line Don't Answer	7.75	5.75 <sup>3</sup>			
6. Call Waiting / Cancel Call Waiting	9.75	8.25 <sup>3</sup>			(l)
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00 <sup>3</sup>			
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25 <sup>3</sup>			
9. Three Way Calling	7.75	8.75 <sup>3</sup>	\$2.00 <sup>4,5</sup>	\$1.75 <sup>4,5</sup>	(l)
10. Distinctive Ring <sup>7</sup>	8.50	11.00			
11. Busy Redial <sup>6,7</sup>	5.00	7.50	2.00 <sup>4,5</sup>	1.75 <sup>4,5</sup>	(l)
12. Select Call Forwarding <sup>6,7</sup>	6.00	6.25			
13. Call Block	--	5.00			
14. Call Trace <sup>6</sup>	6.00	5.50	4.00	4.00	(l)
15. *69 <sup>6,7</sup>	6.25	9.25 <sup>3</sup>	2.00 <sup>4,5</sup>	1.75 <sup>4,5</sup>	
16. Caller ID	13.00	10.95			
17. Anonymous Call Block <sup>1</sup>	2.00	4.50			(l)
18. Call Waiting ID <sup>2</sup>	1.50	0.00			
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00			
20. Complete Blocking <sup>6</sup>	0.00	0.00			

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> To be implemented on a full bill period basis on or after November 16, 2013.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: February 18, 2018

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Flexible Call Forwarding	\$7.00	\$7.60 <sup>3</sup>		
2. Call Forwarding Rotary	7.50			
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	4.50	5.50 <sup>3</sup>		
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	4.75	5.50 <sup>3</sup>		
5. Call Forwarding Busy Line Don't Answer	7.75	5.75 <sup>3</sup>		
6. Call Waiting / Cancel Call Waiting	9.75	8.25 <sup>3</sup>		
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00 <sup>3</sup>		
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25 <sup>3</sup>		
9. Three Way Calling	7.75	8.75 <sup>3</sup>	\$2.00 <sup>4,5</sup>	\$1.75 <sup>4,5</sup>
10. Distinctive Ring <sup>7</sup>	8.50	11.00		
11. Busy Redial <sup>6,7</sup>	5.00	7.50	2.00 <sup>4,5</sup>	1.75 <sup>4,5</sup>
12. Select Call Forwarding <sup>6,7</sup>	6.00	6.25		
13. Call Block	--	5.00		
14. Call Trace <sup>6</sup>	6.00	5.50	4.00	4.00
15. *69 <sup>6,7</sup>	6.25	9.25 <sup>3</sup>	2.00 <sup>4,5</sup>	1.75 <sup>4,5</sup>
16. Caller ID	13.00	10.95		
17. Anonymous Call Block <sup>1</sup>	2.00	4.50		
18. Call Waiting ID <sup>2</sup>	1.50	0.00		
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00		
20. Complete Blocking <sup>6</sup>	0.00	0.00		

(l)

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.  
<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.  
<sup>3</sup> To be implemented on a full bill period basis on or after November 16, 2013.  
<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.  
<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.  
<sup>6</sup> Flexible Rate Ranges have been established for this service.  
<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: October 21, 2018

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Flexible Call Forwarding	\$7.20	\$8.00 <sup>3</sup>			(I)
2. Call Forwarding Rotary	7.50				
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	6.00	7.00 <sup>3</sup>			(I)
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	6.25	7.00 <sup>3</sup>			(I)
5. Call Forwarding Busy Line Don't Answer	8.00	7.00 <sup>3</sup>			(I)
6. Call Waiting / Cancel Call Waiting	10.00	8.25 <sup>3</sup>			(I)
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00 <sup>3</sup>			
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25 <sup>3</sup>			
9. Three Way Calling	8.50	9.00 <sup>3</sup>	\$2.50 <sup>4,5</sup>	\$2.50 <sup>4,5</sup>	(I)
10. Distinctive Ring <sup>7</sup>	8.50	11.00			
11. Busy Redial <sup>6,7</sup>	5.00	7.50	2.50 <sup>4,5</sup>	2.50 <sup>4,5</sup>	(I)
12. Select Call Forwarding <sup>6,7</sup>	6.00	6.25			
13. Call Block	--	5.00			
14. Call Trace <sup>6</sup>	6.00	5.50	5.00	5.00	(I)
15. *69 <sup>6,7</sup>	6.25	9.25 <sup>3</sup>	2.50 <sup>4,5</sup>	2.50 <sup>4,5</sup>	(I)
16. Caller ID	13.25	10.95			(I)
17. Anonymous Call Block <sup>1</sup>	3.00	5.00			(I)
18. Call Waiting ID <sup>2</sup>	1.50	0.00			
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00			
20. Complete Blocking <sup>6</sup>	0.00	0.00			

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> To be implemented on a full bill period basis on or after November 16, 2013.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: August 25, 2019

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Flexible Call Forwarding	\$7.75	\$8.50 <sup>3</sup>			(I)
2. Call Forwarding Rotary	7.50				
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	7.50	8.00 <sup>3</sup>			(I)
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	7.75	8.00 <sup>3</sup>			(I)
5. Call Forwarding Busy Line Don't Answer	8.25	8.00 <sup>3</sup>			(I)
6. Call Waiting / Cancel Call Waiting	10.75	9.00 <sup>3</sup>			(I)
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00 <sup>3</sup>			
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25 <sup>3</sup>			
9. Three Way Calling	9.00	9.50 <sup>3</sup>	\$3.00 <sup>4,5</sup>	\$3.00 <sup>4,5</sup>	(I)
10. Distinctive Ring <sup>7</sup>	8.50	11.00			
11. Busy Redial <sup>6,7</sup>	5.00	7.50	3.00 <sup>4,5</sup>	3.00 <sup>4,5</sup>	(I)
12. Select Call Forwarding <sup>6,7</sup>	6.00	6.25			
13. Call Block	--	5.00			
14. Call Trace <sup>6</sup>	6.00	5.50	6.00	6.00	(I)
15. *69 <sup>6,7</sup>	6.25	9.25 <sup>3</sup>	3.00 <sup>4,5</sup>	3.00 <sup>4,5</sup>	(I)
16. Caller ID	14.00	11.75			(I)
17. Anonymous Call Block <sup>1</sup>	4.00	5.50			(I)
18. Call Waiting ID <sup>2</sup>	1.50	0.00			
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00			
20. Complete Blocking <sup>6</sup>	0.00	0.00			

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> To be implemented on a full bill period basis on or after November 16, 2013.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.



Effective: March 1, 2023

CUSTOM CALLING SERVICES

II. INDIVIDUAL CALLING SERVICES (Continued)

B. RATES AND CHARGES

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Flexible Call Forwarding	\$7.75	\$9.00 <sup>3</sup>			(l)
2. Call Forwarding Rotary	7.50				
3. Call Forwarding Busy-Line—Fixed <sup>7</sup>	7.50	8.50 <sup>3</sup>			(l)
4. Call Forwarding No-Answer—Fixed <sup>7</sup>	7.75	8.50 <sup>3</sup>			(l)
5. Call Forwarding Busy Line Don't Answer	8.25	8.50 <sup>3</sup>			(l)
6. Call Waiting / Cancel Call Waiting	10.75	9.50 <sup>3</sup>			(l)
7. Speed Dialing - Eight-code capacity <sup>7</sup>	3.50	6.00 <sup>3</sup>			
8. Speed Dialing - Thirty-code capacity <sup>7</sup>	4.50	7.25 <sup>3</sup>			
9. Three Way Calling	9.00	10.00 <sup>3</sup>	\$3.00 <sup>4,5</sup>	\$3.00 <sup>4,5</sup>	(l)
10. Distinctive Ring <sup>7</sup>	8.50	11.00			
11. Busy Redial <sup>6,7</sup>	5.00	7.50	3.00 <sup>4,5</sup>	3.00 <sup>4,5</sup>	
12. Select Call Forwarding <sup>6,7</sup>	6.00	6.25			
13. Call Block	--	5.00			
14. Call Trace <sup>6</sup>	6.00	5.50	6.00	6.00	
15. *69 <sup>6,7</sup>	6.25	9.25 <sup>3</sup>	3.00 <sup>4,5</sup>	3.00 <sup>4,5</sup>	
16. Caller ID	14.00	12.25			(l)
17. Anonymous Call Block <sup>1</sup>	4.00	6.00			(l)
18. Call Waiting ID <sup>2</sup>	1.50	0.00			
19. Selective Blocking, per call <sup>6</sup>	0.00	0.00			
20. Complete Blocking <sup>6</sup>	0.00	0.00			

<sup>1</sup> Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

<sup>2</sup> Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions A.13.

<sup>3</sup> To be implemented on a full bill period basis on or after November 16, 2013.

<sup>4</sup> Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

<sup>5</sup> Provision of the per occurrence option of this feature may be blocked at the request of the customer.

<sup>6</sup> Flexible Rate Ranges have been established for this service.

<sup>7</sup> Effective November 16, 2013, these services are no longer available for purchase. Existing customers of record may retain these services at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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CUSTOM CALLING SERVICES

IV. REMOTE CALL FORWARDING SERVICE<sup>1</sup> (Continued)

A. SPECIAL CONDITIONS (Continued)

2. Remote Call Forwarding Service will be provided subject to the following limitations: (Continued)
  - k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
  - l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
  - m. The answering location for a forwarded call cannot be an international telephone number.
  - n. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.
3. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule No. D&R, Rule No.10.L. Impairment of Service in the General Exchange Tariff.
4. Message Charges
  - a. Remote Call Forwarding Service is provided on a measured rate basis only.
  - b. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
    - (1) If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
    - (2) If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.
  - c. The message charges for forwarded calls may be comprised of two separate usage charges:
    - (1) A charge for that portion of the call from the originating station to the RCF location, if applicable, billed to the originating station at rates shown in Section 4, Measured-Rate Service - Local Calling Rates.
    - (2) The dial station or 800 service charge for that portion of the call from the RCF location to the terminating station designated by the customer.

<sup>1</sup> Effective November 16, 2013, residence Remote Call Forwarding Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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CUSTOM CALLING SERVICES

IV. REMOTE CALL FORWARDING SERVICE<sup>1</sup> (Continued)

A. SPECIAL CONDITIONS (Continued)

4. Message Charges (Continued)

d. The respective charge for each portion of (1) and (2) shall be the rate specified in the appropriate section of this guide.

(1) On all Operator-assisted calls, other than collect, the originating station is charged for the respective Operator-assisted rate for the portion of the call described in (1) preceding. The call forwarding customer is charged the dial station or 800 service rate for that portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

(2) On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

e. Remote Call Forwarding Service will not be provided in conjunction with an unlimited usage toll plan.

5. Directory Listings

A listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 21 of this Product Guide.

6. Network Access

a. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.

b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

Effective November 16, 2013, residence Remote Call Forwarding Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.



Effective: April 1, 2016

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CUSTOM CALLING SERVICES

IV. REMOTE CALL FORWARDING SERVICE<sup>1</sup> (Continued)

A. SPECIAL CONDITIONS (Continued)

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. General Exchange Tariff, Schedule No. D&R, Rule No. 10, prohibits interference of telephone service of another customer.

B. RATES AND CHARGES

	Nonrecurring Charge		Monthly Rate
	<u>Business</u>	<u>Residence</u>	
1. Initial Path	--	--	
Business			\$32.50
Residence			20.50
2. Each Additional Path	--	--	
Business			32.50
Residence			20.50

<sup>1</sup> Effective November 16, 2013, residence Remote Call Forwarding Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions

Effective: October 21, 2018

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CUSTOM CALLING SERVICES

IV. REMOTE CALL FORWARDING SERVICE <sup>1</sup> (Continued)

A. SPECIAL CONDITIONS (Continued)

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. General Exchange Tariff, Schedule No. D&R, Rule No. 10, prohibits interference of telephone service of another customer.

B. RATES AND CHARGES

	Nonrecurring Charge		Monthly Rate	
	<u>Business</u>	<u>Residence</u>		
1. Initial Path	--	--		
Business			\$34.00	
Residence			23.50	(l)
2. Each Additional Path	--	--		
Business			34.00	
Residence			23.50	(l)

<sup>1</sup> Effective November 16, 2013, residence Remote Call Forwarding Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions

Effective: August 25, 2019

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CUSTOM CALLING SERVICES

IV. REMOTE CALL FORWARDING SERVICE <sup>1</sup> (Continued)

A. SPECIAL CONDITIONS (Continued)

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. General Exchange Tariff, Schedule No. D&R, Rule No. 10, prohibits interference of telephone service of another customer.

B. RATES AND CHARGES

	Nonrecurring Charge		Monthly Rate	
	<u>Business</u>	<u>Residence</u>		
1. Initial Path	--	--		
Business			\$34.00	
Residence			25.00	(l)
2. Each Additional Path	--	--		
Business			34.00	
Residence			25.00	(l)

<sup>1</sup> Effective November 16, 2013, residence Remote Call Forwarding Service is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions

Effective: April 1, 2016

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CUSTOM CALLING SERVICES

V. DIRECT CONNECT SERVICE

A. SPECIAL CONDITIONS

1. Direct Connect Service provides a customer with a one-way automatic connection to a designated number by lifting the receiver (i.e., a "hot line" or bring downs circuit). This service is available to Business Measured Service, Residence Flat/Measured/ULTS Service, and Foreign Exchange Service.
2. With Direct Connect Service:
  - a user can be "directly connected" to a predetermined number without dialing.
  - a user can receive incoming calls but cannot make outgoing calls.
  - there is no dial tone.
3. The predetermined number that calls are forwarded to may be local, long distance, lines in Rotary, FX, or an Answering Service. If forwarded to a long distance number, applicable long distance charges apply. If forwarded from a measured line to a local number, applicable local usage charges apply.
4. The Direct Connect Service line may be separately billed or combined with other like services.

B. RATES AND CHARGES

	<u>Nonrecurring Charge</u>		<u>Monthly</u>
	<u>Business</u>	<u>Residence</u>	<u>Rate</u>
Designated number	\$30.00 <sup>1</sup>	\$5.00 <sup>1</sup>	\$5.00

<sup>1</sup> This charge is in addition to the normal Section 3 charges applicable when establishing service.

Effective: April 1, 2016

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Effective: April 1, 2016

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FTR Solutions for Business Bundle	45

Effective: May 22, 2017

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Effective: December 20, 2017

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Effective: December 16, 2018

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Effective: September 20, 2020

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Effective: December 21, 2020

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Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR BUSINESS PACK

FTR Business Basic Pack, Complete and Deluxe Packs are a combination of Custom Calling and CLASS features available at term discounts to business customers.

A. Features - Features within the packages cannot be substituted for other features.

1. Features offered in FTR Business Basic Pack consist of:

**Option A**<sup>1</sup>

Call Waiting/Cancel Call Waiting	Caller ID <sup>2</sup>
Three-Way Calling	Special Call Forwarding

**Option B**<sup>1</sup>

Call Waiting/Cancel Call Waiting	Caller ID <sup>2</sup>
Three-Way Calling	Enhanced Call Forwarding-Existing Number

2. Features offered in FTR Business Complete Pack consist of:

Call Waiting/Cancel Call Waiting	Caller ID <sup>2</sup>
Three-Way Calling	Flexible Call Forwarding

3. Features offered in FTR Business Deluxe Pack consist of:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	*69
Caller ID <sup>2</sup>	Distinctive Ring

B. Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 60 days but prior to completion of the term commitment period, the customer shall be liable for an early termination charge. See Section 2 of this Product Guide for Termination Liability terms and conditions.

If the customer terminates a FTR Business Pack to subscribe to Unlimited Local and Toll Usage for Business with Feature Package One, Two A, or Three<sup>3</sup> on the same line, no termination liability charges will apply.

<sup>1</sup> Offered in exchanges where technically feasible.

<sup>2</sup> Includes Anonymous Call Block at no additional charge.

<sup>3</sup> See rates, terms and conditions for Unlimited Local and Toll Usage for Business and Feature Package One, Two A, and Three in this Section.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR BUSINESS PACK (Continued)

C. Rates and Charges

	<u>Monthly Rate</u>
1. Basic Pack	
<b>Option A</b> <sup>2</sup>	
1 Year Term	\$17.10
2 Year Term	15.68
3 Year Term	14.25
<b>Option B</b> <sup>2</sup>	
1 Year Term	20.10
2 Year Term	18.43
3 Year Term	16.75
2. Complete Pack	
1 Year Term	17.10
2 Year Term	15.68
3 Year Term	14.25
3. Deluxe Pack	
1 Year Term	24.30
2 Year Term	22.28
3 Year Term	20.25

<sup>1</sup> Nonrecurring Charges as found in Section 3, Service Charges, are not applicable to customers ordering an FTR Business Pack. Features within the FTR Business Pack cannot be substituted for other features.

<sup>2</sup> Offered in exchanges where technically feasible.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued)

I. SPECIAL CONDITIONS (Continued)

- G. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:
- Corporate Rewards
  - Centrex Calling Solutions
- H. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:
- Operator Handled Station-to-Station Service
  - Operator Handled Person-to-Person Service
  - Operator Handled Credit/Calling Card Calls
  - Directory Assistance Service
  - Verification/Interrupt Service
  - 900 and 976 Service
  - 800 Service
  - Extended Area Service (EAS)
  - Three Way Calling (per activation)
  - \*69 (per activation)
- I. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Frontier reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of the General Exchange Tariff, Schedule No. D&R, Rule No. 10.
- J. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive one-year terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

I. SPECIAL CONDITIONS

- A. The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), Centrex, or Centrex Communications System Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- B. Monthly rates or one-year term rates for either plan apply per line in addition to B1, Centrex, or Centrex Communications System monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, Centrex, or Centrex Communications System line.

- C. All terms and conditions applicable to B1, Centrex, or Centrex Communications System Service apply to that service when offered with these packages.
- D. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Frontier as their carrier for all local and intraLATA toll calls.
- E. These packages are available to business customers who subscribe to 25 or fewer Frontier lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- F. The packages are not available with the following services:

- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

Effective: March 1, 2018

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BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued)

I. SPECIAL CONDITIONS (Continued)

G. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:

- Corporate Rewards
- Centrex Calling Solutions

H. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service

- 900 and 976 Service
- 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- \*69 (per activation)

(D)

I. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Frontier reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of the General Exchange Tariff, Schedule No. D&R, Rule No. 10.

J. Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive one-year terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.



Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued)

I. SPECIAL CONDITIONS (Continued)

K. In the event a Customer terminates one-year term service within the first 60 days, starting on the Order Completion Date, the Customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the Customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for early termination charges as set forth in Section 2 of this Product Guide. Early termination charges will not be assessed under the circumstances described in part B of Section 2, IX.B. of this Product Guide.

L. A Customer may discontinue enrollment in a month-to-month package at any time upon request to the Company.

M. UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS FEATURE PACKAGES

1. Feature Package One is available for the customer with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features offered for the same rate.
2. Feature Package Two A is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, or Centrex Communications System Basic Service Line. Feature Package Two B is available for customers with a Centrex Station Line. Feature Package Two includes Caller ID and/or Voice Messaging. The customer may choose either or both of the features offered for the same rate.
3. Feature Package Three is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, Centrex Communications System Basic Service Line, or Centrex Station Line. Feature Package Three includes Caller ID and/or One Point Voice Mail (OPVM). The customer may choose either or both of the features offered for the same rate.
4. Monthly rates for Feature Packages One, Two, or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business. Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on an existing B1, Centrex, or Centrex Communications System line with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 11, Centrex Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

Effective: April 1, 2016

BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued)

II. RATES AND CHARGES

	<u>Month-to-Month</u> <u>Rate</u>	<u>One-Year Term</u> <u>Rate</u>	<u>One-Year Term</u> <u>Rate</u> <sup>4</sup>
A. Unlimited Local Usage for Business <sup>1, 2, 3</sup>			
Per Basic Exchange Access Business (B1) Line	\$43.00	\$37.00	
Per Centrex Station Line	43.00	37.00	
Per Centrex Communications System Basic Service Line	43.00	37.00	
B. Unlimited Local and Toll Usage for Business <sup>1, 2, 3</sup>			
Per Basic Exchange Access Business (B1) Line	38.00	32.00	\$34.00 <sup>4</sup>
Per Centrex Station Line	38.00	32.00	34.00 <sup>4</sup>
Per Centrex Communications System Basic Service Line	38.00	32.00	34.00 <sup>4</sup>

<sup>1</sup> Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, Centrex, or Centrex Communications System line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

<sup>2</sup> For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

<sup>3</sup> Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, Centrex, or Centrex Communications System line.

<sup>4</sup> One Year Term Option with Unlimited Nationwide Long Distance Calling Plan through Frontier Long Distance.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS (Continued)

II. RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>
A. Unlimited Local and Toll Usage for Business Feature Packages <sup>1, 2, 3</sup>	
1. Feature Package One per Basic Exchange Access Business (B1) Line	\$19.00
2. Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or Centrex Communications System Basic Service Line	25.00
Feature Package Two B per Centrex Station Line	25.00
3. Feature Package Three per Basic Exchange Access Business (B1) Line, Centrex Communications System Basic Service Line, or Centrex Station Line	28.00

<sup>1</sup> Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

<sup>2</sup> Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, Centrex, or Centrex Communications System lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 11, Centrex Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

<sup>3</sup> See Special Conditions in this Section for Feature Package descriptions and conditions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES<sup>1</sup> (Continued)

I. SPECIAL CONDITIONS (Continued)

C. Conditions (Continued)

12. Unlimited B1 and Unlimited Communications System Basic Packages are not available with the following services:

- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13. Unlimited B1 and Unlimited Communications System Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- \*69 (per activation)

14. Unlimited B1 and Unlimited Communications System Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Frontier reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

15. Call details are not available for this service.

<sup>1</sup> As of March 17, 2012, the Unlimited Business Access (B1) Line and Unlimited Communications System Packages will not be provided to new subscribers. They will be provided only to customers who subscribed to the packages as of March 16, 2012.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE

I. SPECIAL CONDITIONS

Frontier Local Package / Local and Toll Package <sup>1</sup>/Frontier Local Package Extra/ FTR Regional Package Unlimited/ FTR Regional Calling Plan and Frontier Regional Value provide customers with a combination of Basic Exchange Flat-Rate Service, a choice of Custom Calling and CLASS features, and unlimited ZUM calling.

Frontier Regional Value provides Basic Exchange Flat-Rate Service and unlimited ZUM calling with no custom calling services. The Regional Packages all include unlimited IntraLATA Toll calling.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Frontier Local Package / Local and Toll Package <sup>1</sup>/ Frontier Local Package Extra/ Regional Package Unlimited/ FTR Regional Calling Plan/ or Frontier Regional Value.

Frontier Local Package / Local and Toll Package <sup>1</sup>/ Frontier Local Package Extra/ FTR Regional Package Unlimited/ FTR Regional Calling Plan/ and Frontier Regional Value are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Regional Packages are not offered in conjunction with:

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Frontier Local Package / Local and Toll Package <sup>1</sup>/ Frontier Local Package Extra/ FTR Regional Package Unlimited/ FTR Regional Calling Plan/ and Frontier Regional Value are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the General Exchange Tariff, Schedule A-1 and the ULTS Access Line rate as shown in Schedule A-8. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the General Exchange Tariff, Schedule No. A-8 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the General Exchange Tariff, Schedule No. A-8.

<sup>1</sup> Frontier Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

II. FRONTIER LOCAL PACKAGE <sup>3</sup>

A. Special Conditions

Customers who subscribe to Frontier Local Package may choose up to three of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb <sup>1</sup>
*69	Select Call Forwarding
Priority Call <sup>1</sup>	Caller ID
Speed Dialing <sup>8</sup>	Speed Dialing <sup>30</sup>

Frontier Local Package also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 6, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cents Plan (Plan M) as set forth in Section 16, Frontier Calling Plans.

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Local Package <sup>2</sup>	\$46.99

<sup>1</sup> Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

<sup>2</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>3</sup> Effective November 16, 2013, Frontier Local Package is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

III. LOCAL AND TOLL PACKAGE <sup>1</sup>

A. Special Conditions

Customers who subscribe to Local and Toll Package<sup>1</sup> may choose any of the following features:

Call Waiting/Cancel Call Waiting	Caller ID
Three-Way Calling	Flexible Call Forwarding
Distinctive Ring	Anonymous Call Block
Busy Redial	Call Block
*69	Do Not Disturb
Priority Call	Select Call Forwarding
Speed Dialing 8	Home Voice Mail Standard Package
Speed Dialing 30	

Local and Toll Package <sup>1</sup> includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$ .05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge.

B. Rates and Charges

Monthly Rate

Local and Toll Package <sup>1,4</sup>	\$61.95
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Customers who subscribe to Local and Toll Package <sup>1</sup> will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

Home Voice Mail - Standard Package <sup>2,3</sup>	--
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<sup>1</sup> Frontier Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

<sup>2</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

<sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>4</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

IV. FRONTIER LOCAL PACKAGE EXTRA <sup>6</sup>

A. Special Conditions

Customers who subscribe to Frontier Local Package Extra may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb <sup>5</sup>
*69	Select Call Forwarding
Priority Call <sup>5</sup>	Caller ID
Speed Dialing <sup>8</sup>	Speed Dialing <sup>30</sup>

Frontier Local Package Extra also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cents Plan (Plan M) as set forth in Section 16 of this Product Guide, Frontier Calling Plans.

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Local Package Extra <sup>1</sup>	\$49.99

Customers who subscribe to Frontier Local Package Extra may purchase the following features at the specified discounted rate:

1. Home Voice Mail - Standard Package <sup>2, 3, 4</sup>	\$7.00
2. OnePoint Voice Mail Service <sup>2, 3, 4</sup>	9.00

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Nonrecurring charges from Section 6, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or OnePoint Voice Mail Service.

<sup>3</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

<sup>4</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>5</sup> Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

<sup>6</sup> Effective November 16, 2013, Frontier Local Package Extra is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.



Effective: March 1, 2023

BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

IV. FRONTIER LOCAL PACKAGE EXTRA <sup>6</sup>

A. Special Conditions

Customers who subscribe to Frontier Local Package Extra may choose four or more of the following features:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb <sup>5</sup>
*69	Select Call Forwarding
Priority Call <sup>5</sup>	Caller ID
Speed Dialing <sup>8</sup>	Speed Dialing <sup>30</sup>

Frontier Local Package Extra also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail or OnePoint Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cents Plan (Plan M) as set forth in Section 16 of this Product Guide, Frontier Calling Plans.

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Local Package Extra <sup>1</sup>	\$49.99

Customers who subscribe to Frontier Local Package Extra may purchase the following features at the specified discounted rate:

1. Home Voice Mail - Standard Package <sup>2, 3, 4</sup>	\$7.50	(I)
2. OnePoint Voice Mail Service <sup>2, 3, 4</sup>	9.00	

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Nonrecurring charges from Section 6, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or OnePoint Voice Mail Service.

<sup>3</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

<sup>4</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>5</sup> Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

<sup>6</sup> Effective November 16, 2013, Frontier Local Package Extra is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

V. FTR REGIONAL PACKAGE UNLIMITED<sup>2</sup>

A. Special Conditions

Customers who subscribe to FTR Regional Package Unlimited may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

FTR Regional Package Unlimited also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

B. Rates and Charges

	<u>Monthly Rate</u>
FTR Regional Package Unlimited <sup>1</sup>	\$55.00

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Effective November 16, 2013, FTR Regional Package Unlimited is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

VI. FTR REGIONAL CALLING PLAN

A. Special Conditions

FTR Regional Calling Plan is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

B. Rates and Charges

Monthly Rate

FTR Regional Calling Plan<sup>1</sup>

\$ 49.04 <sup>4</sup>

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

Home Voice Mail - Standard Package <sup>2,3</sup>

OnePoint Voice Mail Service <sup>2,3</sup>

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Nonrecurring charges from Section 6, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or OnePoint Voice Mail Service. .

<sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>4</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

Effective: May 16, 2018

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

VI. FTR REGIONAL CALLING PLAN

A. Special Conditions

FTR Regional Calling Plan is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or OnePoint Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

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

(N)  
|  
(N)

B. Rates and Charges

Monthly Rate

FTR Regional Calling Plan<sup>1</sup>

\$ 49.04 <sup>4</sup>

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

Home Voice Mail - Standard Package <sup>2,3</sup>

OnePoint Voice Mail Service <sup>2,3</sup>

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Nonrecurring charges from Section 6, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or OnePoint Voice Mail Service. .

<sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

<sup>4</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

VII. FRONTIER REGIONAL VALUE

A. Special Conditions

Frontier Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Regional Value <sup>1</sup>	\$47.04 <sup>2</sup>

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

Effective: May 16, 2018

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE (Continued)

VII. FRONTIER REGIONAL VALUE

A. Special Conditions

Frontier Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

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

(N)  
|  
(N)

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Regional Value <sup>1</sup>	\$47.04 <sup>2</sup>

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

Effective: November 10, 2020

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE / LOCAL AND TOLL PACKAGE <sup>1</sup>/ FRONTIER LOCAL PACKAGE EXTRA/ FTR REGIONAL PACKAGE UNLIMITED/ FTR REGIONAL CALLING PLAN/ AND FRONTIER REGIONAL VALUE<sup>3</sup> (Continued)

(C)

VII. FRONTIER REGIONAL VALUE

A. Special Conditions

Frontier Regional Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

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

B. Rates and Charges

	<u>Monthly Rate</u>
Frontier Regional Value <sup>1</sup>	\$47.04 <sup>2</sup>

<sup>1</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

<sup>2</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

<sup>3</sup> Frontier Regional Value is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR REGIONAL ESSENTIALS DISCOUNT I

I. SPECIAL CONDITIONS

FTR Regional Essentials Discount I offers qualifying residential customers a monthly discount on FTR Regional Calling Plan, subject to the limitations described in this section. The customer must agree to subscribe to FTR Regional Calling Plan and to Frontier Online High Speed Internet Service. Pricing for the FTR Regional Essentials Discount I is set forth below and depends upon which of the additional services the customer agrees to purchase, whether the customer additionally agrees to subscribe to a qualifying unlimited long distance calling plan, as described below, and, in some cases, whether the order is placed through the Frontier website.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Frontier Communications of America, Inc. Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Frontier.

Customers who subscribe to FTR Regional Calling Plan and Frontier Online High Speed Internet Service will not automatically be eligible for this offering. Instead the FTR Regional Essentials Discount I will be provided to otherwise qualifying customers only upon customer request or upon customer acceptance of a suggestion, recommendation, or offer of the discount made by a Frontier representative.

The FTR Regional Essentials Discount I discount, as specified in the RATES section below, will apply from the date it is implemented on a customer's account. If the customer removes any of the products that entitle the customer to the discount, the customer will lose the discount for FTR Regional Calling Plan, but no termination liability will apply.

II. RATES AND CHARGES

	<u>Monthly Discounts</u>
FTR Regional Calling Plan without an unlimited long distance calling plan, plus:	
- Frontier Online High Speed Internet Service	\$29.05 <sup>1</sup>
- Additional discount for 24 months for orders placed through Frontier website	5.00
FTR Regional Calling Plan with a qualifying unlimited long distance calling plan, plus:	
- Frontier Online High Speed Internet Service	27.02 <sup>1</sup>

<sup>1</sup> Effective March 21, 2015 to be implemented on a full bill period basis.



Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FIOS INTERNET BUNDLE DISCOUNT<sup>1</sup>

A. SPECIAL CONDITIONS

FIOS Internet Bundle Discount<sup>2</sup> may apply when FTR Regional Calling Plan is bundled with an unlimited long distance calling plan plus one of the FIOS products on a 6, 12 or 24 month commitment as listed in Rates following.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of America, Inc. Long Distance Service Catalog.

At the expiration of a customer's first twelve-month term under the FIOS Internet Bundle Discount, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. 12 Month Term customers with initial terms ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another FIOS Bundle Discount term commitment. In such case, the customer must contact Frontier to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Superseding of service<sup>3</sup> with FIOS Internet Bundle Discount will not be permitted.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier or purchased through a Home Owner's Association or Property Manager under contract with Frontier Enhanced Communities, and none of the products may be billed to a credit card.

<sup>1</sup> As of January 17, 2010, the FIOS Internet Bundle Discount will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

<sup>2</sup> As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

<sup>3</sup> See the General Exchange Tariff, Schedule No. D&R, Rule 8.B.

Effective: April 1, 2016

BUNDLED/ PACKAGED SERVICES

FIOS INTERNET BUNDLE DISCOUNT <sup>1,2</sup> (Continued)

II. RATES AND CHARGES

FIOS Internet Bundle Discount may apply when FTR Regional Calling Plan is bundled with an unlimited long distance calling plan plus one of the following FIOS products on a 6, 12- or 24-month commitment <sup>3</sup>:

A. For customers already subscribed to the FIOS Internet Bundle Discount as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
1. FIOS Internet	\$17.01 <sup>4</sup>	\$22.01 <sup>4</sup>
2. FIOS TV	20.01 <sup>4</sup>	25.01 <sup>4</sup>
3. FIOS Internet <i>and</i> FIOS TV	25.00 <sup>4</sup>	25.00 <sup>4</sup>

B. For customers who automatically continued the FIOS Internet Bundle Discount past the expiration date of their twelve-month term commitment (See Special Conditions preceding):

	Monthly Discounts
	<u>12 Months</u>
1. FIOS Internet	\$17.01 <sup>4</sup>
2. FIOS TV	16.01 <sup>4</sup>
3. FIOS Internet and FIOS TV	20.00 <sup>4</sup>

C. For customers who subscribed to the FIOS Internet Bundle Discount between February 17, 2008 and June 20, 2009:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
1. FIOS Internet	\$25.01 <sup>4</sup>	\$20.01 <sup>4</sup>
2. FIOS TV	25.01 <sup>4</sup>	25.01 <sup>4</sup>
3. FIOS Internet <i>and</i> FIOS TV	25.00 <sup>4</sup>	25.00 <sup>4</sup>

D. For customers who subscribed to the FIOS Internet Bundle Discount on or after June 21, 2009:

	Monthly Discounts
	<u>6 or 12 Month Term</u>
1. FIOS Internet	\$17.01 <sup>4</sup>
2. FIOS TV	20.01 <sup>4</sup>
3. FIOS Internet and FIOS TV	25.00 <sup>4</sup>

<sup>1</sup> Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

<sup>2</sup> As of January 17, 2012, the FIOS Internet Bundle Discount will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

<sup>3</sup> As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

<sup>4</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

## BUNDLED/ PACKAGED SERVICES

### FIOS INTERNET BUNDLE DISCOUNT I

#### I. SPECIAL CONDITIONS

FIOS Internet Bundle Discount II may apply when FTR Regional Calling Plan is bundled with an unlimited long distance calling plan plus one or more of the FIOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of America, Inc. Long Distance Service Catalog.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier.

#### II. RATES AND CHARGES

FIOS Internet Bundle Discount II may apply when FTR Regional Calling Plan is bundled with an unlimited long distance calling plan plus one or more of the following FIOS products on a month-to-month basis or for a 24-month commitment period:

	Monthly Discounts	
	<u>Month-to-Month</u>	<u>24 Months</u>
A. FIOS Internet Bundle Discount II discounts for customers who subscribed before June 4, 2011.		
FIOS Internet, FIOS TV, or both	\$22.00 <sup>1</sup>	\$27.00 <sup>1</sup>
B. FIOS Internet Bundle Discount II discounts for customers who subscribed on or after June 4, 2011 through January 17, 2014.		
FIOS Internet, FIOS TV, or both	27.00 <sup>1</sup>	27.00 <sup>1</sup>
C. FIOS Internet Bundle Discount II discounts for customers who subscribed on or after January 18, 2014.		
FIOS Internet or FIOS TV	17.00 <sup>1</sup>	17.00 <sup>1</sup>
FIOS Internet and FIOS TV	27.00 <sup>1</sup>	27.00 <sup>1</sup>

<sup>1</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE BASIC/ FRONTIER LOCAL PACKAGE PRIME <sup>1</sup>

I. SPECIAL CONDITIONS

Frontier Local Package Basic / Frontier Local Package Prime offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Frontier Local Package Basic or Frontier Local Package Prime.

Frontier Local Package Basic / Frontier Local Package Prime are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Frontier Local Package Basic and Frontier Local Package Prime are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the General Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-8. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the General Exchange Tariff, Schedule No. A-8 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the General Exchange Tariff, Schedule No. A-8.

<sup>1</sup> Effective November 16, 2013, Frontier Local Package Basic/Frontier Local Package Prime are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE BASIC/ FRONTIER LOCAL PACKAGE PRIME <sup>5</sup> (Continued)

I. FRONTIER LOCAL PACKAGE BASIC <sup>5</sup>

A. SPECIAL CONDITIONS

Customers who subscribe to Frontier Local Package Basic may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Frontier Local Package Basic also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

1. Home Voice Mail - Standard Package <sup>1, 2, 3</sup>
2. OnePoint Voice Mail Service <sup>1, 2, 3</sup>

Customers are also eligible to subscribe to 5 Cents Plan (Plan M) as set forth in Section 19, Frontier Calling Plans.

B. RATES AND CHARGES

	<u>Monthly Rate</u>
Frontier Local Package Basic <sup>4</sup>	\$49.95

- <sup>1</sup> Nonrecurring charges from Section 6, Home Voice Mail Services, are not applicable for Home Voice Mail or OnePoint Voice Mail Service.
- <sup>2</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- <sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- <sup>4</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- <sup>5</sup> Effective November 16, 2013, Frontier Local Package Basic/Frontier Local Package Prime are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FRONTIER LOCAL PACKAGE BASIC/ FRONTIER LOCAL PACKAGE PRIME <sup>5</sup> (Continued)

II. FRONTIER LOCAL PACKAGE PRIME <sup>5</sup>

A. SPECIAL CONDITIONS

Customers who subscribe to Frontier Local Package Prime may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	
Speed Dialing 30	

Frontier Local Package Prime also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

1. Home Voice Mail - Standard Package <sup>1, 2, 3</sup>
2. OnePoint Voice Mail Service <sup>1, 2, 3</sup>

Customers are also eligible to subscribe to 5 Cents Plan (Plan M) as set forth in Section 19, Frontier Calling Plans.

B. RATES AND CHARGES

	<u>Monthly Rate</u> <u>Residential</u>
Frontier Local Package Prime <sup>4</sup>	\$ 54.95

- <sup>1</sup> Nonrecurring charges from Section 6, Home Voice Mail Services, are not applicable for Home Voice Mail or OnePoint Voice Mail Service.
- <sup>2</sup> For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- <sup>3</sup> Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- <sup>4</sup> Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- <sup>5</sup> Effective November 16, 2013, Frontier Local Package Basic/Frontier Local Package Prime are no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

Effective: April 1, 2016

BUNDLED/ PACKAGED SERVICES

FTR REGIONAL CALLING PLAN/ FTR REGIONAL SELECT DISCOUNT <sup>1</sup>

I. SPECIAL CONDITIONS

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Frontier Communications of America, Inc. Long Distance Service Catalog.

II. RATES AND CHARGES

- A. FTR Regional Calling Plan or Frontier Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Frontier:

<u>Monthly Discounts</u> <u>FTR Regional Calling Plan</u>	<u>Monthly Discounts</u> <u>Frontier Regional Value</u>			
	<u>Subscribed</u> <u>prior to</u> <u>1/17/2010</u>	<u>Subscribed</u> <u>on or after</u> <u>1/17/2010</u>	<u>Subscribed</u> <u>prior to</u> <u>1/17/2010</u>	<u>Subscribed</u> <u>on or after</u> <u>1/17/2010</u>
High Speed Internet	\$17.00 <sup>2</sup>	\$22.00 <sup>2</sup>	\$20.00 <sup>2</sup>	\$25.00 <sup>2</sup>

- B. Frontier Regional Value customers without an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Frontier:

<u>Monthly Discounts</u> <u>Frontier Regional Value</u>
High Speed Internet
\$27.04 <sup>2</sup>

<sup>1</sup> This will no longer be available to new customers effective April 17, 2011.

<sup>2</sup> Effective March 21, 2015 to be implemented on a full bill period basis.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

SINGLE LINE BUSINESS PAK<sup>1</sup>

I. GENERAL

Single Line Business Pak is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Frontier Broadband Service (Frontier High-Speed Internet service or FIOS service.)

II. REGULATIONS

A. Single Line Business Pak is available only where facilities and conditions permit.

1. Single Line Business Pak is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business Pak is available only on a one-year or three-year term agreement.
3. Single Line Business Pak is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of America, Inc. and Frontier High-Speed Internet service or FIOS service.
4. Single Line Business Pak is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business Pak per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Frontier. Customers may not combine this package with the Unlimited Dialtone and Communications System Packages.

<sup>1</sup> As of March 17, 2012, the Single Line Business Pak will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012.



Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

SINGLE LINE BUSINESS PAK<sup>1</sup> (Continued)

II. REGULATIONS (Continued)

7. Single Line Business Pak is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business Pak does not apply to the following calls or services:
  - Collect Calls - Easy Number Service
  - Calling Card - Emergency Interrupt
  - Time, Lottery and Weather
  - 555,700, 900, 976 Service
  - IDS Type Calls (Audiotext)
  - Third Number Billed - Busy Line Verification
  - Intercept Call Completion - Circuit 9 Service
  - Mass Announcement Services
  - Directory Assistance
  - Group Bridging Service
  - Directory Assistance Call Completion (DACC) Calls/Directory Assistance Call Completion
  - Easy Number Service
  - Emergency Interrupt
  - Repeat Calls, Return Calls (per activation)
  - Person-to-Person
  - Busy Line Verification
  - All other operator Handled Calls
  - Three-Way calling (per activation)
9. Single Line Business Pak may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Details on calls made will not be available for this service.
11. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business Pak.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

<sup>1</sup> As of March 17, 2012, the Single Line Business Pak will not be provided to new subscribers. It will be provided only to customers who subscribed to the package as of March 16, 2012.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR REGIONAL SELECT DISCOUNT<sup>1</sup>

I. SPECIAL CONDITIONS

The FTR Regional Select Discount (FPB) offers a monthly discounted rate on Frontier Regional Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Frontier or call Frontier to disconnect their Frontier dial tone service and agree to retain such service; 2) agree to subscribe to Frontier Regional Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for High Speed Internet or FIOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address;
- continues to meet the conditions listed above.

Each product must be purchased through and billed by Frontier.

The FTR Regional Select Discount cannot be provided by Frontier during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the FTR Regional Select Discount.

Failure of the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FPB discounted rate offering.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Frontier Communications of America, Inc. Posted Rates, Terms and Conditions.

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Frontier representative's offer or suggestion or recommendation of the service

II. RATES AND CHARGES

	<u>Monthly Discounted Rate</u>
FTR Regional Select Discount Frontier Regional Value	\$17.04

<sup>1</sup> Effective March 16, 2013, FTR Regional Select Discount is no longer available for purchase. Existing customers may retain this package in accordance with the terms and conditions described herein.

Effective: April 1, 2016

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## BUNDLED/ PACKAGED SERVICES

### FTR REGIONAL CALLING PLAN

#### I. FEATURE PACKAGE

A FTR Regional Calling Plan customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long distance calling plan. The feature package includes the following features:

Call Forwarding  
Three-Way Calling  
One non-regulated product

The Feature Package will automatically be provided to customers newly subscribing to FTR Regional Calling Plan. The Feature Package will be provided to existing FTR Regional Calling Plan customers upon customer request.

If the customer removes FTR Regional Calling Plan or the qualifying unlimited long distance calling plan associated with FTR Regional Calling Plan, the customer will lose the Feature Package.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Communications of America, Inc. Posted Rates, Terms and Conditions.

Each product must be billed by Frontier.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE

I. GENERAL

A. FTR Solutions for Business Bundle is an optional business package that includes a network access line (or Communications System), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis or two-year term commitment..

B. FTR Solutions for Business Bundle Main Line <sup>1</sup> includes the following:

One Network Access Line (or Communications System) with touch calling  
Unlimited Local and IntraLATA Toll calling  
Choice of zero to five (0 – 5) of the following calling features <sup>2</sup>:

Call Waiting  
Three-Way Calling  
Call Forwarding  
Caller ID  
Voice Messaging

C. FTR Solutions for Business Bundle Additional Line <sup>3, 4</sup> includes the following:

Additional Bundle Line

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling

Additional Bundle Line-Plus

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

<sup>1</sup> One line customers will be provisioned with a network access line.

<sup>2</sup> Features may not be available in all serving areas.

<sup>3</sup> Customers with two or more lines will be provisioned with Communications System lines unless the customer's switch type is not provisioned with Communications System, in which case the additional lines will be provisioned as Business network access lines.

<sup>4</sup> Communications System lines include Call Waiting, Three-Way Calling and Call Forwarding.

Effective: July 25, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE

I. GENERAL

A. FTR Solutions for Business Bundle is an optional business package that includes a network access line (or Communications System), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis or two-year term commitment.

B. FTR Solutions for Business Bundle Main Line includes the following: (C)

One Network Access Line (or Communications System) with touch calling  
Unlimited Local and IntraLATA Toll calling  
Choice of zero to five (0 – 5) of the following calling features <sup>1</sup>:

(T)

Call Waiting  
Three-Way Calling  
Call Forwarding  
Caller ID  
Voice Messaging

C. FTR Solutions for Business Bundle Additional Line <sup>2,3</sup> includes the following: (T)

Additional Bundle Line

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling

Additional Bundle Line-Plus

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

<sup>1</sup> Features may not be available in all serving areas. (D)

<sup>2</sup> Customers with two or more lines will be provisioned with Communications System lines unless the customer's switch type is not provisioned with Communications System, in which case the additional lines will be provisioned as Business network access lines. (T)

<sup>3</sup> Communications System lines include Call Waiting, Three-Way Calling and Call Forwarding. (T)

Effective: July 26, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE

I. GENERAL

A. FTR Solutions for Business Bundle is an optional business package that includes a network access line (or Communications System), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis or two-year term commitment.

B. FTR Solutions for Business Bundle Main Line <sup>1</sup> includes the following: (C)

One Network Access Line (or Communications System) with touch calling  
Unlimited Local and IntraLATA Toll calling  
Choice of zero to five (0 – 5) of the following calling features <sup>2</sup>:

(T)

Call Waiting  
Three-Way Calling  
Call Forwarding  
Caller ID  
Voice Messaging

C. FTR Solutions for Business Bundle Additional Line <sup>3, 4</sup> includes the following: (T)

Additional Bundle Line

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling

Additional Bundle Line-Plus

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

<sup>1</sup> One line customers will be provisioned with a network access line. (T)

<sup>2</sup> Features may not be available in all serving areas. |

<sup>3</sup> Customers with two or more lines will be provisioned with Communications System lines unless the customer's switch type is not provisioned with Communications System, in which case the additional lines will be provisioned as Business network access lines. (T)

<sup>4</sup> Communications System lines include Call Waiting, Three-Way Calling and Call Forwarding. (T)

Effective: September 6, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE

I. GENERAL

A. FTR Solutions for Business Bundle is an optional business package that includes a network access line (or Communications System), calling features and Voice Messaging service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis or two-year term commitment.

B. FTR Solutions for Business Bundle Main Line <sup>1</sup> includes the following:

One Network Access Line (or Communications System) with touch calling  
Unlimited Local and IntraLATA Toll calling  
Choice of zero to six (0 – 6) of the following calling features <sup>2</sup>:

Call Waiting  
Three-Way Calling  
Call Forwarding  
Caller ID  
Voice Messaging  
Multiline Hunt

(C)

(N)

C. FTR Solutions for Business Bundle Additional Line <sup>3,4</sup> includes the following:

Additional Bundle Line

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling

Additional Bundle Line-Plus

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One (1) Communications System Line, or One (1) Network Access Line with Call Waiting, Call Forwarding, Three-Way Calling
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

<sup>1</sup> One line customers will be provisioned with a network access line.

<sup>2</sup> Features may not be available in all serving areas.

<sup>3</sup> Customers with two or more lines will be provisioned with Communications System lines unless the customer's switch type is not provisioned with Communications System, in which case the additional lines will be provisioned as Business network access lines.

<sup>4</sup> Communications System lines include Call Waiting, Three-Way Calling and Call Forwarding.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

II. REGULATIONS

FTR Solutions for Business Bundle is available only where facilities and conditions permit. FTR Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

FTR Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

FTR Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of America, Inc.

FTR Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per location. A maximum of ten (10) lines per customer location can have unlimited calling.

Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited Communications System Package for Business, the Single Line Business Pak for Business, Unlimited Local Usage for Business, Unlimited Local and Toll Usage for Business or ICB's (Individual Case base pricing).

FTR Solutions for Business Bundle is not available with the following services:

- ISDN Service Single Line Service
- ISDN Basic Rate Service
- ISDN Primary Rate Service
- Ground Start Lines or Trunks
- Remote Call Forwarding Service
- Foreign Exchange Service
- Foreign Central Office Service
- Foreign Zone Service
- Coin or Pay Telephone Service

FTR Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.



Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

II. REGULATIONS (Continued)

FTR Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have FTR Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement, and for customers who subscribe to a two-year agreement and add lines to an existing FTR Solutions for Business Bundle in order to qualify for the Multi-Line Discount.

Effective: March 1, 2018

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

II. REGULATIONS (Continued)

FTR Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Directory Assistance – Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
  
- Intercept Call Completion
- All other operator Handled Calls
- Three-Way Calling (per activation)

(D)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have FTR Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement, and for customers who subscribe to a two-year agreement and add lines to an existing FTR Solutions for Business Bundle in order to qualify for the Multi-Line Discount.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

II. REGULATIONS (Continued)

Multi-Line Discount <sup>1</sup> – A multi-line discount, as specified in the Rates section, applies to the FTR Solutions for Business Bundle Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited as follows:

1. The discount will be provided on the Additional Bundle Line(s)-Plus or Additional Bundle Line(s)-Unlimited when the total lines in the bundle equal four or more. The discount will be provided beginning with the fourth qualifying line up to the bundle maximum of 25 lines. The main line and the second and third lines are not eligible.
2. Customers with four or more FTR Solutions for Business Bundle lines prior to April 17, 2011, must add at least one new line to qualify for the Multi-Line Discount.
3. Only one Multi-Line Discount shall apply per line. If any lines are removed from the FTR Solutions for Business Bundle such that the account has less than four lines, the Multi-Line Discount will be automatically removed.

III. FTR SOLUTIONS FOR BUSINESS BUNDLE SATISFACTION GUARANTEE

If the customer notifies Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.

- This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.
- Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.
- No customer will be entitled to discontinue service pursuant to this offer more than once per service.
- The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.
- The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.
- The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.
- Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.
- This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.
- This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.
- This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.
- This offer does not apply to any customers with voice services already provisioned.

<sup>1</sup> Multi-Line Discount will be limited to customers with the Multi-line discount prior to February 4, 2012.

Effective: April 1, 2016

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BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

IV. TERMINATION LIABILITY<sup>1</sup>

FTR Solutions for Business Bundle is offered on a month-to-month or two-year term agreement.

Early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge except as noted in the FTR Solutions for Business Bundle Satisfaction Guarantee or as described below:

PLAN 1 - one-time flat Termination Charge of \$50.00.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue on a month-to-month basis and shall pay the prevailing monthly rate, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

PLAN 2 - The amount of the early termination charge will be 100% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30.

The term of all lines subscribed to or renewed under Plan 2 and within the same account, will be coterminous based upon the date of the first line established.

At the end of each term, the plan will automatically renew for another two-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. Alternately, the customer may call anytime within 30 days before the end of a term to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term. Customers may also terminate their term plan within the first 60 days following an automatic renewal and the early termination charge will be waived.

Solutions for Business lines subscribed to under Termination Liability Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines under Termination Liability Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

Lines within the same FTR Solutions for Business Bundle must be either Plan 1 or Plan 2.

<sup>1</sup> Termination Liability found in Section 2 of the Product Guide does not apply to FTR Solutions for Business Bundle.

BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

IV. TERMINATION LIABILITY <sup>1</sup> (Continued)

The early termination of a Solution for Business Bundle term agreement by the customer during any month of the two-year term will result in an early termination charge except as noted in the FTR Solutions for Business Bundle Satisfaction Guarantee or as described below:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment;  
or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- FTR Solutions for Business Bundle Additional Lines will be offered on a month-to-month or two-year term basis. Additional lines on a month-to-month basis may be added and deleted without termination charges as long as the main line remains on the account. Additional lines provided on a two-year term basis are subject to early termination charges as described for Plan 2 above.

V. RATES AND CHARGES

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
FTR Solutions for Business Bundle Main Line <sup>2</sup>	\$66.00	\$68.00
FTR Solutions for Business Bundle Main Line <sup>2</sup>	\$59.00	\$61.00 <sup>3</sup>
 <u>Monthly Credit</u>		
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Frontier Broadband Credit	\$6.00	\$16.00 <sup>3</sup>

<sup>1</sup> Termination Liability found in Section 2 of the Product Guide does not apply to FTR Solutions for Business Bundle.

<sup>2</sup> Rate grandfathered to existing customers as of February 4, 2012.

<sup>3</sup> This rate shall continue to apply to a customer's lines, purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014, to subscribe to a new two-year term with Plan 2 termination liability as described in this Section, IV Termination Liability preceding.

Effective: April 1, 2016

BUNDLED/ PACKAGED SERVICES

FTR SOLUTIONS FOR BUSINESS BUNDLE (Continued)

V. RATES AND CHARGES (Continued)

	<u>Monthly Rate</u>
FTR Solutions for Business Bundle Additional Line	
Additional Bundle Line - Month-to-Month	\$24.00
Additional Bundle Line - Month-to-Month - Subscribed On or After to June 1, 2014	\$29.00
Additional Bundle Line - Two-Year Term - Subscribed On or After to June 1, 2014 <sup>2</sup>	\$24.00
Additional Bundle Line-Plus - Month-to-Month	\$35.00
Additional Bundle Line-Plus - Month-to-Month - Subscribed On or After to June 1, 2014	\$40.00
Additional Bundle Line Plus - Two-Year Term - Subscribed On or After to June 1, 2014 <sup>2</sup>	\$35.00
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed Prior to February 4, 2012 <sup>1</sup>	\$59.00 <sup>3</sup>
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after February 4, 2012	\$66.00
Additional Bundle Line-Unlimited - Month-to-Month - Subscribed on or after June 1, 2014	\$71.00
Additional Bundle Line-Unlimited - Two-Year Term - Subscribed on or after June 1, 2014 <sup>2</sup>	\$68.00
	<u>Monthly Credit</u>
Frontier Broadband Credit (applies to Additional Bundle Line-Unlimited only)	\$26.00
Frontier Broadband Credit (applies to Additional Bundle Line-Unlimited only) <sup>1</sup>	\$34.00 <sup>3</sup>
	<u>Monthly Multi-Line Discount Credit</u>
Additional Bundle Line-Plus, per line	\$ 8.00
Additional Bundle Line-Unlimited, per line	10.00

<sup>1</sup> Rate grandfathered to existing customers as of February 4, 2012

<sup>2</sup> Plan 2 termination liability fees apply, as described in this Section IV Termination Liability preceding.

<sup>3</sup> This rate shall continue to apply to a customer's lines, purchased prior to February 4, 2012, when the customer elects on or after December 14, 2014, to subscribe to a new two-year term with Plan 2 termination liability as described in this Section IV Termination Liability preceding.

Effective: May 22, 2017

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BUNDLED/ PACKAGED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED

A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

B. GENERAL

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 tariffed in the appropriate FCC tariff.

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  
Call Waiting ID  
3 Way Calling  
Hunting

C. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. 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.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis.

(N)

(N)

Effective: October 8, 2017

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BUNDLED/ PACKAGED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED

D. APPLICABILITY

Applicable to Single-party Business Flat rate service.

E. GENERAL

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 tariffed in the appropriate FCC tariff.

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  
Call Waiting ID  
3 Way Calling  
Hunting

F. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
4. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. 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.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one or two year term basis.



Effective: May 22, 2017

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BUNDLED/ PACKAGED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED (Continued)

C. SPECIAL CONDITIONS (Continued)

9. 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.
10. At the end of the one year term, customers will be moved to the month to month pricing.

D. RATES AND CHARGES

1. 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.
2. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00

(N)

(N)

Effective: October 8, 2017

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BUNDLED/ PACKAGED SERVICES

FRONTIER COMMERCIAL VOICE UNLIMITED (Continued)

D. SPECIAL CONDITIONS (Continued)

11. 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.
12. At the end of the one or two year term, customers will be moved to the month to month pricing. (C)

D. RATES AND CHARGES

3. 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.
4. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

(N)

Effective: December 16, 2018

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BUNDLED/ PACKAGED SERVICES

FRONTIER ONEVOICE (Continued)

(N)

B. REGULATIONS (Continued)

4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. 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.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

C. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Monthly Rate Basic Bundle	\$44.99
Term Price with 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

(N)

Effective: July 15, 2019

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BUNDLED/ PACKAGED SERVICES

FRONTIER ONEVOICE (Continued)

B. REGULATIONS (Continued)

4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. 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.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.
12. Service order charges relating to the installation and setup of the service will be waived. (N)

C. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Monthly Rate Basic Bundle	\$44.99
Term Price with 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

Effective: August 16, 2020

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BUNDLED/ PACKAGED SERVICES

FRONTIER ONEVOICE (Continued)

B. REGULATIONS (Continued)

4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.

(D)

(D)

C. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

(C)

(C)

	<u>Monthly Rate</u>
Monthly Rate Basic Bundle	\$44.99
Term Price with 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

Effective: April 1, 2016

PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS

**Business Service Promotion** beginning September 20, 2015 through April 2, 2016, qualifying business customers that, at the time they accept this promotional offering, meet the following criteria will receive the monthly credit(s) specified below on their monthly telephone bill.

Eligible customers are defined as customers new to Frontier (establishing a new account) that agree to subscribe to the following combination of services.

Qualifying services are:

- One or more new Business Lines under the 24 month term or one or more new Communications System lines under the 24 month term.
- A new Unlimited Local Usage for Business month-to-month plan, or a new Unlimited Local and Toll Usage for Business month-to-month plan.
- A qualifying long distance calling plan.
- Feature Package 1, 2, or 3 for Unlimited Local and Toll Usage for Business.

MONTHLY CREDITS

<u>Qualifying Service Combinations</u>	<u>Area</u>	<u>Business Line or Communications System Term</u>	<u>Monthly Credit</u>
Business Line + Unlimited Local Usage	1	2 Year	\$43.01
Business Line + Unlimited Local Usage	2	2 Year	50.96
Business Line + Unlimited Local and Toll Usage	1	2 Year	24.01
Business Line + Unlimited Local and Toll Usage	2	2 Year	31.96
Business Line + Unlimited Local and Toll Usage, Feature Packages, LD	1	2 Year	57.01
Business Line + Unlimited Local and Toll Usage, Feature Packages, LD	2	2 Year	64.96
Communications System Line + Unlimited Local Usage	All	2 Year	47.96
Communications System Line + Unlimited Local and Toll Usage	All	2 Year	28.96
Communications System Line + Unlimited Local and Toll Usage, Feature Packages, LD	All	2 Year	42.96

<sup>1</sup> Areas defined in Section 4, Sheet 2, of this Product Guide

<sup>2</sup> Areas defined in Section 4, Sheet 3, of this Product Guide

Terms and Conditions

Applicable credits will be applied per line for the duration of the customer's Business Line or Communications System line term plan.

This promotion may not be applied to existing Business accounts.

Qualified businesses will also receive a waiver of the applicable Service Charges.

The monthly credits can be applied on a maximum combined total of ten lines with either Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business.

Effective: October 1, 2016

PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS

**Business Service Promotion** beginning October 1, 2016 through March 31, 2017, qualifying business customers that, at the time they accept this promotional offering, meet the following criteria will receive the monthly credit(s) specified below on their monthly telephone bill. (C)

Eligible customers are defined as customers new to Frontier (establishing a new account) that agree to subscribe to the following combination of services.

Qualifying services are:

- One or more new Business Lines under the 24 month term or one or more new Communications System lines under the 24 month term.
- A new Unlimited Local Usage for Business month-to-month plan, or a new Unlimited Local and Toll Usage for Business month-to-month plan.
- A qualifying long distance calling plan.
- Feature Package 1, 2, or 3 for Unlimited Local and Toll Usage for Business.

MONTHLY CREDITS

<u>Qualifying Service Combinations</u>	<u>Area</u>	<u>Business Line or Communications System Term</u>	<u>Monthly Credit</u>
Business Line + Unlimited Local Usage	1	2 Year	\$43.01
Business Line + Unlimited Local Usage	2	2 Year	50.96
Business Line + Unlimited Local and Toll Usage	1	2 Year	24.01
Business Line + Unlimited Local and Toll Usage	2	2 Year	31.96
Business Line + Unlimited Local and Toll Usage, Feature Packages, LD	1	2 Year	57.01
Business Line + Unlimited Local and Toll Usage, Feature Packages, LD	2	2 Year	64.96
Communications System Line + Unlimited Local Usage	All	2 Year	47.96
Communications System Line + Unlimited Local and Toll Usage	All	2 Year	28.96
Communications System Line + Unlimited Local and Toll Usage, Feature Packages, LD	All	2 Year	42.96

<sup>1</sup> Areas defined in Section 4, Sheet 2, of this Product Guide

<sup>2</sup> Areas defined in Section 4, Sheet 3, of this Product Guide

Terms and Conditions

Applicable credits will be applied per line for the duration of the customer's Business Line or Communications System line term plan.

This promotion may not be applied to existing Business accounts.

Qualified businesses will also receive a waiver of the applicable Service Charges.

The monthly credits can be applied on a maximum combined total of ten lines with either Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business.

Effective: April 1, 2016

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Business Service Promotion** beginning September 20, 2015 through April 2, 2016 (Continued)

Terms and Conditions (Continued)

This offer is available to a maximum of 25 voice lines or voice line equivalents per customer location.

Customers must continue to subscribe to the line and features as described above for the duration of the line term in order to continue to receive the monthly bottom of the bill credit.

Customers will be subject to the termination liability associated with each term plan.

Customers who currently subscribe to a Frontier business bundle are not eligible to receive this promotional offer.

This promotional offer cannot be combined with any other discount or promotion except as authorized by Frontier.

Frontier reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

Qualifying long distance plan must be consistent with the Business Unlimited Long Distance Service Bundled Service Option in the Frontier Communications of America, Inc. Product Guide for Domestic Services.



Effective: May 22, 2017

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Business Service Promotion** beginning September 20, 2015 through April 2, 2016 (Continued)

Terms and Conditions (Continued)

This offer is available to a maximum of 25 voice lines or voice line equivalents per customer location.

Customers must continue to subscribe to the line and features as described above for the duration of the line term in order to continue to receive the monthly bottom of the bill credit.

Customers will be subject to the termination liability associated with each term plan.

Customers who currently subscribe to a Frontier business bundle are not eligible to receive this promotional offer.

This promotional offer cannot be combined with any other discount or promotion except as authorized by Frontier.

Frontier reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

Qualifying long distance plan must be consistent with the Business Unlimited Long Distance Service Bundled Service Option in the Frontier Communications of America, Inc. Product Guide for Domestic Services.

**Frontier Commercial Voice Unlimited Promotion** beginning May 22, 2017 through August 19, 2017

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

(N)  
|  
(N)

Effective: August 21, 2017

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Business Service Promotion** beginning September 20, 2015 through April 2, 2016 (Continued)

Terms and Conditions (Continued)

This offer is available to a maximum of 25 voice lines or voice line equivalents per customer location.

Customers must continue to subscribe to the line and features as described above for the duration of the line term in order to continue to receive the monthly bottom of the bill credit.

Customers will be subject to the termination liability associated with each term plan.

Customers who currently subscribe to a Frontier business bundle are not eligible to receive this promotional offer.

This promotional offer cannot be combined with any other discount or promotion except as authorized by Frontier.

Frontier reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

Qualifying long distance plan must be consistent with the Business Unlimited Long Distance Service Bundled Service Option in the Frontier Communications of America, Inc. Product Guide for Domestic Services.

**Frontier Commercial Voice Unlimited Promotion** beginning May 22, 2017 through August 19, 2017

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

**Regional Essentials Save Promotion** beginning August 21, 2017 through November 18, 2017

Effective August 21, 2017 thru November 18, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

(N)  
|  
(N)

Effective: September 15, 2017

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Business Service Promotion** beginning September 20, 2015 through April 2, 2016 (Continued)

Terms and Conditions (Continued)

This offer is available to a maximum of 25 voice lines or voice line equivalents per customer location.

Customers must continue to subscribe to the line and features as described above for the duration of the line term in order to continue to receive the monthly bottom of the bill credit.

Customers will be subject to the termination liability associated with each term plan.

Customers who currently subscribe to a Frontier business bundle are not eligible to receive this promotional offer.

This promotional offer cannot be combined with any other discount or promotion except as authorized by Frontier.

Frontier reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.

Qualifying long distance plan must be consistent with the Business Unlimited Long Distance Service Bundled Service Option in the Frontier Communications of America, Inc. Product Guide for Domestic Services.

**Frontier Commercial Voice Unlimited Promotion** beginning May 22, 2017 through August 19, 2017

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

**Regional Essentials Save Promotion** beginning August 21, 2017 through November 18, 2017

Effective August 21, 2017 thru November 18, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

**Frontier Commercial Voice Unlimited Promotion** beginning September 15, 2017 through December 13, 2017

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.

(N)  
|  
(N)

Effective: November 19, 2017

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

(D)

(D)

**Frontier Commercial Voice Unlimited Promotion** beginning May 22, 2017 through August 19, 2017

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

**Regional Essentials Save Promotion** beginning August 21, 2017 through November 18, 2017

Effective August 21, 2017 thru November 18, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

**Frontier Commercial Voice Unlimited Promotion** beginning September 15, 2017 through December 13, 2017

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.

**Regional Essentials Save Promotion** beginning November 19, 2017 through December 31, 2017

Effective November 19, 2017 through December 31, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

(N)

(N)

Effective: July 22, 2018

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Frontier Commercial Voice Unlimited Promotion** beginning May 22, 2017 through August 19, 2017

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

**Regional Essentials Save Promotion** beginning August 21, 2017 through November 18, 2017

Effective August 21, 2017 thru November 18, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

**Frontier Commercial Voice Unlimited Promotion** beginning September 15, 2017 through December 13, 2017

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.

**Regional Essentials Save Promotion** beginning November 19, 2017 through December 31, 2017

Effective November 19, 2017 through December 31, 2017, Regional Essentials customers that plan to cancel because of a competitive threat will be eligible to receive a:

- \$5.00 loyalty credit for sixty months or
- \$10.00 loyalty credit for forty eight months or
- \$20.00 loyalty credit for a thirty six month term or
- \$30.00 loyalty credit for a twenty four month term

**FTR Regional Calling Plan Promotion** beginning July 22, 2018 through October 19, 2018

Effective July 22, 2018 through October 19, 2018 new FTR Regional Calling Plan customers who purchase qualifying broadband services will be given a \$27.02 discount per month for two years.

(N)  
|  
(N)

Effective: April 1, 2016

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PROMOTIONAL OFFERINGS

V. PROMOTIONAL OFFERINGS (Continued)

**Business Service Promotion** beginning April 1, 2016 through September 30, 2016, qualifying business customers that, at the time they accept this promotional offering, meet the following criteria will receive the monthly credit specified below on their monthly telephone bill.

Eligible customers are defined as customers new to Frontier (establishing a new account) that agree to subscribe to the following combination of services.

Qualifying services are:

1. Unbundled Service

One or more new Business Lines or one or more new Communications System lines, under a 24 month term, with unlimited local, intralata toll and unlimited nationwide Long Distance, including the calling features Caller ID, Call Waiting, Call Forwarding, Three Way Calling and voicemail.

Customers who receive a bundle discount for subscribing to a Frontier FiOS or HSI product are ineligible for this promotion.

Discount     \$19.01

2. Bundled Service

New Customers who subscribe to Solutions for Business with Internet will receive a discount for 24 months (for customers with a two year term), or 12 months (for customers on a month to month plan) if the customer orders a total of three or more lines (Main Line and at least Two Additional, either Basic or Unlimited or any combination of these) or a Main Line with one Unlimited Additional line).

For all qualifying additional lines                      Month to Month Option

Basic Line	\$3.00
Unlimited Line	10.00

For all qualifying additional lines                      Two Year Option

Basic Line	\$8.00
Unlimited Line	15.00

Terms and Conditions

Customers may receive one promotional discount for each line purchased, (then these terms):

- Customers must continue to subscribe to the line and features as described above for the duration of the line term in order to continue to receive the monthly bottom of the bill credit.
- Customers will be subject to the termination liability associated with each term plan.
- Customers who currently subscribe to a Frontier business bundle are not eligible to receive this promotional offer.
- This promotional offer cannot be combined with any other discount or promotion except as authorized by Frontier.
- Frontier reserves the right to change the end date or other terms or conditions of the promotion before its expiration date.
- Qualifying long distance plan must be consistent with the Business Unlimited Long Distance Service Bundled Service Option in the Frontier Communications of America, Inc. Product Guide for Domestic Services.

Effective: April 1, 2016

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COMPETITIVE RESPONSE

I. VOICE DISCOUNT PLAN

A. GENERAL

An incentive for customers to a) remain with the Company's local exchange service when they indicate that they intend to disconnect their Frontier primary or additional lines, or, b) change to Frontier California Inc. for local service from another service provider, or c) establish dial tone service with Frontier. In addition, customers who have changed their local service from another provider to Frontier, having initiated local service with Frontier within the past 30 days, and specifically request these rates in response to direct mailings, advertising or other Frontier marketing activity, or customers who contact Frontier citing competitor's offers or otherwise indicate potential future disconnection based on price considerations will also be eligible for this offer.

Customers that have, or will be purchasing, Frontier Online High Speed Internet service or FIOS Internet service but no local service from Frontier and accept this offer in response to a direct mailing, advertising, or other Frontier marketing activity will also be eligible for this offer.

B. SPECIAL CONDITIONS

1. Qualifying customers on the initial term of this offer, and who have or agree to purchase Frontier Regional Value, will receive a credit on their Frontier bill of \$32.05 per month for twenty-four months. After the initial term expires the credit will be \$25.05
2. Qualifying customers who have or agree to purchase Frontier Regional Value bundled with a qualifying unlimited long distance calling plan<sup>2</sup> will receive a credit on their Frontier bill of:
  - (a) \$18.00 per month for subscribers on a month-to-month renewal of this offer, except those who had an existing package<sup>3</sup> will receive a \$13.00 per month discount.
  - (b) \$25.00 per month for twenty-four months for subscribers on the initial term of this offer, except existing package<sup>3</sup> subscribers will receive a \$20.00 per month discount.
3. Qualifying customers who have or agree to purchase FTR Regional Calling Plan Bundled with a qualifying unlimited long distance calling plan<sup>1</sup> will receive a credit on their Frontier bill of:
  - (a) \$10.00 per month for subscribers on a month-to-month renewal of this offer, except those who had an existing package<sup>3</sup> will receive a \$5.00 discount.
  - (b) \$17.00 per month for twenty-four months for subscribers on the initial term of this offer, except existing package<sup>3</sup> subscribers will receive a \$12.00 discount.

This offer is not available to employees of Frontier.

After the initial twenty-four (24) month term, customers will automatically renew at the renewal rates specified herein on a month-to-month basis.

This offer is not transferable or redeemable for cash.

This offer may not be combined with any other discount or promotion except as authorized by Frontier. It is limited to one promotional offer per customer line, not to exceed two lines billed on the same bill.

If, prior to the end of the 24-month term, the customer removes the qualifying product from their account, the customer will lose the associated discount.

<sup>1</sup> To be implemented on a full bill period basis on or after March 21, 2015.

<sup>2</sup> Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited rates terms and conditions as found in the Frontier Communications of America, Inc. Long Distance Service Catalog.

<sup>3</sup> Customers who prior to taking this offer had an existing package: Local Package, FTR Frontier Local Package Pack, Frontier Local Package Basic, Frontier Local Package Prime, FTR Regional Package Unlimited, Frontier Regional Value and FTR Regional Calling Plan.

Effective: April 1, 2016

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CENTREX SERVICE

I. SPECIAL CONDITIONS (Continued)

B. CENTREX FEATURE PACKAGE LIST

<u>Centrex Features</u>	<u>Package 1000</u>	<u>Package 2000</u>	<u>Package 3000</u>
Call Forwarding	X	X	X
Call Hold	X	X	X
Call Pickup	X	X	X
Call Transfer	X	X	X
Call Waiting	X	X	X
Conferencing (Three Way Calling)	X	X	X
Distinctive Ringing	X	X	X
Speed Dialing (6 or 8 Numbers)	X	X	X
Station Hunting	X	X	X
Station-to-Station Dialing	X	X	X
Automatic Call Back (Camp On)	X	X	
Call Park	X	X	
Last Number Redial	X	X	
Toll Restriction	X	X	
ARS/FRS	X		
Remote Access to Features	X		
Message Detail Recording	X		

C. FEATURES

The following features are available in Feature Packages 1000, 2000, and 3000. Features may not be substituted to, deleted from, or transferred between packages. Feature definitions:

1. Call Forwarding - allows incoming calls to a Centrex station to be automatically forwarded to another telephone number. There are three variations of Call Forwarding: (1) forward all calls, (2) forward when busy, or (3) forward when no answer. Forwarding for hunt groups is available for the above three options.
2. Call Hold - enables a station, engaged in a call, to set the call into a holding condition completely freeing the station to place a call, receive a call, and or use other Centrex services. One call per station line can be held at a time.
3. Call Pickup - allows one party to dial a code and pickup another party's ringing telephone thus connecting the calling party with the party that dialed the code. The pickup can be directed to any person within a call pickup group or to a specific station number.



Effective: April 1, 2016

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CENTREX SERVICE

I. SPECIAL CONDITIONS (Continued)

D. OPTIONAL FEATURE DEFINITIONS (Continued)

ISDN-PRI Voice over Internet Protocol (VOIP) Centrex Access - is augmented with Centrex features to integrate Centrex service with Voice over the Internet Protocol applications. ISDN-PRI Access and Tie Channel Service are required for this application.

Single Digit Dialing - permits a preselected station line of the customer group or other internal facilities of the customer to be called from another station by use of a single digit code. This service is intended primarily for hotels, motels, and hospitals for guest or patient use.

Speed Dialing (30) - allows each station user to place calls to a previously designated electronic group list of up to 30 (depending on switch type) frequently dialed numbers.

Auto/Universal Call Distribution (ACD/UCD) - This arrangement enables incoming calls to be directed to and distributed evenly among a select group of station lines. Also, see Special Condition D, Termination Arrangements following.

Trunk Queuing - allows a call to wait for a facility in a private facility group to become idle on a first come-first served basis. This feature may be invoked after a customer is unsuccessful in trying to reach a called party.

Attendant Position Interface - service features are not available when attendant's positions are provided by the customer and also may not be available from some switching equipment. Attendant Position Interface does not provide facility path from central office to customer's location.

1. Attendant Camp-On - allows incoming calls which the attendant attempts to complete to a busy station to be held waiting with audible indication to the busy station and then to be automatically connected when the called station is available.
2. Busy Verification of Station Lines - allows the attendant to be connected to any station line of the customer group to verify a busy condition.
3. Conference Arrangement (Attendant Control) - allows the attendant to establish a conference between stations and/or outside parties.
4. Night Answer Any Station - allows primary station with the Centrex customer group to dial access to answer incoming calls when a Night Service is activated at the attendant position.

Effective: April 1, 2016

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

A. OPTIONAL FEATURES (Continued)

The following optional features are available to all Centrex Customers (Package 1000, 2000, 3000 and Dormitory Service). (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
14. Terminations in Centrex Switching Equipment		
a. Private line terminal, each termination (does not apply to manual tie lines)	\$120.00	\$30.00
Changes to existing private line terminal, each terminal	50.00	-
b. Tandem private line terminal, each termination	120.00	35.00
Changes to existing tandem private line terminal, each terminal	50.00	-
c. Foreign Exchange and special services terminal, each termination	120.00	30.00
d. In WATS termination <sup>1, 2</sup>	50.00	5.00
e. Assume Dial "9"		
(1) Each customer group	500.00 85.00	
15. Meet me Conference	150.00	124.31
16. Recorded Announcement	150.00	75.00

<sup>1</sup> Access line rate in Section 30 of this Product Guide.

<sup>2</sup> Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: April 1, 2016

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>	<u>Monthly Rate per line <sup>2</sup></u>
a. <u>Month-to-Month</u>		
2 - 25 lines	\$ 26.95	\$ 34.43
26 - 50 lines	24.45	31.66
51 - 100 lines	23.95	30.88
101+ lines	23.45	30.11

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.

Effective: January 20, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>		<u>Monthly Rate per line <sup>2</sup></u>	
a. <u>Month-to-Month</u>				
2 - 25 lines	\$ 28.95	(I)	\$ 36.43	(I)
26 - 50 lines	26.45	(I)	33.66	(I)
51 - 100 lines	25.95	(I)	32.88	(I)
101+ lines	25.45	(I)	32.11	(I)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.

Effective: June 16, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>	<u>Monthly Rate per line <sup>2</sup></u>	
a. <u>Month-to-Month</u>			
2 - 25 lines	\$ 30.70	\$ 38.18	(l)
26 - 50 lines	28.20	35.41	(l)
51 - 100 lines	27.70	34.63	(l)
101+ lines	27.20	33.86	(l)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.

Effective: February 23, 2021

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>	<u>Monthly Rate per line <sup>2</sup></u>	
a. <u>Month-to-Month</u>			
2 - 25 lines	\$ 32.70	\$ 40.18	(l)
26 - 50 lines	30.20	37.41	(l)
51 - 100 lines	29.70	36.63	(l)
101+ lines	29.20	35.86	(l)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.

Effective: May 18, 2022

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>	<u>Monthly Rate per line <sup>2</sup></u>	
a. <u>Month-to-Month</u>			
2 - 25 lines	\$ 37.70	\$ 45.18	(l)
26 - 50 lines	35.20	42.41	(l)
51 - 100 lines	34.70	41.63	(l)
101+ lines	34.20	40.86	(l)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.

Effective: January 15, 2023

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP)

Nonrecurring Charge  
(All Terms)

Installed primary station line, each line <sup>3</sup> \$20.00

Centrex customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate per line <sup>1</sup></u>	<u>Monthly Rate per line <sup>2</sup></u>	
a. <u>Month-to-Month</u>			
2 - 25 lines	\$ 43.18	\$ 48.18	(l)
26 - 50 lines	40.41	45.41	(l)
51 - 100 lines	39.63	44.63	(l)
101+ lines	38.86	43.86	(l)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Schedule Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions A-C preceding.



Effective: April 1, 2016

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> <u>per line</u> <sup>1</sup>	<u>Monthly Rate</u> <u>per line</u> <sup>1,3</sup>	<u>Monthly Rate</u> <u>per line</u> <sup>2</sup>
b. <u>12 Month Term</u> <sup>4,5,7</sup>			
2 - 25 lines	\$21.20	\$16.00	\$24.79
26 - 50 lines	20.70	15.50	24.01
51 - 100 lines	20.20	15.00	23.24
101+ lines	19.70	14.50	22.46
c. <u>36 Month Term</u> <sup>4,5,7</sup>			
2 - 25 lines	17.45	14.00	21.69
26 - 50 lines	16.95	13.50	20.91
51 - 100 lines	16.45	13.00	20.14
101+ lines	15.45	12.00	18.59
d. <u>60 Month Term</u> <sup>4,5,6,7,8</sup>			
51 - 100 lines	13.95	10.50	16.27
101 + lines	12.95	9.50	14.72

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: January 20, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> <u>per line</u> <sup>1</sup>		<u>Monthly Rate</u> <u>per line</u> <sup>1,3</sup>		<u>Monthly Rate</u> <u>per line</u> <sup>2</sup>	
b. <u>12 Month Term</u> <sup>4,5,7</sup>						
2 - 25 lines	\$23.20	(I)	\$16.00		\$26.79	(I)
26 - 50 lines	20.70		15.50		24.01	
51 - 100 lines	22.20	(I)	15.00		25.24	(I)
101+ lines	19.70		14.50		22.46	
c. <u>36 Month Term</u> <sup>4,5,7</sup>						
2 - 25 lines	19.45	(I)	14.00		23.69	(I)
26 - 50 lines	18.95	(I)	13.50		22.91	(I)
51 - 100 lines	18.45	(I)	13.00		22.14	(I)
101+ lines	15.45		12.00		20.59	(I)
d. <u>60 Month Term</u> <sup>4,5,6,7,8</sup>						
51 - 100 lines	15.95	(I)	10.50		18.27	(I)
101 + lines	14.95	(I)	9.50		14.72	

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: June 16, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> <u>per line</u> <sup>1</sup>	<u>Monthly Rate</u> <u>per line</u> <sup>1,3</sup>	<u>Monthly Rate</u> <u>per line</u> <sup>2</sup>	
b. <u>12 Month Term</u> <sup>4,5,7</sup>				
2 - 25 lines	\$23.20	\$16.00	\$26.79	
26 - 50 lines	20.70	15.50	24.01	
51 - 100 lines	22.20	15.00	25.24	
101+ lines	19.70	14.50	22.46	
c. <u>36 Month Term</u> <sup>4,5,7</sup>				
2 - 25 lines	19.45	14.00	23.69	
26 - 50 lines	18.95	13.50	22.91	
51 - 100 lines	18.45	13.00	22.14	
101+ lines	15.45	12.00	22.34	(I)
d. <u>60 Month Term</u> <sup>4,5,6,7,8</sup>				
51 - 100 lines	15.95	10.50	18.27	
101 + lines	16.70	(I) 9.50	14.72	

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: February 23, 2021

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> <u>per line</u> <sup>1</sup>		<u>Monthly Rate</u> <u>per line</u> <sup>1,3</sup>	<u>Monthly Rate</u> <u>per line</u> <sup>2</sup>	
b. <u>12 Month Term</u> <sup>4,5,7</sup>					
2 - 25 lines	\$26.79	(I)	\$16.00	\$26.79	
26 - 50 lines	24.01		15.50	24.01	
51 - 100 lines	25.24		15.00	25.24	
101+ lines	28.21		14.50	28.21	(I)
c. <u>36 Month Term</u> <sup>4,5,7</sup>					
2 - 25 lines	23.69		14.00	23.69	
26 - 50 lines	22.91		13.50	22.91	
51 - 100 lines	22.14		13.00	22.14	
101+ lines	22.34		12.00	22.34	
d. <u>60 Month Term</u> <sup>4,5,6,7,8</sup>					
51 - 100 lines	18.27	(I)	10.50	18.27	
101 + lines	16.70		9.50	16.70	(I)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: May 18, 2022

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> per line <sup>1</sup>		(D) <u>Monthly Rate</u> (D) <u>per line</u> <sup>2</sup>	
b. <u>12 Month Term</u> <sup>4, 5, 7</sup>				
2 - 25 lines	\$31.79	(I)	(D) \$31.79	(I)
26 - 50 lines	29.01		29.01	
51 - 100 lines	30.24		30.24	
101+ lines	33.21		33.21	
c. <u>36 Month Term</u> <sup>4, 5, 7</sup>				
2 - 25 lines	28.69		28.69	
26 - 50 lines	27.91		27.91	
51 - 100 lines	27.14		27.14	
101+ lines	27.34		27.34	
d. <u>60 Month Term</u> <sup>4, 5, 6, 7, 8</sup>				
51 - 100 lines	23.27		23.27	
101 + lines	21.70	(I)	(D) 21.70	(I)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup>

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

(D)  
(D)

Effective: January 15, 2023

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

1. Centrex Line - Discount Pricing Plan (includes a Centrex Line only)

	<u>Monthly Rate</u> <u>per line</u> <sup>1</sup>		<u>Monthly Rate</u> <u>per line</u> <sup>2</sup>	
b. <u>12 Month Term</u> <sup>4, 5, 7</sup>				
2 - 25 lines	\$36.79	(I)	\$36.79	(I)
26 - 50 lines	34.01		34.01	
51 - 100 lines	35.24		35.24	
101+ lines	38.21		38.21	
c. <u>36 Month Term</u> <sup>4, 5, 7</sup>				
2 - 25 lines	33.69		33.69	
26 - 50 lines	32.91		32.91	
51 - 100 lines	32.14		32.14	
101+ lines	32.34		32.34	
d. <u>60 Month Term</u> <sup>4, 5, 6, 7, 8</sup>				
51 - 100 lines	28.27		28.27	
101 + lines	26.70	(I)	26.70	(I)

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup>

<sup>4</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: April 1, 2016

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

2. Centrex Calling Solutions

Customers may elect this option and receive a discounted rate for the Centrex Line and IntraLATA Toll usage. This offer is composed of two elements: 1) the Centrex line, and 2) discounted IntraLATA Toll usage component. The rates in B.2.a below apply only in conjunction with the discounted long distance usage in B.2.b.

a. Centrex Calling Solutions Line (see B.2.b below for discounted toll rates)

<u>12 Month Term</u> <sup>3, 4, 6</sup>	<u>Monthly Rate</u> <u>Per Line</u> <sup>1</sup>	<u>Monthly Rate</u> <u>Per Line</u> <sup>2</sup>
2 - 25 lines	\$14.00	\$21.70
26 - 50 lines	13.50	20.95
51 - 100 lines	13.00	20.15
101 + lines	12.50	19.40
<u>36 Month Term</u> <sup>3, 4, 6</sup>		
2 - 25 lines	11.50	17.85
26 - 50 lines	11.00	17.05
51 - 100 lines	10.50	16.30
101 + lines	10.00	15.50
<u>60 Month Term</u> <sup>3, 4, 5, 6</sup>		
51 - 100 lines	9.50	14.75
101 + lines	8.50	13.20

b. IntraLATA Toll Usage Rates <sup>7</sup>

	<u>Monthly Rate</u> <u>per minute</u> <sup>8</sup>
(1) Month-to-Month	
(2) 12 Month Term	25% Discount <sup>9</sup>
(3) 36 Month Term	\$ 0.0775 <sup>9</sup>
(4) 60 Month Term	0.0775 <sup>9</sup>

<sup>1</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 2 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 14, Section 13, will be applied.

<sup>2</sup> These rates are applicable to customers in exchanges listed in Section 5, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Operating Companies Tariff FCC No. 13, Section 4, will be applied.

<sup>3</sup> See Special Condition W. in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Centrex Service.

<sup>4</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>6</sup> The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>7</sup> Customer must purchase the Centrex Line DPP to be eligible for these discounted rates.

<sup>8</sup> Discount Calling Plan rates in Section 28 of this Product Guide apply.

<sup>9</sup> Discount applies to IntraLATA Toll usage (see Section 28 of this Product Guide) on Centrex lines only. A minimum monthly usage charge of \$5.00 per line applies.

Effective: April 1, 2016

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

3. Centrex Feature Packages <sup>1,2</sup>

		<u>Nonrecurring Charge Per Customer Group</u>	<u>Monthly Rate per line</u>
a. <u>Month-to-Month</u>			
(1)	Feature Pak 1000	\$50.00	\$10.15
(2)	Feature Pak 2000	100.00	12.15
(3)	Feature Pak 3000	200.00	13.15
(4)	Centrex CLASS, per station <sup>3</sup>	-	5.00
b. <u>12 Month Term</u> <sup>4,5</sup>			
(1)	Feature Pak 1000	50.00 <sup>7</sup>	5.75
(2)	Feature Pak 2000	100.00 <sup>7</sup>	7.50
(3)	Feature Pak 3000	200.00 <sup>7</sup>	8.25
(4)	Centrex CLASS, per station <sup>3</sup>	-	5.00
c. <u>36 Month Term</u> <sup>4,5</sup>			
(1)	Feature Pak 1000	50.00 <sup>7</sup>	5.50
(2)	Feature Pak 2000	100.00 <sup>7</sup>	6.85
(3)	Feature Pak 3000	200.00 <sup>7</sup>	7.50
(4)	Centrex CLASS, per station <sup>3</sup>	-	5.00
d. <u>60 Month Term</u> <sup>4,5,6,8</sup>			
(1)	Feature Pak 1000	50.00 <sup>7</sup>	5.25
(2)	Feature Pak 2000	100.00 <sup>7</sup>	6.25
(3)	Feature Pak 3000	200.00 <sup>7</sup>	7.00
(4)	Centrex CLASS, per station <sup>3</sup>	-	5.00

<sup>1</sup> See Special Condition 2 and 3 preceding for feature package descriptions.

<sup>2</sup> Feature package term length must match Centrex Line term length.

<sup>3</sup> The maximum monthly charge for the Centrex CLASS feature package is \$500.00 per customer.

<sup>4</sup> See Section 2 of this Product Guide, for termination liability terms and conditions.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Centrex Feature Package nonrecurring charge will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.



Effective: January 20, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

3. Centrex Feature Packages <sup>1,2</sup>

		<u>Nonrecurring Charge Per Customer Group</u>	<u>Monthly Rate per line</u>	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$50.00	\$12.15	(I)
	(2) Feature Pak 2000	100.00	14.15	(I)
	(3) Feature Pak 3000	200.00	15.15	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
b.	<u>12 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	7.75	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	7.50	
	(3) Feature Pak 3000	200.00 <sup>7</sup>	10.25	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
c.	<u>36 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	7.50	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	8.85	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	9.50	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
d.	<u>60 Month Term</u> <sup>4,5,6,8</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	7.25	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	8.25	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	9.00	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	

<sup>1</sup> See Special Condition 2 and 3 preceding for feature package descriptions.

<sup>2</sup> Feature package term length must match Centrex Line term length.

<sup>3</sup> The maximum monthly charge for the Centrex CLASS feature package is \$500.00 per customer.

<sup>4</sup> See Section 2 of this Product Guide, for termination liability terms and conditions.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Centrex Feature Package nonrecurring charge will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: June 16, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

3. Centrex Feature Packages <sup>1,2</sup>

		<u>Nonrecurring Charge Per Customer Group</u>	<u>Monthly Rate per line</u>	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$50.00	\$13.90	(I)
	(2) Feature Pak 2000	100.00	15.90	(I)
	(3) Feature Pak 3000	200.00	16.90	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
b.	<u>12 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	9.50	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	7.50	
	(3) Feature Pak 3000	200.00 <sup>7</sup>	12.00	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
c.	<u>36 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	9.25	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	10.60	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	11.25	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
d.	<u>60 Month Term</u> <sup>4,5,6,8</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	9.00	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	10.60	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	10.75	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	

<sup>1</sup> See Special Condition 2 and 3 preceding for feature package descriptions.

<sup>2</sup> Feature package term length must match Centrex Line term length.

<sup>3</sup> The maximum monthly charge for the Centrex CLASS feature package is \$500.00 per customer.

<sup>4</sup> See Section 2 of this Product Guide, for termination liability terms and conditions.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Centrex Feature Package nonrecurring charge will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: February 23, 2021

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

3. Centrex Feature Packages <sup>1,2</sup>

		<u>Nonrecurring Charge Per Customer Group</u>	<u>Monthly Rate per line</u>	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$50.00	\$15.90	(I)
	(2) Feature Pak 2000	100.00	17.90	(I)
	(3) Feature Pak 3000	200.00	18.90	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
b.	<u>12 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	11.50	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	13.25	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	14.00	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
c.	<u>36 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	11.25	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	12.60	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	13.25	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
d.	<u>60 Month Term</u> <sup>4,5,6,8</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	11.00	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	12.00	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	12.75	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	

<sup>1</sup> See Special Condition 2 and 3 preceding for feature package descriptions.

<sup>2</sup> Feature package term length must match Centrex Line term length.

<sup>3</sup> The maximum monthly charge for the Centrex CLASS feature package is \$500.00 per customer.

<sup>4</sup> See Section 2 of this Product Guide, for termination liability terms and conditions.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Centrex Feature Package nonrecurring charge will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

Effective: May 18, 2022

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

B. STATION LINE / DISCOUNT PRICING PLAN (DPP) (Continued)

3. Centrex Feature Packages <sup>1,2</sup>

		<u>Nonrecurring Charge Per Customer Group</u>	<u>Monthly Rate per line</u>	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$50.00	\$20.90	(I)
	(2) Feature Pak 2000	100.00	22.90	(I)
	(3) Feature Pak 3000	200.00	23.90	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
b.	<u>12 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	16.50	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	18.25	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	19.00	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
c.	<u>36 Month Term</u> <sup>4,5</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	16.25	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	17.60	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	18.25	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	
d.	<u>60 Month Term</u> <sup>4,5,6,8</sup>			
	(1) Feature Pak 1000	50.00 <sup>7</sup>	16.00	(I)
	(2) Feature Pak 2000	100.00 <sup>7</sup>	17.00	(I)
	(3) Feature Pak 3000	200.00 <sup>7</sup>	17.75	(I)
	(4) Centrex CLASS, per station <sup>3</sup>	-	5.00	

<sup>1</sup> See Special Condition 2 and 3 preceding for feature package descriptions.

<sup>2</sup> Feature package term length must match Centrex Line term length.

<sup>3</sup> The maximum monthly charge for the Centrex CLASS feature package is \$500.00 per customer.

<sup>4</sup> See Section 2 of this Product Guide, for termination liability terms and conditions.

<sup>5</sup> If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

<sup>6</sup> If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

<sup>7</sup> The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Centrex Feature Package nonrecurring charge will not apply to the initial installation of Centrex lines when installed at Product Guide rates under a term commitment.

<sup>8</sup> Effective May 18, 2013, the 60-Month Term option is no longer available to new customers. Existing customers may retain their term payment option until it expires. Upon expiration, customers may re-subscribe to Month-to-Month, 12 Month or the 36 Month Term option.

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

D. MULTILOCATION CENTREX SERVICE (Continued)

4. ACCESS TO PRIVATE FACILITIES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Access</u> <sup>1,2</sup>		
Month-to Month	\$320.00	\$65.00
12 Month Term	160.00	60.00
36 Month Term	55.00	55.00
60 Month Term	35.00	50.00
84 Month Term	25.00	45.00
 Additions or Changes		
Subsequent additions or changes of access codes, per access code	 90.00	 n/a

5. WORK-AT-HOME <sup>1</sup>

Per Employee Telephone Line Equipped	50.00	5.00
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E. CENTREX COMMUNICATIONS SYSTEM SERVICE

1. CENTREX COMMUNICATIONS SYSTEM BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> <sup>5</sup>	<u>24-Month Term Rate</u>	<u>36-Month Term Rate</u>
Basic Service, each line <sup>3,4</sup>	\$41.10	\$25.95	\$26.95	\$26.95

Includes the following Basic Standard Features:

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ringing (Inside/Outside)
- Assume Dial "9"

<sup>1</sup> Available where facilities and conditions permit. Subscriber locations served by other Local Exchange Carriers are not supported at this time.

<sup>2</sup> These rates are in addition to applicable rates for the private facility.

<sup>3</sup> Centrex Communications System Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability.

<sup>4</sup> See Section 4 for applicable measured usage rates.

<sup>5</sup> Effective 4/26/08, Communications System 2 Year Term service will no longer be available in CA. Existing Communications System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered.

Effective: May 28, 2019

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

D. MULTILOCATION CENTREX SERVICE (Continued)

4. ACCESS TO PRIVATE FACILITIES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Access</u> <sup>1,2</sup>		
Month-to Month	\$320.00	\$65.00
12 Month Term	160.00	60.00
36 Month Term	55.00	55.00
60 Month Term	35.00	50.00
84 Month Term	25.00	45.00
 Additions or Changes		
Subsequent additions or changes of access codes, per access code	90.00	n/a

5. WORK-AT-HOME <sup>1</sup>

Per Employee Telephone Line Equipped	50.00	5.00
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E. CENTREX COMMUNICATIONS SYSTEM SERVICE

1. CENTREX COMMUNICATIONS SYSTEM BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> <sup>5</sup>	<u>24-Month Term Rate</u> <sup>6</sup> (C)	<u>36-Month Term Rate</u> <sup>6</sup> (C)
Basic Service, each line <sup>3,4</sup>	\$41.10	\$25.95	\$26.95	\$26.95

Includes the following Basic Standard Features:

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ringing (Inside/Outside)
- Assume Dial "9"

<sup>1</sup> Available where facilities and conditions permit. Subscriber locations served by other Local Exchange Carriers are not supported at this time.

<sup>2</sup> These rates are in addition to applicable rates for the private facility.

<sup>3</sup> Centrex Communications System Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability.

<sup>4</sup> See Section 4 for applicable measured usage rates.

<sup>5</sup> Effective 4/26/08, Communications System 2 Year Term service will no longer be available in CA. Existing Communications System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered.

<sup>6</sup> Effective May 28, 2019, Communications System 2 Year and 3 Year Term service is grandfathered and limited to existing customers at existing locations.

Effective: January 15, 2024

CENTREX SERVICE

II. RATES AND CHARGES (Continued)

D. MULTILOCATION CENTREX SERVICE (Continued)

4. ACCESS TO PRIVATE FACILITIES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Access</u> <sup>1,2</sup>		
Month-to Month	\$320.00	\$65.00
12 Month Term	160.00	60.00
36 Month Term	55.00	55.00
60 Month Term	35.00	50.00
84 Month Term	25.00	45.00
 Additions or Changes		
Subsequent additions or changes of access codes, per access code	90.00	n/a

5. WORK-AT-HOME <sup>1</sup>

Per Employee Telephone Line Equipped	50.00	5.00
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E. CENTREX COMMUNICATIONS SYSTEM SERVICE

1. CENTREX COMMUNICATIONS SYSTEM BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> <sup>5</sup>	<u>24-Month Term Rate</u> <sup>6</sup>	<u>36-Month Term Rate</u> <sup>6</sup>
Basic Service, each line <sup>3,4</sup>	\$41.10	\$31.95 (I)	\$31.95 (I)	\$31.95 (I)

Includes the following Basic Standard Features:

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ringing (Inside/Outside)
- Assume Dial "9"

<sup>1</sup> Available where facilities and conditions permit. Subscriber locations served by other Local Exchange Carriers are not supported at this time.

<sup>2</sup> These rates are in addition to applicable rates for the private facility.

<sup>3</sup> Centrex Communications System Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability.

<sup>4</sup> See Section 4 for applicable measured usage rates.

<sup>5</sup> Effective 4/26/08, Communications System 2 Year Term service will no longer be available in CA. Existing Communications System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered.

<sup>6</sup> Effective May 28, 2019, Communications System 2 Year and 3 Year Term service is grandfathered and limited to existing customers at existing locations.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
11. Exception Provisioning <sup>1</sup>		
a. Provisioning	\$ -	\$40.00 <sup>2</sup>
b. Special Transport Mileage, per airline mile <sup>3</sup>	-	6.50

B. ISDN-PRIMARY RATE INTERFACE SERVICE

ISDN-PRI Service is available on a month-to-month basis or a term commitment plan of 1, 2, 3 or 5 Years. The minimum subscription period for this service is one month. ISDN-PRI Service can be provided from a customer's serving central office or from an alternative central office. If service is provided from an alternative central office, additional Switched Facility charges as specified in II.Rates and Charges B.1.f or B.2.e will apply.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u>		
a. PRI Access Interface, per Central Office Termination	<sup>4</sup>	\$ 500.00 <sup>5</sup>
b. Switched Facility (Customer's Premises to Local Central Office)		
(1) Option 1		
a. PRI DS1 Switched Facility	525.00	270.00
b. Special Transport Termination		30.00
c. Special Transport, per airline mile		11.00
(2) Option 2		
Alternate High Capacity Digital Facilities	<sup>6</sup>	<sup>6</sup>

<sup>1</sup> These rates apply in addition to the rates and charges for Basic Rate Interface Services.

<sup>2</sup> There is no additional charge for Special Transport Termination.

<sup>3</sup> This rate applies on a per line basis.

<sup>4</sup> See Database Configuration, II.Rates and Charges B.1.d.(1) following.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13.

<sup>6</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Tariff, Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.



Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES AND CHARGES

A. ISDN-BASIC RATE INTERFACE SERVICES <sup>1</sup>  
(See Minimum Service Requirement in SPECIAL CONDITIONS)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Basic Rate Interface Line	2	3
2. ISDN Access - Single User	-	\$ 8.80
3. ISDN Multipoint Access - Multiple User	-	11.00
4. Central Office Services, per channel		
B Voice	-	2.48
B Circuit Switched Data (B-CSD) <sup>1</sup>	-	7.70
B Voice/CSD <sup>1</sup>	-	8.80
B Packet, per packet <sup>4, 5, 6</sup>	-	132.00
D Packet, per packet <sup>4, 6</sup>	-	5.20
5. Additional Telephone Numbers, each number	2	.44

<sup>1</sup> All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

<sup>2</sup> Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.

<sup>3</sup> See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.

<sup>4</sup> See Section 32 of this Product Guide for applicable packet rates.

<sup>5</sup> As of February 13, 2004, this service is available for orders placed for CALEA.

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES AND CHARGES

A. ISDN-BASIC RATE INTERFACE SERVICES\* 1

(See Minimum Service Requirement in SPECIAL CONDITIONS)

(C)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Basic Rate Interface Line	2	3
2. ISDN Access - Single User	-	\$ 8.80
3. ISDN Multipoint Access - Multiple User	-	11.00
4. Central Office Services, per channel		
B Voice	-	2.48
B Circuit Switched Data (B-CSD) 1	-	7.70
B Voice/CSD 1	-	8.80
B Packet, per packet 4, 5, 6	-	132.00
D Packet, per packet 4, 6	-	5.20
5. Additional Telephone Numbers, each number	2	.44

<sup>1</sup> All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

<sup>2</sup> Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.

<sup>3</sup> See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.

<sup>4</sup> See Section 32 of this Product Guide for applicable packet rates.

<sup>5</sup> As of February 13, 2004, this service is available for orders placed for CALEA.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES AND CHARGES

A. ISDN-BASIC RATE INTERFACE SERVICES\* 1  
(See Minimum Service Requirement in SPECIAL CONDITIONS)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>	
1. Basic Rate Interface Line	2	\$54.98	(I)
2. ISDN Access - Single User	-	\$ 13.20	(I)
3. ISDN Multipoint Access - Multiple User	-	16.88	(I)
4. Central Office Services, per channel			
B Voice	-	2.48	
B Circuit Switched Data (B-CSD) 1	-	11.55	(I)
B Voice/CSD 1	-	13.20	(I)
B Packet, per packet 4, 5, 6	-	132.00	
D Packet, per packet 4, 6	-	5.20	
5. Additional Telephone Numbers, each number	2	.44	

<sup>1</sup> All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

<sup>2</sup> Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.

<sup>4</sup> See Section 32 of this Product Guide for applicable packet rates.

<sup>5</sup> As of February 13, 2004, this service is available for orders placed for CALEA.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(D)

Effective: April 1, 2023

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES AND CHARGES

A. ISDN-BASIC RATE INTERFACE SERVICES\* 1  
(See Minimum Service Requirement in SPECIAL CONDITIONS)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>	
1. Basic Rate Interface Line	2	\$87.96	(l)
2. ISDN Access - Single User	-	\$ 21.12	(l)
3. ISDN Multipoint Access - Multiple User	-	27.00	(l)
4. Central Office Services, per channel			
B Voice	-	2.48	
B Circuit Switched Data (B-CSD) 1	-	18.48	(l)
B Voice/CSD 1	-	21.12	(l)
B Packet, per packet 4, 5, 6	-	132.00	
D Packet, per packet 4, 6	-	5.20	
5. Additional Telephone Numbers, each number	2	.44	

<sup>1</sup> All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

<sup>2</sup> Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.

<sup>4</sup> See Section 32 of this Product Guide for applicable packet rates.

<sup>5</sup> As of February 13, 2004, this service is available for orders placed for CALEA.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
 BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES (Continued)

6. Package Services

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
Centrex Feature Packages		
Package 1000	-	\$3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 <sup>1</sup>	15.00	3.30
Data 2000 <sup>1</sup>	15.00	5.50
Feature Package A <sup>1,4</sup>		5.40
Feature Package B <sup>1,4</sup>		17.99
Feature Package C <sup>1,4</sup>		28.19
Feature Package O <sup>1,4</sup>		2.80

7. Individual Services, Per Channel

Data Direct Connect	--	1.10
Data Closed User Group	--	1.00
6-way Conference	--	9.50

8. Data Base Change - Per hour or portion thereof

	\$60.00	--
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9. Individual Line Loop Extension<sup>2</sup>

Basic Rate Interface <sup>3</sup>	50.00	30.80
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<sup>1</sup> Rates applicable to exchanges listed in Section 5, Sheet 3 of this Product Guide.

<sup>2</sup> These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

<sup>3</sup> Applies to BRI Single User and Multiple User.

<sup>4</sup> This service is limited to existing customers only.

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES\* (Continued)

(C)

6. Package Services

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
Centrex Feature Packages		
Package 1000	-	\$3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 <sup>1</sup>	15.00	3.30
Data 2000 <sup>1</sup>	15.00	5.50
Feature Package A <sup>1,4</sup>		5.40
Feature Package B <sup>1,4</sup>		17.99
Feature Package C <sup>1,4</sup>		28.19
Feature Package O <sup>1,4</sup>		2.80

7. Individual Services, Per Channel

Data Direct Connect	--	1.10
Data Closed User Group	--	1.00
6-way Conference	--	9.50

8. Data Base Change - Per hour or portion thereof

\$60.00      --

9. Individual Line Loop Extension<sup>2</sup>

Basic Rate Interface <sup>3</sup>	50.00	30.80
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<sup>1</sup> Rates applicable to exchanges listed in Section 5, Sheet 3 of this Product Guide.

<sup>2</sup> These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

<sup>3</sup> Applies to BRI Single User and Multiple User.

<sup>4</sup> This service is limited to existing customers only.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)  
(N)

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES\* (Continued)

6. Package Services

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
Centrex Feature Packages		
Package 1000	-	\$3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 <sup>1</sup>	15.00	3.30
Data 2000 <sup>1</sup>	15.00	5.50
Feature Package A <sup>1,4</sup>		5.40
Feature Package B <sup>1,4</sup>		17.99
Feature Package C <sup>1,4</sup>		28.19
Feature Package O <sup>1,4</sup>		2.80

7. Individual Services, Per Channel

Data Direct Connect	--	1.10
Data Closed User Group	--	1.00
6-way Conference	--	9.50

8. Data Base Change - Per hour or portion thereof

	\$60.00	--
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9. Individual Line Loop Extension <sup>2</sup>

Basic Rate Interface <sup>3</sup>	50.00	46.20	(l)
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<sup>1</sup> Rates applicable to exchanges listed in Section 5, Sheet 3 of this Product Guide.

<sup>2</sup> These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

<sup>3</sup> Applies to BRI Single User and Multiple User.

<sup>4</sup> This service is limited to existing customers only.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Effective: April 1, 2023

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES\* (Continued)

6. Package Services

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
Centrex Feature Packages		
Package 1000	-	\$3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 <sup>1</sup>	15.00	3.30
Data 2000 <sup>1</sup>	15.00	5.50
Feature Package A <sup>1,4</sup>		5.40
Feature Package B <sup>1,4</sup>		17.99
Feature Package C <sup>1,4</sup>		28.19
Feature Package O <sup>1,4</sup>		2.80

7. Individual Services, Per Channel

Data Direct Connect	--	1.10
Data Closed User Group	--	1.00
6-way Conference	--	9.50

8. Data Base Change - Per hour or portion thereof

	\$60.00	--
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9. Individual Line Loop Extension<sup>2</sup>

Basic Rate Interface <sup>3</sup>	50.00	73.92	(l)
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<sup>1</sup> Rates applicable to exchanges listed in Section 5, Sheet 3 of this Product Guide.

<sup>2</sup> These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

<sup>3</sup> Applies to BRI Single User and Multiple User.

<sup>4</sup> This service is limited to existing customers only.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.



Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
10. Automatic Call Distribution /Management Information System (ACD/MIS)		
a. Basic ACD Feature Package		
per ACD Group	\$55.00	
per ACD Line <sup>1</sup>		\$28.40
Multipoint ACD Line		42.60
b. Advanced ACD/MIS Optional Features		
Additional Queue Slots		
per System	25.00	
per Slot		2.65
Call Prompts, <sup>2</sup>		
per step <sup>3</sup>	100.00	
per step <sup>3</sup>		150.00
Call Vectoring		
per ACD Group	40.00	
per ACD Line		4.00
Direct Agent Access		
per Access Number	N/A	2.00
MIS Data Link		
per link <sup>4</sup>	25.00	
per link <sup>4</sup>		80.00

<sup>1</sup> See Section 4 of this Product Guide for applicable Local Calling Usage Rates.

<sup>2</sup> Customer must subscribe to Call Vectoring to have Call Prompts.

<sup>3</sup> The Nonrecurring charges for Call Prompts apply per step. Each arrangement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer responded to the first prompt, the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

<sup>4</sup> One MIS Data Link is required for each supervisor's workstation.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
11. Exception Provisioning <sup>1</sup>		
a. Provisioning	\$ -	\$40.00 <sup>2</sup>
b. Special Transport Mileage, per airline mile <sup>3</sup>	-	6.50

B. ISDN-PRIMARY RATE INTERFACE SERVICE

ISDN-PRI Service is available on a month-to-month basis or a term commitment plan of 1, 2, 3 or 5 Years. The minimum subscription period for this service is one month. ISDN-PRI Service can be provided from a customer's serving central office or from an alternative central office. If service is provided from an alternative central office, additional Switched Facility charges as specified in II.Rates and Charges B.1.f or B.2.e will apply.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u>			
a. PRI Access Interface, per Central Office Termination	<sup>4</sup>	\$ 575.00 <sup>5</sup>	(l)
b. Switched Facility (Customer's Premises to Local Central Office)			
(1) Option 1			
a. PRI DS1 Switched Facility	525.00	310.50	(l)
b. Special Transport Termination		30.00	
c. Special Transport, per airline mile		11.00	
(2) Option 2			
Alternate High Capacity Digital Facilities	<sup>6</sup>	<sup>6</sup>	

<sup>1</sup> These rates apply in addition to the rates and charges for Basic Rate Interface Services.

<sup>2</sup> There is no additional charge for Special Transport Termination.

<sup>3</sup> This rate applies on a per line basis.

<sup>4</sup> See Database Configuration, II.Rates and Charges B.1.d.(1) following.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13.

<sup>6</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Tariff, Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

Effective: March 28, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES\* (Continued) (C)

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
11. Exception Provisioning <sup>1</sup>		
a. Provisioning	\$ -	\$40.00 <sup>2</sup>
b. Special Transport Mileage, per airline mile <sup>3</sup>	-	6.50

B. ISDN-PRIMARY RATE INTERFACE SERVICE

ISDN-PRI Service is available on a month-to-month basis or a term commitment plan of 1, 2, 3 or 5 Years. The minimum subscription period for this service is one month. ISDN-PRI Service can be provided from a customer's serving central office or from an alternative central office. If service is provided from an alternative central office, additional Switched Facility charges as specified in II.Rates and Charges B.1.f or B.2.e will apply.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u>		
a. PRI Access Interface, per Central Office Termination	<sup>4</sup>	\$ 575.00 <sup>5</sup>
b. Switched Facility (Customer's Premises to Local Central Office)		
(1) Option 1		
a. PRI DS1 Switched Facility	525.00	310.50
b. Special Transport Termination		30.00
c. Special Transport, per airline mile		11.00
(2) Option 2		
Alternate High Capacity Digital Facilities	<sup>6</sup>	<sup>6</sup>

<sup>1</sup> These rates apply in addition to the rates and charges for Basic Rate Interface Services.

<sup>2</sup> There is no additional charge for Special Transport Termination.

<sup>3</sup> This rate applies on a per line basis.

<sup>4</sup> See Database Configuration, II.Rates and Charges B.1.d.(1) following.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13.

<sup>6</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Tariff, Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)

(N)

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

A. ISDN - BASIC RATE INTERFACE SERVICES\* (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
11. Exception Provisioning <sup>1</sup>		
a. Provisioning	\$ -	\$40.00 <sup>2</sup>
b. Special Transport Mileage, per airline mile <sup>3</sup>	-	6.50

B. ISDN-PRIMARY RATE INTERFACE SERVICE

ISDN-PRI Service is available on a month-to-month basis or a term commitment plan of 1, 2, 3 or 5 Years. The minimum subscription period for this service is one month. ISDN-PRI Service can be provided from a customer's serving central office or from an alternative central office. If service is provided from an alternative central office, additional Switched Facility charges as specified in II.Rates and Charges B.1.f or B.2.e will apply.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u>			
a. PRI Access Interface, per Central Office Termination	<sup>4</sup>	\$ 661.25 <sup>5</sup>	(I)
b. Switched Facility (Customer's Premises to Local Central Office)			
(1) Option 1			
a. PRI DS1 Switched Facility	525.00	310.50	
b. Special Transport Termination		30.00	
c. Special Transport, per airline mile		11.00	
(2) Option 2			
Alternate High Capacity Digital Facilities	<sup>6</sup>	<sup>6</sup>	

<sup>1</sup> These rates apply in addition to the rates and charges for Basic Rate Interface Services.

<sup>2</sup> There is no additional charge for Special Transport Termination.

<sup>3</sup> This rate applies on a per line basis.

<sup>4</sup> See Database Configuration, II.Rates and Charges B.1.d.(1) following.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13.

<sup>6</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Tariff, Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

\* Integrated Services Digital Network – Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u> (Continued)		
c. B Channel Configurations		
(1) Circuit Switched Data	1	2
(2) DID/DOD Service, First telephone number for each channel activated	1	\$4.00
Additional telephone numbers	1	0.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per "B" Channel	3, 4	10.00
per ISDN-PRI (11+ "B" Channels)		100.00
(4) Tie Channel to an Intermediary Customer <sup>5</sup> per "B" Channel	3, 4	10.00
per ISDN-PRI (7+ "B" Channels)		100.00
(5) 800 Service	1	8.00 <sup>6</sup>
(6) OutWATS Service	1	8.00 <sup>6</sup>
(7) Call-by-Call Trunk	1	5.00 <sup>6, 7</sup>
d. Database Configuration		
(1) Initial and Subsequent Service Order, PRI Access Interface, each initial order	\$200.00	--
B Channel, per type on initial orders and per order for subsequent orders	200.00	--
e. Optional Features		
(1) Calling Line Identification (CLID) with Name, per PRI Access	3	80.00
(2) Two B Channel Transfer	3	75.00
(3) PRI Station Detail Billing	--	100.00

<sup>1</sup> See Database Configuration, B.1.d.(1) above.

<sup>2</sup> See applicable usage rate under Switched Data Service, Section 33, use the DID/DOD service for the channels.

<sup>3</sup> Nonrecurring charges do not apply if services or features are ordered with initial ISDN-PRI installation, except as set forth in Note 4 below. If services or features are added to an existing PRI System, the Subsequent Service Order charge in B.1.d.(1) above will apply per order.

<sup>4</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in Section 3 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>5</sup> See III. Special Conditions, E.2.

<sup>6</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service also apply. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>7</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u> (Continued)			
c. B Channel Configurations			
(1) Circuit Switched Data	1	2	
(2) DID/DOD Service, First telephone number for each channel activated	1	\$4.60	(I)
Additional telephone numbers	1	0.46	(I)
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per "B" Channel	3, 4	10.00	
per ISDN-PRI (11+ "B" Channels)		100.00	
(4) Tie Channel to an Intermediary Customer <sup>5</sup> per "B" Channel	3, 4	10.00	
per ISDN-PRI (7+ "B" Channels)		100.00	
(5) 800 Service	1	8.00 <sup>6</sup>	
(6) OutWATS Service	1	8.00 <sup>6</sup>	
(7) Call-by-Call Trunk	1	5.00 <sup>6, 7</sup>	
d. Database Configuration			
(1) Initial and Subsequent Service Order, PRI Access Interface, each initial order	\$200.00	--	
B Channel, per type on initial orders and per order for subsequent orders	200.00	--	
e. Optional Features			
(1) Calling Line Identification (CLID) with Name, per PRI Access	3	97.75	(I)
(2) Two B Channel Transfer	3	75.00	
(3) PRI Station Detail Billing	--	100.00	

<sup>1</sup> See Database Configuration, B.1.d.(1) above.

<sup>2</sup> See applicable usage rate under Switched Data Service, Section 33, use the DID/DOD service for the channels.

<sup>3</sup> Nonrecurring charges do not apply if services or features are ordered with initial ISDN-PRI installation, except as set forth in Note 4 below. If services or features are added to an existing PRI System, the Subsequent Service Order charge in B.1.d.(1) above will apply per order.

<sup>4</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in Section 3 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>5</sup> See III. Special Conditions, E.2.

<sup>6</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service also apply. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>7</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u> (Continued)			
c. B Channel Configurations			
(1) Circuit Switched Data	1	2	
(2) DID/DOD Service, First telephone number for each channel activated	1	\$5.29	(I)
Additional telephone numbers	1	0.53	(I)
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per "B" Channel per ISDN-PRI (11+ "B" Channels)	3, 4	10.00 100.00	
(4) Tie Channel to an Intermediary Customer <sup>5</sup> per "B" Channel per ISDN-PRI (7+ "B" Channels)	3, 4	10.00 100.00	
(5) 800 Service	1	8.00 <sup>6</sup>	
(6) OutWATS Service	1	8.00 <sup>6</sup>	
(7) Call-by-Call Trunk	1	5.00 <sup>6, 7</sup>	
d. Database Configuration			
(1) Initial and Subsequent Service Order, PRI Access Interface, each initial order B Channel, per type on initial orders and per order for subsequent orders	\$200.00 200.00	-- --	
e. Optional Features			
(1) Calling Line Identification (CLID) with Name, per PRI Access	3	112.41	(I)
(2) Two B Channel Transfer	3	75.00	
(3) PRI Station Detail Billing	--	100.00	

<sup>1</sup> See Database Configuration, B.1.d.(1) above.

<sup>2</sup> See applicable usage rate under Switched Data Service, Section 33, use the DID/DOD service for the channels.

<sup>3</sup> Nonrecurring charges do not apply if services or features are ordered with initial ISDN-PRI installation, except as set forth in Note 4 below. If services or features are added to an existing PRI System, the Subsequent Service Order charge in B.1.d.(1) above will apply per order.

<sup>4</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in Section 3 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>5</sup> See III. Special Conditions, E.2.

<sup>6</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service also apply. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>7</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u> (Continued)		
f. Alternative Central Office		
<p>If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:</p>		
(1) Switched Facility (Local Central Office to ISDN-PRI Capable Central Office)		
(a) Option 1		
PRI DS1 Switched Facility	\$525.00	\$270.00
Special Transport Termination		30.00
Special Transport, per airline mile		11.00
(b) Option 2		
Alternate High Capacity Digital Facilities	2	2
Metro Ethernet Special Transport	--	1
2. <u>Term Option</u>		
a. PRI Access Switched Facility System		
(1) Option 1		
High Capacity Digital Facility (Customer's Premises to Local Central Office)		
1 Year Term	3	\$650.00 <sup>4,5</sup>
3 Year Term	3	600.00 <sup>6</sup>
5 Year Term	3	565.00 <sup>4,5</sup>

<sup>1</sup> In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>2</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

<sup>3</sup> See Database Configuration, II.Rates and Charges B.2.c preceding.

<sup>4</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13 for Option 1.

<sup>6</sup> The 3-Year Term for PRI Access Switched Facility System is grandfathered and no longer available to new customers as of December 31, 2006. Existing customers on a 3-Year Term may continue their service until their term expires or their service is disconnected, whichever occurs first. Moves, additions or changes will not be permitted.



Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u> (Continued)			
f. Alternative Central Office			
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:			
(1) Switched Facility (Local Central Office to ISDN-PRI Capable Central Office)			
(a) Option 1			
PRI DS1 Switched Facility	\$525.00	\$310.50	(l)
Special Transport Termination		30.00	
Special Transport, per airline mile		11.00	
(b) Option 2			
Alternate High Capacity Digital Facilities	2	2	
Metro Ethernet Special Transport	--	1	
2. <u>Term Option</u>			
a. PRI Access Switched Facility System			
(1) Option 1			
High Capacity Digital Facility (Customer's Premises to Local Central Office)			
1 Year Term	3	\$650.00 <sup>4,5</sup>	
3 Year Term	3	600.00 <sup>6</sup>	
5 Year Term	3	565.00 <sup>4,5</sup>	

<sup>1</sup> In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>2</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

<sup>3</sup> See Database Configuration, II.Rates and Charges B.2.c preceding.

<sup>4</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13 for Option 1.

<sup>6</sup> The 3-Year Term for PRI Access Switched Facility System is grandfathered and no longer available to new customers as of December 31, 2006. Existing customers on a 3-Year Term may continue their service until their term expires or their service is disconnected, whichever occurs first. Moves, additions or changes will not be permitted.

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. <u>Month-to-Month Option</u> (Continued)			
f. Alternative Central Office			
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:			
(1) Switched Facility (Local Central Office to ISDN-PRI Capable Central Office)			
(a) Option 1			
PRI DS1 Switched Facility	\$525.00	\$357.08	(l)
Special Transport Termination		30.00	
Special Transport, per airline mile		11.00	
(b) Option 2			
Alternate High Capacity Digital Facilities	2	2	
Metro Ethernet Special Transport	--	1	
2. <u>Term Option</u>			
a. PRI Access Switched Facility System			
(1) Option 1			
High Capacity Digital Facility (Customer's Premises to Local Central Office)			
1 Year Term	3	\$650.00 <sup>4,5</sup>	
3 Year Term	3	600.00 <sup>6</sup>	
5 Year Term	3	565.00 <sup>4,5</sup>	

<sup>1</sup> In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>2</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for applicable rates and terms.

<sup>3</sup> See Database Configuration, II.Rates and Charges B.2.c preceding.

<sup>4</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>5</sup> The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Operating Companies Tariff FCC No. 14 and Frontier Operating Companies Tariff FCC No. 13 for Option 1.

<sup>6</sup> The 3-Year Term for PRI Access Switched Facility System is grandfathered and no longer available to new customers as of December 31, 2006. Existing customers on a 3-Year Term may continue their service until their term expires or their service is disconnected, whichever occurs first. Moves, additions or changes will not be permitted.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
2. <u>Term Option</u>		
b. B Channel Configurations		
(1) Circuit Switched Data	--	1
(2) DID/DOD Service, First telephone number for each channel activated	--	1
Additional telephone numbers	--	\$.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2,3	
1 Year Term		100.00
2 or 3 Year Term		7
5 Year Term		100.00
(4) Tie Channel to an Intermediary Customer <sup>6</sup> per ISDN-PRI (7+ "B" Channels)	2,3	
1 Year Term		100.00
2 or 3 Year Term		7
5 Year Term		100.00
(5) 800 Service	--	1,5
(6) OutWATS Service	--	1,5
(7) Call-by-Call Trunk	--	1,5,6

<sup>1</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>2</sup> Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) following, will apply per PRI Access Switched Facility System.

<sup>3</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in 11 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>4</sup> See III. Special Conditions E.2.

<sup>5</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Section 26 of this Product Guide. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>6</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

<sup>7</sup> 2- or 3-Year Terms are available with the Term & Volume Option in II.Rates and Charges B.3.e., following.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
2. <u>Term Option</u>			
b. B Channel Configurations			
(1) Circuit Switched Data	--	1	
(2) DID/DOD Service, First telephone number for each channel activated	--	1	
Additional telephone numbers	--	\$.46	(l)
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2,3		
1 Year Term		100.00	
2 or 3 Year Term		7	
5 Year Term		100.00	
(4) Tie Channel to an Intermediary Customer <sup>6</sup> per ISDN-PRI (7+ "B" Channels)	2,3		
1 Year Term		100.00	
2 or 3 Year Term		7	
5 Year Term		100.00	
(5) 800 Service	--	1,5	
(6) OutWATS Service	--	1,5	
(7) Call-by-Call Trunk	--	1,5,6	

<sup>1</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>2</sup> Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) following, will apply per PRI Access Switched Facility System.

<sup>3</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in 11 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>4</sup> See III. Special Conditions E.2.

<sup>5</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Section 26 of this Product Guide. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>6</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

<sup>7</sup> 2- or 3-Year Terms are available with the Term & Volume Option in II.Rates and Charges B.3.e., following.

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
2. <u>Term Option</u>			
b. B Channel Configurations			
(1) Circuit Switched Data	--	1	
(2) DID/DOD Service, First telephone number for each channel activated	--	1	
Additional telephone numbers	--	\$.53	(l)
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2,3		
1 Year Term		100.00	
2 or 3 Year Term		7	
5 Year Term		100.00	
(4) Tie Channel to an Intermediary Customer <sup>6</sup> per ISDN-PRI (7+ "B" Channels)	2,3		
1 Year Term		100.00	
2 or 3 Year Term		7	
5 Year Term		100.00	
(5) 800 Service	--	1,5	
(6) OutWATS Service	--	1,5	
(7) Call-by-Call Trunk	--	1,5,6	

<sup>1</sup> PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1.

<sup>2</sup> Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) following, will apply per PRI Access Switched Facility System.

<sup>3</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in 11 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

<sup>4</sup> See III. Special Conditions E.2.

<sup>5</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Section 26 of this Product Guide. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>6</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

<sup>7</sup> 2- or 3-Year Terms are available with the Term & Volume Option in II.Rates and Charges B.3.e., following.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
2. <u>Term Option</u> (Continued)		
c. Database Configuration		
(1) Initial Service Order, PRI Access Switched Facility System, each	\$500.00	--
(2) Subsequent Service Order, PRI Access Switched Facility System, each	200.00	--
d. Optional Features		
(1) Calling Line Identification (CLID) with Name per PRI Access		
1 Year Term	1	\$75.00
5 Year Term	1	65.00
(2) Two B Channel Transfer		
1 Year Term	1	70.00
(3) PRI Station Detail Billing	1	100.00
e. Alternative Central Office		
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:		
(1) Switched Facility System	4	4
(a) Option 1		
Special Transport Termination		30.00
Special Transport, per airline mile		11.00
(b) Option 2		
Alternate High Capacity Digital Facilities	3	3
Metro Ethernet Special Transport	--	2

<sup>1</sup> Nonrecurring charges for Database Configuration do not apply if optional features are ordered with initial ISDN-PRI installation. If optional features are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) above will apply per PRI Access Switched Facility System.

<sup>2</sup> See the Facilities for Intrastate Access Tariff C-1, Section III, Special Access, for High Capacity Digital Facilities rates. In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>3</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

<sup>4</sup> See II. Rates and Charges A.11. for applicable rates.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
2. <u>Term Option</u> (Continued)			
c. Database Configuration			
(1) Initial Service Order, PRI Access Switched Facility System, each	\$500.00	--	
(2) Subsequent Service Order, PRI Access Switched Facility System, each	200.00	--	
d. Optional Features			
(1) Calling Line Identification (CLID) with Name per PRI Access			
1 Year Term	1	\$86.25	(l)
5 Year Term	1	65.00	
(2) Two B Channel Transfer			
1 Year Term	1	70.00	
(3) PRI Station Detail Billing	1	100.00	
e. Alternative Central Office			
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:			
(1) Switched Facility System	4	4	
(a) Option 1			
Special Transport Termination		30.00	
Special Transport, per airline mile		11.00	
(b) Option 2			
Alternate High Capacity Digital Facilities	3	3	
Metro Ethernet Special Transport	--	2	

<sup>1</sup> Nonrecurring charges for Database Configuration do not apply if optional features are ordered with initial ISDN-PRI installation. If optional features are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) above will apply per PRI Access Switched Facility System.

<sup>2</sup> See the Facilities for Intrastate Access Tariff C-1, Section III, Special Access, for High Capacity Digital Facilities rates. In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>3</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

<sup>4</sup> See II. Rates and Charges A.11. for applicable rates.

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
2. <u>Term Option</u> (Continued)			
c. Database Configuration			
(1) Initial Service Order, PRI Access Switched Facility System, each	\$500.00	--	
(2) Subsequent Service Order, PRI Access Switched Facility System, each	200.00	--	
d. Optional Features			
(1) Calling Line Identification (CLID) with Name per PRI Access			(l)
1 Year Term	1	\$99.19	
5 Year Term	1	65.00	
(2) Two B Channel Transfer			
1 Year Term	1	70.00	
(3) PRI Station Detail Billing	1	100.00	
e. Alternative Central Office			
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:			
(1) Switched Facility System	4	4	
(a) Option 1			
Special Transport Termination		30.00	
Special Transport, per airline mile		11.00	
(b) Option 2			
Alternate High Capacity Digital Facilities	3	3	
Metro Ethernet Special Transport	--	2	

<sup>1</sup> Nonrecurring charges for Database Configuration do not apply if optional features are ordered with initial ISDN-PRI installation. If optional features are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) above will apply per PRI Access Switched Facility System.

<sup>2</sup> See the Facilities for Intrastate Access Tariff C-1, Section III, Special Access, for High Capacity Digital Facilities rates. In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport.

<sup>3</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

<sup>4</sup> See II. Rates and Charges A.11. for applicable rates.



Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

<u>3. Term &amp; Volume Option</u>	<u>Monthly Rate</u> <sup>1</sup>
<u>1 Year Commitment</u>	
a. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup> Package 1 - 1 + PRIs	\$875.00
b. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup> Package 1 - 1 + PRIs	725.00
c. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup> Package 1 - 1 + PRIs	600.00
d. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup> Package 1 - 1 + PRIs	450.00

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 1-, 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

3. <u>Term &amp; Volume Option</u>	<u>Monthly Rate</u> <sup>1</sup>	
<u>1 Year Commitment</u>		
a. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup>		
Package 1 - 1 + PRIs	\$1,006.25	(l)
b. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup>		
Package 1 - 1 + PRIs	833.75	(l)
c. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup>		
Package 1 - 1 + PRIs	690.00	(l)
d. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup>		
Package 1 - 1 + PRIs	450.00	

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 1-, 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: September 6, 2022

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

3. <u>Term &amp; Volume Option</u>	<u>Monthly Rate</u> <sup>1</sup>	
<u>1 Year Commitment</u>		
a. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup>		
Package 1 - 1 + PRIs	\$1,157.19	(I)
b. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup>		
Package 1 - 1 + PRIs	833.75	
c. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup>		
Package 1 - 1 + PRIs	690.00	
d. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup>		
Package 1 - 1 + PRIs	450.00	

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 1-, 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: April 1, 2023

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

3. <u>Term &amp; Volume Option</u>	<u>Monthly Rate</u> <sup>1</sup>	
<u>1 Year Commitment</u>		
a. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup>		
Package 1 - 1 + PRIs	\$1,446.49	(I)
b. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup>		
Package 1 - 1 + PRIs	833.75	
c. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup>		
Package 1 - 1 + PRIs	690.00	
d. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup>		
Package 1 - 1 + PRIs	450.00	

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 1-, 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

3. Term & Volume Option (Continued)

		<u>Monthly Rate</u> <sup>1</sup>	
		<u>2 Year</u>	<u>3 Year</u>
		<u>Commitment</u>	<u>Commitment</u>
e.	ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup>		
	Package 1 - 1 to 10 PRIs	\$560.00	\$500.00
	Package 2 - 11 to 20 PRIs	520.00	475.00
	Package 3 - 21 to 29 PRIs	480.00	450.00
	Package 4 - 30+ PRIs	420.00	410.00
f.	ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup>		
	Package 1 - 1 to 10 PRIs	\$430.00	\$370.00
	Package 2 - 11 to 20 PRIs	390.00	345.00
	Package 3 - 21 to 29 PRIs	350.00	320.00
	Package 4 - 30+ PRIs	275.00	265.00
g.	ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup>		
	Package 1 - 1 to 10 PRIs	\$850.00	\$825.00
	Package 2 - 11 to 20 PRIs	835.00	815.00
	Package 3 - 21 to 29 PRIs	830.00	810.00
	Package 4 - 30+ PRIs	825.00	805.00
h.	ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup>		
	Package 1 - 1 to 10 PRIs	\$720.00	\$695.00
	Package 2 - 11 to 20 PRIs	705.00	685.00
	Package 3 - 21 to 29 PRIs	700.00	680.00
	Package 4 - 30+ PRIs	695.00	675.00

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

3. Term & Volume Option (Continued)

	<u>Monthly Rate</u> <sup>1</sup>	
	<u>2 Year</u> <u>Commitment</u>	<u>3 Year</u> <u>Commitment</u>
e. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2</sup>		
Package 1 - 1 to 10 PRIs	\$644.00 (I)	\$500.00
Package 2 - 11 to 20 PRIs	520.00	475.00
Package 3 - 21 to 29 PRIs	480.00	517.50 (I)
Package 4 - 30+ PRIs	420.00	410.00
f. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,4</sup>		
Package 1 - 1 to 10 PRIs	\$430.00	\$370.00
Package 2 - 11 to 20 PRIs	390.00	345.00
Package 3 - 21 to 29 PRIs	350.00	320.00
Package 4 - 30+ PRIs	275.00	265.00
g. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3</sup>		
Package 1 - 1 to 10 PRIs	\$850.00	\$825.00
Package 2 - 11 to 20 PRIs	835.00	815.00
Package 3 - 21 to 29 PRIs	830.00	810.00
Package 4 - 30+ PRIs	825.00	805.00
h. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each <sup>2,3,4</sup>		
Package 1 - 1 to 10 PRIs	\$720.00	\$695.00
Package 2 - 11 to 20 PRIs	705.00	685.00
Package 3 - 21 to 29 PRIs	700.00	680.00
Package 4 - 30+ PRIs	695.00	675.00

<sup>1</sup> The Database Configuration Charge for Initial Service Order in II.Rates and Charges B.2.c.(1) preceding does not apply for the initial order on a 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

<sup>2</sup> See II.Rates and Charges B.3.i following for B Channel Configurations.

<sup>3</sup> Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

<sup>4</sup> DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable Frontier Operating Companies Tariff FCC No. 14 or Frontier Operating Companies Tariff FCC No. 13, for the applicable rates and terms.

Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
3. <u>Term &amp; Volume Option</u> (Continued)		
i. B Channel Configurations		
(1) Circuit Switched Data	--	1
(2) DID/DOD Service, First telephone number for each channel activated	--	1
Additional telephone numbers	--	\$.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2, 3	7
All plans	\$100.00	7
(4) Tie Channel to an Intermediary Customer <sup>4</sup> per ISDN-PRI (7+ "B" Channels)	2, 3	7
All plans	100.00	7
(5) 800 Service	--	1, 5
(6) OutWATS Service	--	1, 5
(7) Call-by-Call Trunk	--	1, 5, 6
j. Optional Features		
(1) Calling Line Identification (CLID) with Name per PRI Access 2 or 3 Year Term	8	\$40.00
(2) Two B Channel Transfer 2 or 3 Year Term	8	65.00
(3) PRI Station Detail Billing	8	100.00
(4) Special Transport		
a) Termination		30.00
b) Per airline mile		11.00

<sup>1</sup> PRI Access Interface with or without DS1Switched Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access System, II. Rates and Charges B.3.e. or f preceding.

<sup>2</sup> Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) preceding will apply per order.

<sup>3</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges always apply. Tie Channels are in addition to the normal channel charges.

<sup>4</sup> See III. Special Conditions. E.2

<sup>5</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>6</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

<sup>7</sup> 1- and 5-Year Terms are available with the Term Option in II. Rates and Charges B.2.b. preceding.

<sup>8</sup> Nonrecurring charges do not apply if Optional Features are ordered with initial ISDN-PRI installation. If Optional Features are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) preceding will apply per PRI Access Switched Facility System.

Effective: September 12, 2021

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

B. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
3. <u>Term &amp; Volume Option</u> (Continued)			
i. B Channel Configurations			
(1) Circuit Switched Data	--	1	
(2) DID/DOD Service, First telephone number for each channel activated	--	1	
Additional telephone numbers	--	\$.46	(1)
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2,3		
		7	
All plans	\$100.00		
		7	
(4) Tie Channel to an Intermediary Customer <sup>4</sup> per ISDN-PRI (7+ "B" Channels)	2,3		
		7	
All plans	100.00		
		7	
(5) 800 Service	--	1,5	
(6) OutWATS Service	--	1,5	
(7) Call-by-Call Trunk	--	1,5,6	
j. Optional Features			
(1) Calling Line Identification (CLID) with Name per PRI Access 2 or 3 Year Term	8	\$40.00	
(2) Two B Channel Transfer 2 or 3 Year Term	8	65.00	
(3) PRI Station Detail Billing	8	100.00	
(4) Special Transport			
a) Termination		30.00	
b) Per airline mile		11.00	

<sup>1</sup> PRI Access Interface with or without DS1Switched Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access System, II. Rates and Charges B.3.e. or f preceding.

<sup>2</sup> Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) preceding will apply per order.

<sup>3</sup> ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges always apply. Tie Channels are in addition to the normal channel charges.

<sup>4</sup> See III. Special Conditions. E.2

<sup>5</sup> Rate is in addition to the applicable rates for 800 Service/OutWATS Service. Charges assessed by Intermediary Customer Services providers will also apply.

<sup>6</sup> Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

<sup>7</sup> 1- and 5-Year Terms are available with the Term Option in II. Rates and Charges B.2.b. preceding.

<sup>8</sup> Nonrecurring charges do not apply if Optional Features are ordered with initial ISDN-PRI installation. If Optional Features are added to an existing PRI System, the Subsequent Service Order charge in II. Rates and Charges B.2.c.(2) preceding will apply per PRI Access Switched Facility System.



Effective: April 1, 2016

INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

II. RATES AND CHARGES (Continued)

C. DIGITAL (ISDN) SINGLE LINE SERVICES

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Digital (ISDN) Single Line		
Each Business Single Line	1.2	1
2. ISDN Access	-	\$8.00
3. ISDN Multipoint Access	-	10.00
4. Central Office Services		
B Voice	-	2.25
B Circuit Switched Data (B-CSD) <sup>3</sup>	-	7.00
B Voice/CSD <sup>3</sup>	-	8.00
5. Additional Telephone Numbers	-	.40
6. Package Services		
ISDN Basic Station Service	\$30.00	7.00
ISDN Deluxe Station Service	30.00	8.25
Data 1000 <sup>3</sup>	15.00	3.00
Data 2000 <sup>3</sup>	15.00	5.00
7. Individual Services, per channel		
Data Direct Connect.	-	1.00
Data Closed User Group.	-	1.00
6-Way Conference	-	9.50
8. Data Base Change, per hour or portion thereof	60.00	-
9. Individual Line Loop Extension <sup>5</sup>		
a. Digital Single Line	50.00	21.50

<sup>1</sup> Residence Single Line Service is grandfathered and limited to existing customers at existing locations as of February 10, 2005. Moves, additions, or changes will not be permitted.

<sup>1</sup> See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.

<sup>2</sup> Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) are applicable.

<sup>3</sup> All data calls are measured and usage charges are applicable. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

<sup>4</sup> As of February 13, 2004, this service is available for orders placed for CALEA. See III. Special Conditions D.16. following.

<sup>5</sup> These rates apply in addition to the rates for Digital (ISDN) Single Line Service.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

A. DEFINITIONS (Continued)

Tie Channel Service. (Continued) Tie Channel Service may terminate on CPE at the customer location or at an Intermediary Customer (IC) location. Rates for the Tie Channel Service to customer premises or central office-to-central office are available on a per B Channel basis, or on a per PRI basis when 11 or more B Channels are activated. Rates for Tie Channel Service to an IC are available on a per B Channel basis, or on a per PRI basis when 11 or more B Channels are activated. Tie Channel Service is available on a Month-to-Month basis or on a 1, 2, 3, or 5 Year Term. ISDN-PRI Centrex Access or ISDN-PRI VOIP Centrex Access nonrecurring charges as set forth in Section 11 of this Product Guide always apply. Tie Channels are in addition to the normal channel charges.

Tie Channel Service is available where facilities and conditions permit. Tie Channel Service will not be provided on a Call-by-Call basis.

Tie Channel Service to Intermediary Customers. B Channels may be dedicated or allowed to interconnect with various services provided by other service providers, such as Interexchange Carriers or competitive access providers. The customer shall be responsible for the ordering of these services.

User. A member of a business system.

B. DESCRIPTION OF SERVICES

CO Attendant Service

Aggregate Work Time/Number of Calls Handled for ISDN allows the display at an attendant position of amount of time spent handling calls, the amount of time the console was active, and the number of calls handled.

Attendant Busy Verification of Lines and Trunks allows an attendant to determine whether a line or trunk within the same customer group is busy or idle and allows an attendant to bridge onto a call.

Attendant Call Hold allows the attendant to hold a call in progress to originate another call or to pick up a call on hold. A timed reminder is activated when the call is placed on hold.

Attendant Call Splitting allows an attendant to talk privately with either the called or the calling party.

Attendant Call-Through Tests (Physical Trunks) allows an attendant to set up a test call over a specific trunk.

Attendant Camp-On allows calls made through an attendant to be held until the station becomes idle. A call waiting indication notifies the busy station.

Attendant Conference Calling allows conference calls among any combination of extensions or trunks.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES

1. BRI Services are digital exchange services which include station connections and network access.
2. BRI Services offered from this Product Guide include from two (2) to five hundred (500) parings of a BRI Line with either an ISDN Access Service or an ISDN Multipoint Access Service and with one variation of Central Office Elements. The Central Office Elements can be arranged in a variation suitable to customer requirements but will include no more than two B-Channel Elements and one D-Channel Element.
3. BRI Services provided on a Foreign Exchange basis are provided on an ICB basis.
4. BRI Services provided in accordance with this Product Guide are available to customers requiring from two (2) to five hundred (500) BRI Lines. Customers requiring more than five hundred (500) lines will be provided service at rates and charges and with respect to conditions specified in individual agreements.
5. No more than one voice-type Service Package will be provided for each BRI Line, regardless of the number of voice-type B-Channels. Each Service Package is associated with a BRI Line, not with a channel.
6. Each BRI Line within a system may be uniquely arranged with one of several Service Packages and with any combination of B-Channels.
7. ISDN Access and ISDN Multipoint Access are services which terminate BRI Lines at the central office and permit access to the exchange network. One access (either ISDN Access or ISDN Multipoint Access) is required for each BRI Line.
8. An ISDN Access arranges a BRI Line for an individual user.
9. An ISDN Multipoint Access arranges a BRI Line for multiple users or arranges a BRI Line for more than one voice-type B Channel.
10. The B Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of the two B Channels of a BRI Line. The CSD channel operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).
11. Both B Channels of a BRI Line may be arranged for B-CSD.
12. Data sent to locations within a system and to interexchange carriers over B-CSD Channels can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps.)
13. Data sent to locations within other systems must be transported at a speed of 56 kbps, if permitted. If permitted, the rates, charges, and conditions will be specified by the Company's Product Guide.
14. The B Voice/CSD Channel arranges a BRI Line with the capability to alternate transmission between Voice and Circuit Switched Data over the same B Channel. Both B Channels may be arranged for B Voice/CSD.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES (Continued)

15. The D Packet 1 Switched Data Channel allows transmission of packet-switched data over a D Channel. Subscription to a D Packet element without subscription to B Channel elements is permitted.
16. B Packet service provided to customers who require packet switched data service to access the DPN100 public switched network<sup>1</sup>. Orders for the Communication Assistance for Law Enforcement Act (CALEA) will continue to be provisioned from 5ESS switches as access to the public switched network is not required.
17. Attendant Services
  - a. Attendant Services require compatible customer-provided equipment. Functions performed with equipment at the customer's premises must conform with the Company's operating practices and procedures in order to maintain service levels.
  - b. The Attendant Services package requires a single B-Voice Channel configuration on the BRI line.
18. Service Orders
  - a. Temporary disconnections (for vacations or other reasons) and facility reservation of BRI services are not permitted.
  - b. Minimum Service Requirement - Subscribers will be billed a minimum equivalent to the rates for continuing service for three months and charges for establishing service.
  - c. Directory Listings will be furnished in accordance with the rates and conditions of this Product Guide.
  - d. A change in service from Centrex or Basic Exchange Access Line services to BRI services is a discontinuation of service and an establishment of service. Termination liabilities will not apply to changes if the customer subscribes to the same number or to more lines. However, all applicable installation and service connection charges and all charges applicable to the establishment of BRI service apply.
  - e. A change in services will cause a temporary interruption of service.
19. Additional Telephone Numbers
  - a. A primary telephone number is provided with each activated BRI channel. Additional telephone numbers may be ordered for each BRI line. Additional telephone numbers are available at the rate shown in this Section.
  - b. At least one additional telephone number is required for each Multipoint Access user.
  - c. One interexchange carrier must be selected for all telephone numbers associated with the same BRI Line, however, 10xxx access to other carriers is provided. All BRI Lines within the same business system need not be associated with the same carrier.

<sup>1</sup> Service is grandfathered and limited to existing customers as of February 13, 2004.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES (Continued)

20. ISDN Multipoint Access

- a. Multipoint Access allows connecting from one to eight users on an individual BRI line.
- b. Multipoint Access is required for connecting two B-Channel Elements for voice on the same BRI line.
- c. Only one user will be allowed to access each B-Channel. Other users on the same BRI line can access the D-Channel only.
- d. Up to eight users can share simultaneously the same D-Channel of a D-Channel packet switching arrangement.
- e. Multipoint Access to a BRI line connecting an attendant's console is not permitted.

21. Individual Line Loop Extension

ISDN Individual Line Loop Extension provides a physical extension of the BRI loop from approximately 18,000 feet to approximately 36,000 feet when provided from an ISDN capable Central Office. This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based upon dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the ISDN BRI loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point.

The customer will not be charged the ISDN BRI Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Basic Rate Interface and Single Line Services.

22. Automatic Call Distribution - Management Information System (ACD/MIS)

- a. ACD/MIS is available to either existing or new ISDN-BRI customers.
- b. ACD/MIS will be furnished only from central offices that are technically capable and equipped for providing the service.
- c. Customers will be required to provide compatible customer premises equipment (CPE). Frontier makes no guarantees and assumes no liability associated with the customer's receipt of data if the CPE does not meet Frontier compatibility requirements.
- d. Customers must have the Basic ACD Feature Package before subscribing to the Advanced ACD/MIS features.
- e. Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.
- f. Multipoint ACD/MIS customers can place two agents on one ACD line. Each agent uses one B channel and shares the D channel.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES (Continued)

23. Exception Provisioning

- a. Exception Provisioning provides ISDN-BRI Service to customers served by a non-ISDN capable central office.
- b. The Exception Provisioning monthly rates will apply in addition to rates for Basic Rate Interface Services.
- c. The monthly rates for Exception Provisioning include a rate for provisioning and a rate for Special Transport mileage. The Special Transport mileage rate applies to provide the transmission facilities between the customer's serving central office and the ISDN capable office. There is no additional charge for Special Transport Termination.

E. ISDN-PRIMARY RATE INTERFACE (PRI) SERVICE

1. General

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides digital access for integrated services between the customer's premises and the serving central office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services. ISDN-PRI is an alternative for individual access services, such as Two Way, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service, OutWATS Service, and local business trunks.

ISDN-PRI Service is available to customers where facilities permit. Customers must provide compatible premises switching equipment for terminating the D Channel and the 1.544 Mbps high capacity digital services facilities.

ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps B Channels and one 64 Kbps D Channel (23B+D). The D Channel carries the out-of-band signaling required to control its associated B Channels on one or more 1.544 Mbps high capacity digital facilities where technology permits.

When requesting ISDN-PRI Service, the customer must specify the minimum and maximum number of channels to be used for exchange, access and data services as well as any other information needed for the Company to provide service.

The availability and functionality of ISDN-PRI features and capabilities may vary by serving central office.

The minimum subscription period for each ISDN-PRI Service is one month.

ISDN-PRI Service may be provided from a Frontier alternative central office if a customer's serving central office is not suitably equipped, or if the customer chooses to subscribe to service from a different Frontier central office. The customer may be required to utilize the telephone numbers and dialing plan associated with the designated ISDN-PRI central office. Additional charges for High Capacity Digital Facility and Special Transport will apply to the Switched Facility between the customer's serving central office and the ISDN-PRI capable central office, except when the ISDN-PRI capable central office is part of a Remote Switching Cluster, as defined in III.A.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

III. SPECIAL CONDITIONS (Continued)

E. ISDN-PRIMARY RATE INTERFACE SERVICE (Continued)

4. Optional Features(Continued)

PRI Station Detail Billing - Station Detail Billing provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. Details are provided with the customer bill or via the Internet on Frontier's website.

PRI Station Detail Billing is only available with measured-rate service.

Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the customer's bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted.

Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Centrex Dialing Plan numbers defined in the screening tables.

Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

F. DIGITAL (ISDN) SINGLE LINE SERVICES

1. Digital (ISDN) Single Line Service is intended for customers requiring ISDN access on a single line basis. All terms and conditions associated with ISDN-Basic Rate Interface Services, except the condition specifying a minimum line requirement, apply to Digital (ISDN) Single Line Service.
2. Digital (ISDN) Single Line Service for business customers will be provided on a measured-rate basis for voice and data calling.
3. Customers who require intercom functionality may subscribe to Basic Rate Interface (BRI) Services. Business customers will be migrated to BRI through a subsequent order process.

G. DISCOUNTS FOR QUALIFYING ENTITIES

See the General Exchange Tariff, Schedule No. K-8 for qualifications and discounts for Schools, Libraries, Health Care Providers, and Community Based Organizations.

Effective: April 1, 2016

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

I. 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.

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

IV. RATES AND CHARGES

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.



Effective: March 2, 2023

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INTEGRATED SERVICES DIGITAL NETWORK (SDN) - PRIMARY RATE INTERFACE (PRI) /  
BASIC RATE INTERFACE (BRI)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

I. 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.

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

IV. RATES AND CHARGES

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$752.38
ISDN-PRI Bundle with 20 DID Numbers	767.38
ISDN-PRI Bundle with 50 DID Numbers	772.38
ISDN-PRI Bundle with 100 DID Numbers	777.38
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$620.13
ISDN-PRI Bundle with 20 DID Numbers	635.13
ISDN-PRI Bundle with 50 DID Numbers	640.13
ISDN-PRI Bundle with 100 DID Numbers	645.13
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$554.00
ISDN-PRI Bundle with 20 DID Numbers	569.00
ISDN-PRI Bundle with 50 DID Numbers	574.00
ISDN-PRI Bundle with 100 DID Numbers	579.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

Effective: April 1, 2016

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FRONTIER CALLING PLANS

I. SPECIAL CONDITIONS

A. GENERAL

1. There is no minimum IntraLATA Toll usage for Frontier Calling Plans.

Exception: A minimum usage charge will apply for Corporate Rewards when qualifying usage revenue aggregated from all qualifying BTNs does not meet the \$300.00 minimum usage threshold.

2. Frontier Calling Plans are available only where facilities and conditions permit.
3. Calling Solutions, Sensible Minute and 5 Cents Plan (Plan M) <sup>1</sup> are available to residential customers only.
4. Regional Toll Call Plan - Business, Flat Rate Business Calling Plus Savings Plan, Corporate Rewards, Business Discount Rewards Program <sup>2</sup>, and Frontier Client Advantage Program for Regulated Services (VCAP-R) Plan are available to business customers only.
5. No additional discounts apply for night or weekend calling for Calling Solutions-Option C, Sensible Minute, 5 Cents Plan (Plan M), Regional Toll Call Plan - Business, and Flat Rate Business Calling Plus Savings Plan for Business customers.

B. REGULATIONS

1. Sensible Minute, Calling Solutions-Option C and Corporate Rewards usage charges apply only to direct dialed IntraLATA Toll usage. Person-to-person, collect, calling card or any other calls requiring operator handling, are not included. The charges for these operator assisted calls are set forth in Section 20, Operator Services.
2. Regional Toll Call Plan - Business, Flat Rate Business Calling Plus Savings Plan, Calling Solutions – Options A and B and toll discounts apply only to the IntraLATA Toll usage portion of the call. Person-to-person, collect or any other calls requiring operator handling, are included. Operator Surcharges will be applied as set forth in Section 20, Operator Services.
3. A customer may only subscribe to one Frontier Calling Plans package per line.
4. One month minimum billing is required when subscribing to any Frontier Calling Plans package.  
  
Exception: Corporate Rewards does not require one month minimum billing.
5. When a Frontier Calling Plan is established at the same time as the associated primary service line, only the appropriate nonrecurring charges for establishing the primary service will apply. See Section 3, Service Charges.
6. Existing customers who subscribe to Frontier Calling Plans are not required to pay any Nonrecurring Charges from Section 3, Service Charges.

<sup>1</sup> Effective November 16, 2013, 5 Cents Plan (Plan M) is no longer available for purchase. Existing customers of record may retain this service at existing locations in accordance with the terms and conditions described herein. Service is not offered for new installations, moves, changes, or additions.

<sup>2</sup> Frontier is discontinuing the Business Discount Rewards Program. Plan points must be redeemed by July 31, 2016 or they will be forfeited.

Effective: April 1, 2016

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FRONTIER CALLING PLANS

I. SPECIAL CONDITIONS (Continued)

C. PLAN DESCRIPTIONS (Continued)

5. Business Discount Rewards Program <sup>1</sup>

Beginning August 1, 2012, eligible small business customers may earn points for qualifying purchases of tariffed services that can be redeemed under special Business Discount Rewards Program programs sponsored by Frontier Business Discount Rewards Program programs are programs in which participants may receive points based on qualifying purchases, activities or other factors and redeem points earned for credits or rewards available under the terms of the program.

Regulations

Business Discount Rewards Program is available only to customers who enroll in the Plan. The Plan is available beginning August 1, 2012.

Eligible customers are entities other than residential or government customers 1) whose basic exchange service is provided by Frontier and 2) who have fewer than 20 lines.

The Plan is not available to residence customers, nor does it apply to Customer Owned Pay Telephone (COPT) lines, or certain services provided under contract (including all Individual Case Basis [ICB] arrangements).

Customers may not be enrolled in both Corporate Rewards and Business Discount Rewards Program.

Plan points are awarded for Frontier monthly recurring and nonrecurring charges for local and regional services, and certain enhanced services determined by Frontier. Those enhanced services include Long Distance, High Speed Internet (DSL) and FIOS. Plan points are awarded monthly after the application of other allowances and discounts and are limited to 500 points per month. Charges for Directory Advertising, enhanced services, late payment, time and material charges, returned check charges, Frontier maintenance service, refund checks, all taxes and surcharges, disputed amounts and any non-Frontier billed local or toll usage are excluded.

The qualifying charges include monthly recurring and nonrecurring charges for Frontier local and regional services, Frontier Communications of America, Inc. (billed by Frontier Enterprise Solutions), Frontier business high speed internet and FIOS business internet services.

Plan points are calculated monthly as specified in II.F. following, and posted to the enrolled customer's Business Discount Rewards Program Account Summary within ninety (90) days of the date the Plan points were earned. These points can be redeemed for various Company-sponsored redemption options when they are posted to the customer's account.

The Business Discount Rewards Program previously provided for in this section is discontinued. Customers who accrued points under the previous Business Discount Rewards Program that is discontinued on July 31, 2012 will have the choice to either 1) redeem point balances under the program until December 31, 2012 or 2) to have their points transferred to the new Rewards program by registering in the new Rewards program by December 31, 2012. Points that are transferred must be redeemed by July 31, 2013.

<sup>1</sup> Frontier is discontinuing the Business Discount Rewards Program. Plan points must be redeemed by July 31, 2016 or they will be forfeited.

Effective: April 1, 2016

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Effective: October 19, 2016

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OPERATOR SERVICES

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D. Verification and Emergency Interrupt Service	3	(N)
II. SPECIAL CONDITIONS		
A. Method of Applying Rates	4	(T)
B. Number Referral Services	5	(T)
III. RATES AND CHARGES		
A. Operator Handled Service Charges		
1. Operator Handled Credit/Calling Card Calls	5	(T)
2. Operator Handled Station-to-Station	5	
3. Operator Handled Person-to-Person	5	
B. Pay Station Service Charge	5	
C. Number Referral Services	6	(T)
D. Verification and Emergency Interrupt Service	6	(N)
1. Verification Request, each	6	
2. Emergency Interrupt Request, each	6	(N)

Effective: March 1, 2018

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OPERATOR SERVICES

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A. Operator Handled Service Charges	
1. Operator Handled Credit/Calling Card Calls	5
2. Operator Handled Station-to-Station	5
3. Operator Handled Person-to-Person	5
B. Pay Station Service Charge	5
C. Number Referral Services	6

(D)

(D)

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(D)

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OPERATOR SERVICES

I. DESCRIPTION

A. OPERATOR HANDLED SERVICE

Operator Handled Service includes:

Operator Handled Station-to-Station Service (Direct Dialed)  
Operator Handled Station-to-Station Service (Coin)  
Operator Handled Station-to-Station Service (Corrections Collect)  
Operator Handled Person-to-Person Service (Direct Dialed)  
Operator Handled Person-to-Person Service (Coin)  
Customer Owned Pay Telephone (COPT) Service

1. Operator Handled Station-to-Station Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Station-to-Station service charge apply to:

- Station messages billed to the called number, a third telephone number or a calling card where the calling card surcharge shown in III.A.1. does not apply.
- Station messages where the customer requests time and charges quoted.
- Interexchange Receiving Service messages (Enterprise or Zenith).
- Messages to or from a Mobile telephone where dial facilities are not available.

2. Operator Handled Station-to-Station Service (Coin)

Coin Station rates plus the Operator Handled Station-to-Station (Coin) service charge apply to station-to-station messages originating at a public telephone that are paid for by coin deposit.

3. Operator Handled <sup>1</sup> Station-to-Station Service (Corrections Collect Service)

Corrections Collect rates and the Operator Handled Station-to-Station Correction Collect service charges apply to station-to-station messages that originate from a correctional facility and utilize special equipment to restrict calls to victims, witnesses, officers of the court, correctional officers, and others.

4. Operator Handled Person-to-Person Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Person-to-Person service charge apply to:

- Messages for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through an attendant at the called point.

When, after the telephone service called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant, the call remains classified as a person-to-person service call.

<sup>1</sup> Operator is mechanized; live operator is not provided.

Effective: April 1, 2016

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OPERATOR SERVICES

I. DESCRIPTION (Continued)

A. OPERATOR HANDLED SERVICE (Continued)

5. Operator Handled Person-to-Person Service (Coin)

Coin station rates plus the Operator Handled Person-to-Person (Coin) service charge apply to person-to-person messages originating at a public telephone that are paid for by coin deposit.

6. Customer-Owned Pay Telephone (COPT) Service

- The Operator Handled Person-to-Person service charge (Direct Dialed) applies to person-to-person messages originating at a COPT on a non sent-paid call.

B. PAY STATION SERVICE CHARGE

In addition to the IntraLATA Toll rates (Section 28 of this Product Guide) and any applicable Operator Handled service charge in Rates and Charges III.A., the Pay Station Service Charge III.B. following, applies to each local and intraLATA toll non sent-paid message made over a pay telephone owned by a Company or any other pay telephone provider choosing to impose the charge.

C. VERIFICATION/INTERRUPT SERVICE is withdrawn as of April 6, 2013.

D. NUMBER REFERRAL SERVICES

1. Basic Referral

Basic Referral is provided to customers who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See Rates and Charges, III.D. following.



Effective: October 19, 2016

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OPERATOR SERVICES

I. DESCRIPTION (Continued)

A. OPERATOR HANDLED SERVICE (Continued)

5. Operator Handled Person-to-Person Service (Coin)

Coin station rates plus the Operator Handled Person-to-Person (Coin) service charge apply to person-to-person messages originating at a public telephone that are paid for by coin deposit.

6. Customer-Owned Pay Telephone (COPT) Service

- The Operator Handled Person-to-Person service charge (Direct Dialed) applies to person-to-person messages originating at a COPT on a non sent-paid call.

B. PAY STATION SERVICE CHARGE

In addition to the IntraLATA Toll rates (Section 28 of this Product Guide) and any applicable Operator Handled service charge in Rates and Charges III.A., the Pay Station Service Charge III.B. following, applies to each local and intraLATA toll non sent-paid message made over a pay telephone owned by a Company or any other pay telephone provider choosing to impose the charge.

(D)

C. NUMBER REFERRAL SERVICES

(T)

1. Basic Referral

Basic Referral is provided to customers who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See Rates and Charges, III.C. following.

Effective: February 2, 2018

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OPERATOR SERVICES

I. DESCRIPTION (Continued)

A. OPERATOR HANDLED SERVICE (Continued)

5. Operator Handled Person-to-Person Service (Coin)

Coin station rates plus the Operator Handled Person-to-Person (Coin) service charge apply to person-to-person messages originating at a public telephone that are paid for by coin deposit.

6. Customer-Owned Pay Telephone (COPT) Service

- The Operator Handled Person-to-Person service charge (Direct Dialed) applies to person-to-person messages originating at a COPT on a non sent-paid call.

B. PAY STATION SERVICE CHARGE

In addition to the IntraLATA Toll rates (Section 28 of this Product Guide) and any applicable Operator Handled service charge in Rates and Charges III.A., the Pay Station Service Charge III.B. following, applies to each local and intraLATA toll non sent-paid message made over a pay telephone owned by a Company or any other pay telephone provider choosing to impose the charge.

C. NUMBER REFERRAL SERVICES

1. Basic Referral

Basic Referral Service is offered to customers (where facilities permit) who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See Rates and Charges, III.C. following).

(C)

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OPERATOR SERVICES

II. SPECIAL CONDITIONS

A. METHOD OF APPLYING RATES

1. Operator Handled Service

(a) Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within the Frontier Calling Area may be placed on a non sent-paid basis and toll charges may be:

- Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
- Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
- Exception - California Relay Service calls may only be billed to a third number within California.
- Billed against another telephone company (credit) calling card account when the party requesting such billing is authorized to use such (credit) calling card.

(1) Calling Card Service (Direct Dialed) applies when the originating call is completed without the assistance of an operator, where equipment is available. <sup>1</sup>

(2) This service also applies to calls that require operator assistance <sup>2</sup> which is limited to entering the Calling Card number to complete the call and recording the Calling Card number for billing purposes.

(3) This service also applies to calls that require operator assistance to:

- a. Place a Calling Card operator station service call when equipment capability precludes the foregoing.
- b. Place a Calling Card operator station service call for customers who identify themselves as being handicapped and unable to dial.

<sup>1</sup> This service also applies to calls placed from a public telephone.

<sup>2</sup> Charges are applicable only to calls placed originally as a Direct Dial Calling Card call and not applicable to collect or third number billing on which the "billed-to-number" person accepts the charges, but requests the charges be billed to a Calling Card. The applicable charge for the latter two calls is the Operator Handled Station-to-Station charge.

Effective: October 19, 2016

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OPERATOR SERVICES

I. DESCRIPTION (Continued)

D. Verification and Emergency Interrupt Service

1. General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save Frontier harmless against all claims that may arise from either party to the interrupted call or any person.

a. Verification

- (1) Frontier furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request, the operator will verify and provide the line status condition of a subscriber line.
- (2) A subscriber-originated request for verification of a number other than an emergency agency number is a chargeable verification request if a Company Operator determines that the line is in use. No charge applies if the line is out of order.

b. Emergency Interrupt Service

- (1) Frontier furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- (2) A subscriber-originated request for Emergency Interrupt to a number other than an emergency agency number is a chargeable Emergency Interrupt request.

2. Application of Rates and Charges

- a. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state, or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.
- b. Charges may not be billed on a collect basis or on a third-number basis to the number being verified or interrupted.
- c. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges as specified in Section 28, II. Rates and Charges of this Product Guide apply in addition to the applicable verification and emergency interrupt charges.

(N)

(N)

(L) Item II.A. relocated to Sheet 4.

(N)

Effective: April 1, 2016

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OPERATOR SERVICES

II. SPECIAL CONDITIONS (Continued)

B. NUMBER REFERRAL SERVICES

1. The disconnected or changed number will be kept dedicated for the customer's selected referral period unless the Company determines it necessary to reassign and use the referred number as specified in the General Exchange Tariff, Schedule D&R, Rule No. 8.
2. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days.
3. Credit allowance or refunds will only be provided as applicable for an incorrect referral due to the Company's error (such as no referral when one was requested) or for situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Section 2 of this Product Guide.
4. If a telephone number change is initiated due to a high volume of misdirected calls, number referral (Basic Referral) will be provided at no charge for a period of three months.

III. RATES AND CHARGES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message <sup>1</sup>	
(a) Commercial Credit Card <sup>2</sup>	\$0.35
(b) Interexchange Carrier Calling/Credit Card <sup>2</sup>	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message <sup>3</sup>	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

- |                                                |     |
|------------------------------------------------|-----|
| 1. Non Sent-Paid Local or IntraLATA Toll Calls | .25 |
|------------------------------------------------|-----|

C. Verification/Interrupt Service is withdrawn as of April 6, 2013.

<sup>1</sup> This charge is waived for California Relay Service (CRS) customers.

<sup>2</sup> Applicable where contractual arrangement exists between the Company and card issuers.

<sup>3</sup> Operator is mechanized; live operator is not provided.

Effective: April 1, 2016

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OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

D. Number Referral Services

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
Residential - 30 days  
Business - 180 days or life of directory,  
whichever is longer.

Nonrecurring  
Charge

- |                                                 |         |
|-------------------------------------------------|---------|
| a. Additional Month, or fraction thereof        | \$20.00 |
| b. Additional Two Months, or fraction thereof   | 40.00   |
| c. Additional Three Months, or fraction thereof | 60.00   |

Effective: October 19, 2016

OPERATOR SERVICES

II. SPECIAL CONDITIONS (Continued)

(L)

B. NUMBER REFERRAL SERVICES

1. The disconnected or changed number will be kept dedicated for the customer's selected referral period unless the Company determines it necessary to reassign and use the referred number as specified in the General Exchange Tariff, Schedule D&R, Rule No. 8.
2. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days.
3. Credit allowance or refunds will only be provided as applicable for an incorrect referral due to the Company's error (such as no referral when one was requested) or for situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Section 2 of this Product Guide.
4. If a telephone number change is initiated due to a high volume of misdirected calls, number referral (Basic Referral) will be provided at no charge for a period of three months.

III. RATES AND CHARGES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message <sup>1</sup>	
(a) Commercial Credit Card <sup>2</sup>	\$0.35
(b) Interexchange Carrier Calling/Credit Card <sup>2</sup>	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message <sup>3</sup>	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

- |                                                |     |
|------------------------------------------------|-----|
| 1. Non Sent-Paid Local or IntraLATA Toll Calls | .25 |
|------------------------------------------------|-----|

(L)

<sup>1</sup> This charge is waived for California Relay Service (CRS) customers.

(D)

<sup>2</sup> Applicable where contractual arrangement exists between the Company and card issuers.

(L)

<sup>3</sup> Operator is mechanized; live operator is not provided.

|

(L)

(L) Item II.B. relocated from Sheet 4.

(N)

(L) Item III.C. relocated to Sheet 5.

(N)

Effective: February 2, 2018

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OPERATOR SERVICES

II. SPECIAL CONDITIONS (Continued)

B. NUMBER REFERRAL SERVICES

1. Number Referral Services are offered to customers where facilities permit. (N)
2. The disconnected or changed number will be kept dedicated for the customer's selected referral period unless the Company determines it necessary to reassign and use the referred number as specified in the General Exchange Tariff, Schedule D&R, Rule No. 8. (T)
3. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days. (T)
4. Credit allowance or refunds will only be provided as applicable for an incorrect referral due to the Company's error (such as no referral when one was requested) or for situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Section 2 of this Product Guide. (T)
5. If a telephone number change is initiated due to a high volume of misdirected calls, number referral (Basic Referral) will be provided at no charge for a period of three months. (T)

III. RATES AND CHARGES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message <sup>1</sup>	
(a) Commercial Credit Card <sup>2</sup>	\$0.35
(b) Interexchange Carrier Calling/Credit Card <sup>2</sup>	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message <sup>3</sup>	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

1. Non Sent-Paid Local or IntraLATA Toll Calls .25

<sup>1</sup> This charge is waived for California Relay Service (CRS) customers.

<sup>2</sup> Applicable where contractual arrangement exists between the Company and card issuers.

<sup>3</sup> Operator is mechanized; live operator is not provided.



Effective: October 19, 2016

OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

C. Number Referral Services

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
 Residential - 30 days  
 Business - 180 days or life of directory,  
 whichever is longer.

Nonrecurring  
Charge

- a. Additional Month, or fraction thereof
- b. Additional Two Months, or fraction thereof
- c. Additional Three Months, or fraction thereof

\$20.00  
 40.00  
 60.00

(T)(L)

|

(L)

D. Verification and Emergency Interrupt Service

- 1. Verification Request, each
- 2. Emergency Interrupt Request, each

4.50  
 6.50

(N)

|

(N)

(L) Item III.C. relocated from Sheet 5.

(N)

Effective: February 2, 2018

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OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

C. Number Referral Services  
(See Special Conditions II.B.)

(N)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
Residential - 30 days  
Business - 180 days or life of directory,  
whichever is longer.

Nonrecurring  
Charge

a. Additional Month, or fraction thereof	\$20.00
b. Additional Two Months, or fraction thereof	40.00
c. Additional Three Months, or fraction thereof	60.00

D. Verification and Emergency Interrupt Service

1. Verification Request, each	4.50
2. Emergency Interrupt Request, each	6.50

Effective: March 1, 2018

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OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

C. Number Referral Services  
(See Special Conditions II.B.)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
Residential - 30 days  
Business - 180 days or life of directory, whichever is longer

Nonrecurring  
Charge

a. Additional Month, or fraction thereof	\$20.00
b. Additional Two Months, or fraction thereof	40.00
c. Additional Three Months, or fraction thereof	60.00

(D)  
|  
(D)

Effective: November 13, 2019

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OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

C. Number Referral Services  
(See Special Conditions II.B.)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
Residential - 30 days  
Business - 180 days or life of directory, whichever is longer

- a. Additional Month, or fraction thereof
- b. Additional Two Months, or fraction thereof
- c. Additional Three Months, or fraction thereof

Nonrecurring  
Charge

\$20.00

40.00

60.00

D. Live Operator Fee

Nonrecurring  
Charge

Live Operator Fee, per occurrence

\$1.50

(N)

(N)

Effective: April 1, 2023

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OPERATOR SERVICES

III. RATES AND CHARGES (Continued)

C. Number Referral Services  
(See Special Conditions II.B.)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of  
Residential - 30 days  
Business - 180 days or life of directory, whichever is longer

Nonrecurring  
Charge

a. Additional Month, or fraction thereof	\$20.00
b. Additional Two Months, or fraction thereof	40.00
c. Additional Three Months, or fraction thereof	60.00

D. Live Operator Fee

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)

Effective: April 1, 2016

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DIRECTORY SERVICES

IV. RATES AND CHARGES

	<u>Rate Per Call</u>
1. Residence Service and ULTS, each line <sup>1</sup>	\$2.49
2. Business Service <sup>1</sup>	
a. Individual Line Service, each line 2.49	
b. Trunk-line Services, each trunk	2.49
c. Centrex Service, each station line	2.49
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	2.49
e. COPT Providers (operator assisted calls), each line connecting COPT to network	2.49
f. COPT Providers (directly dialed calls), each line connecting COPT to network	2.49
3. Directory Assistance Call Completion (DACC), each call completed	0.45
4. National Directory Assistance, each call <sup>1</sup>	2.49

<sup>1</sup> Callers may request second and third listings by remaining on the line.

Effective: July 7, 2016

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DIRECTORY SERVICES

IV. RATES AND CHARGES

	<u>Rate Per Call</u>	
1. Residence Service and California Lifeline Telephone Program, each line <sup>1</sup>	\$2.49	(T)
2. Business Service <sup>1</sup>		
a. Individual Line Service, each line	2.49	
b. Trunk-line Services, each trunk	2.49	
c. Centrex Service, each station line	2.49	
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	2.49	
e. COPT Providers (operator assisted calls), each line connecting COPT to network	2.49	
f. COPT Providers (directly dialed calls), each line connecting COPT to network	2.49	
3. Directory Assistance Call Completion (DACC), each call completed	0.45	
4. National Directory Assistance, each call <sup>1</sup>	2.49	

<sup>1</sup> Callers may request second and third listings by remaining on the line.

Effective: April 1, 2016

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DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$4.50
b. Residence	2.70
2. Additional listings	
a. Business, each	4.50
b. Residence, each	2.70
c. Guests of hotel, each	
Business	4.50
Residence	2.70
d. Reference to another service of the customer, each	
Business	4.50
Residence	2.70
e. Reference to service of another customer, each	
Business	4.50
Residence	2.70
f. Cross-reference listing, each	
Business	4.50
Residence	2.70
g. Line of information, each	
Business	4.50
Residence	2.70
3. Nonpublished Listing Service	2.50
4. Directory Nonlisted Number Service	2.50



Effective: February 18, 2018

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$5.25	(I)
b. Residence	\$3.45	
2. Additional listings		
a. Business, each	\$5.25	
b. Residence, each	\$3.45	
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$5.25	
Residence	\$3.45	(I)
3. Nonpublished Listing Service	\$2.50	
4. Directory Nonlisted Number Service	\$3.25	(I)

Effective: November 18, 2018

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$6.00	(I)
b. Residence	\$4.25	(I)
2. Additional listings		
a. Business, each	\$6.00	(I)
b. Residence, each	\$4.25	(I)
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$6.00	(I)
Residence	\$4.25	(I)
3. Nonpublished Listing Service	\$2.50	
4. Directory Nonlisted Number Service	\$4.00	(I)

Effective: October 20, 2019

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$6.50	(I)
b. Residence	\$5.00	(I)
2. Additional listings		
a. Business, each	\$6.00	
b. Residence, each	\$5.00	(I)
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$6.00	
Residence	\$5.00	(I)
3. Nonpublished Listing Service	\$3.50	(I)
4. Directory Nonlisted Number Service	\$5.00	(I)

Effective: July 15, 2022

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$6.50	
b. Residence	\$5.00	
2. Additional listings		
a. Business, each	\$10.00	(I)
b. Residence, each	\$5.00	
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$10.00	(I)
Residence	\$5.00	
3. Nonpublished Listing Service	\$3.50	
4. Directory Nonlisted Number Service	\$5.00	

Effective: January 3, 2023

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$6.50	
b. Residence	\$5.00	
2. Additional listings		
a. Business, each	\$10.00	
b. Residence, each	\$5.50	(l)
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$10.00	
Residence	\$5.00	
3. Nonpublished Listing Service	\$4.00	(l)
4. Directory Nonlisted Number Service	\$5.50	(l)

Effective: April 22, 2023

DIRECTORY SERVICES

VIII. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		
a. Business	\$6.50	
b. Residence	\$5.00	
2. Additional listings		
a. Business, each	\$14.00	(I)
b. Residence, each	\$5.50	
c. Guests of hotel, each		
Business	\$5.25	
Residence	\$3.45	
d. Reference to another service of the customer, each		
Business	\$5.25	
Residence	\$3.45	
e. Reference to service of another customer, each		
Business	\$5.25	
Residence	\$3.45	
f. Cross-reference listing, each		
Business	\$5.25	
Residence	\$3.45	
g. Line of information, each		
Business	\$14.00	(I)
Residence	\$5.00	
3. Nonpublished Listing Service	\$4.00	
4. Directory Nonlisted Number Service	\$5.50	

Effective: April 1, 2016

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INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS (Continued)

C. Method of Applying Rates (Continued)

13. Initial Period and Additional Minutes

Rates are quoted in terms of initial period and additional minutes.

Initial Minute:

Initial Minute rates shown II.RATES following are for connections of one minute or any fraction thereof.

- Business/Residence (Direct Dialed)
- Calling Card (Direct Dialed)
- Operator Handled
- Corrections Collect
- California Relay Service

Initial 3 Minute Period rates shown in II.E following are for connections of three minutes or any fraction thereof.

- Coin Station Service

Additional Minutes:

All additional minute rates as shown in II.A through II.E following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

14. Timing of Messages - Chargeable Time

- Chargeable time for calls placed on a Direct Dialed Station-to-Station, Direct Dialed Calling Card, Operator Handled Station-to-Station, Operator Handled Corrections Collect, Operator Handled Coin Station-to-Station, Coin Station-to-Station, or California Relay Service basis begins when connection is established between the calling station and the called station.
- Chargeable time for calls placed on an Operator Handled Person-to-Person or Operator Handled Coin Person-to-Person basis begins when connection is established between the person calling and the particular person called, or another party acceptable to the person calling.
- Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

15. Verification of a busy line condition and/or interruption of a conversation in progress at the calling party's request will be provided as set forth in Section 20 of this Product Guide.

16. The accumulated initial period charges and additional minute charges will be rounded to the nearest whole cent for each billed message.

Effective: April 1, 2016

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CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE (Continued)

C. RESPONSIBILITY OF THE SUBSCRIBER

1. The subscriber is subject to the requirements for COPT Service as set forth in I.A.
2. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
3. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.
4. It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

D. RATE CONDITIONS

1. No charge will be imposed for incoming calls.
2. Sent-paid local calls will be rated by the Central Office.
3. Operator assisted sent-paid local calls will be rated to the end-user at the appropriate additive operator service charges as specified in Section 20, Operator Services. Non-sent paid local calls will be rated to the end-user at the appropriate additive operator service charges as specified in Section 18, Operator Services.
4. Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 18, Operator Services. Non-sent paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 20, Operator Services.
5. The appropriate Service Order Activity, Central Office Activity, and/or Premises Visit Charge as specified in Section 3, Service Charges, are applicable for each COPT Coin Line installed, moved, or changed, except as shown below:
  - a. Supersedures will be charged \$12.26 per line.
  - b. All other record-type only changes will be charged \$11.11 per line. See Section 3, Service Charges for Subsequent Order Special Conditions.
6. Rates for Verification/Interrupt Service are as specified in Section 18, Operator Services.

E. RATES AND CHARGES

1. COPT Coin Line Service is provided on a Fixed Rate basis. The following monthly rate is applicable for COPT Coin Line Service on a per-line basis.

	<u>MONTHLY RATE</u>
(a) Coin Line, per line	\$26.45



Effective: April 1, 2016

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FACILITIES BASED SERVICES  
(LOCAL, INTRASTATE ACCESS AND INTRALATA TOLL)

II. LIST OF SERVICES (Continued)

<u>Service</u>	<u>Terms and Conditions</u>
A. Local Services (Continued)	
11. Advanced Data Services	Product Guide Section 15
a. Videoconnect	
b. Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	
c. Frame Relay Service	Product Guide Sections 15 and 32
d. Dedicated Sonet Ring (DSR)	
e. Dedicated Wave Length Ring (DWR)	
f. INTEGRATED OPTICAL SERVICES (IOS)	
g. Transparent Lan Service (TLS)	
h. Custom Connect Service	
B. Intrastate Access Services	
1. High Capacity Facilities	Facilities for Intrastate Access Tariff C-1
a. Digital DS1	
b. Fractional T1 (FT1)	
c. Digital DS3	
d. Digital DS3C	
C. IntraLATA Toll Services	
1. IntraLata Toll Service	Product Guide Section 28
a. Rate Schedules	
(1) Business and Residence	
(2) Operator Handled	
(3) Corrections Collect	
(4) Coin Station	
b. Operator Handled Service Charges	Product Guide Section 20
(1) Operator Handled Station-to-Station Service (Direct Dialed)	
(2) Operator Handled Station-to-Station Service (Coin)	
(3) Operator Handled Station-to-Station Service (Corrections Collect)	
(4) Operator Handled Person-to-Person Service (Direct Dialed)	
(5) Operator Handled Person-to-Person Service (Coin)	
(6) Pay Station Service Charge	
(7) Verification/Interrupt Service	
(8) Basic Number Referral Services	
2. Discount Calling Plans	Product Guide Section 19
a. Discount Calling Plan One	
b. Residence Direct Discount Plan	
c. Calling Solutions	
d. Regional Toll Call Plan - Business	

Effective: September 24, 2017

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CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(L)

I. APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

II. TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund (CTF) Discounted Services as said exchanges are defined on the maps contained in the General Exchange Tariff, Schedule AB.

III. AVAILABILITY

A. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the CTF. This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below.

B. These organizations must apply to the California Public Utilities Commission for the CTF program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

C. The following business services are subject to a 25%<sup>1</sup> voice/50% non-voice discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available as follows:

25%<sup>1</sup> voice discount on the monthly rate for Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service)

50% non-voice discount on the following:

- Digital Central Office Services – Datapath
- Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Facilities for Intrastate Access Tariff, Section III
- High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Facilities for Intrastate Access Tariff, Section III
- Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
- Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service

D. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

E. CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years.

<sup>1</sup> 25% discount became effective July 1, 2016.

(L)

(L) Material has been moved from the General Exchange Tariff.

(N)

Effective: September 24, 2017

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CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

III. AVAILABILITY (Continued)

F. Voice Exemption

Pursuant to CPUC Decision 16-04-021. CTF discounts for Voice Services will be reduced from 50% to 25% on July 1, 2016. CTF recipients or prospective applicants in unserved or underserved areas of California can apply for a Voice Exemption to maintain their 50% discount on their voice services if they are using dial-up telephone service as the only means to access the Internet. An entity can verify if its location is eligible for a Voice Exemption by using the California Broadband Availability map on the Commission's CTF web site. Upon approval of the Voice Exemption by the Commission, their location will maintain the 50% discount for voice service, but will not be eligible for CTF discounts on other data or access services at that location. CTF entities that are located only in unserved or underserved areas and using dial-up telephone service as the only means to access the Internet may apply for the Voice Exemption to maintain the 50% voice discount. Once approved, they will not be eligible for discounts on any other services at that location.

IV. FUNDING

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

1. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.
2. Qualifying schools and libraries shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower, for services identified in III.C. preceding, after first deducting the applicable E-rate discounts. The discount shall be calculated as follows:
  - a. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
  - b. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25%<sup>1</sup> or 50% CTF voice discount if it is exempt from a reduction in voice support.
  - c. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

<sup>1</sup> 25% discount became effective July 1, 2016.

(L) Material has been moved from the General Exchange Tariff.

(L)

(L)  
(N)

Effective: September 24, 2017

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CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(L)

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

A. Schools and Libraries (Continued)

3. The following schools and libraries shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off the entire tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower, for services identified in III.C. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

B. Health Care Providers

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
2. Qualifying hospitals and health clinics shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.
2. Qualifying CBOs shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off tariffed and/or Product Guide rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts.

D. California Community Colleges (CCCs)

Participating California Community Colleges (CCCs) shall be entitled to a 25%<sup>1</sup> voice/50% non-voice discount off the entire tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower.

<sup>1</sup> 25% discount became effective July 1, 2016.

(L)

(N)

Effective: September 24, 2017

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CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(L)

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

E. Rural Health Care Providers (RHCP)

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 25%<sup>1</sup> voice/50% non-voice CTF discount shall be calculated as follows:

1. The 25%<sup>1</sup> voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
2. The 25%<sup>1</sup> voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trueed up for that fiscal year to take into account the RHC funding received.

VI. HOW DISCOUNTS ARE APPLIED

- A. Federal funding or subsidy given to CTF participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in B through F below.
- B. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- C. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1<sup>st</sup> prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not have an actual E-rate.
- D. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.
- E. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
  1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
  2. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.
  3. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of Resolution T-17314 for funding for FY 2010-11 and FY 2011-12.
  4. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
  5. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.
- F. A teleconnect discount shall be applied after applying an E-Rate discount. The commission shall first apply an E-rate discount, regardless of whether the customer has applied for an E-rate discount or has been approved, if the customer, in the determination of the commission, meets the eligibility requirements for an E-Rate discount.

<sup>1</sup> 25% discount became effective July 1, 2016.

(L) Material has been moved from the General Exchange Tariff.

(L)  
(N)

Effective: April 1, 2016

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GRANDFATHERED SERVICES – CUSTOM CALLING & FEATURE PACKAGES

CUSTOM CALLING SERVICE (Continued)

A. INDIVIDUAL SERVICES (Continued)

RATES AND CHARGES

	<u>Monthly Rate</u>	
	<u>Bususiness</u>	<u>Residence</u>
1. Call Waiting <sup>1</sup>	\$7.50	\$8.00
2. Busy Number Redial <sup>2</sup>	4.00	4.00
3. Last Number Redial <sup>2</sup>	4.00	<sup>3</sup>
4. Saved Number Redial <sup>2</sup>	4.00	4.00
5. Cancel Call Waiting <sup>1</sup>	2.00	2.50
6. Special Call Waiting <sup>2,4</sup> , per line	5.00	<sup>3</sup>
7. Priority Call <sup>4,5</sup> , per line	3.00	5.50
8. Do Not Disturb, per line <sup>4,6</sup>	2.50	5.00
9. Caller ID - Number Only <sup>1,7</sup> , per line	7.00	<sup>3</sup>

<sup>1</sup> Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

<sup>2</sup> Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

<sup>3</sup> Material formerly on this page has been withdrawn from the Product Guide. Residential Last Number Redial, Special Call Waiting and Caller ID - Number Only Services are withdrawn as of November 16, 2013.

<sup>4</sup> Flexible Rate Ranges have been established for this service.

<sup>5</sup> Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

<sup>6</sup> Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

<sup>7</sup> Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.