

April 10, 2009

**Advice No. 92**

Ms. Beth Salak  
Division of Competitive Markets and Enforcement  
Attn: Tariff Section  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Ms. Salak

Enclosed please find the revised tariff page to Frontier Communications of the South, LLC's Subscriber Services Tariff, beginning April 10, 2009, to become effective April 13, 2009, subject to Public Service Commission approval, as follows:

Section A13

Fourth Revised Sheet 37.22  
(Canceling Third Revised Sheet 37.22)  
Revised Sheet 37.23  
(Canceling Third Revised Sheet 37.23)  
Second Revised Sheet 37.24  
(Canceling First Revised Sheet 37.24)  
Second Revised Sheet 37.25  
(Canceling First Revised Sheet 37.25)  
First Revised Sheet 37.26  
(Canceling Original Sheet 37.26)  
First Revised Sheet 37.27  
(Canceling Original Sheet 37.27)  
Second Revised Sheet 37.28  
(Canceling First Revised Sheet 37.28)  
Second Revised Sheet 37.29  
(Canceling First Revised Sheet 37.29)  
First Revised Sheet 37.30  
(Canceling Original Sheet 37.30)  
First Revised Sheet 37.31  
(Canceling Original Sheet 37.31)  
First Revised Sheet 37.32  
(Canceling Original Sheet 37.32)  
First Revised Sheet 37.33  
(Canceling Original Sheet 37.33)  
First Revised Sheet 37.34  
(Canceling Original Sheet 37.34)

Second Revised Sheet 37.35  
(Canceling First Revised Sheet 37.35)  
Fourth Revised Sheet 37.36  
(Canceling Original Sheet 37.36)  
First Revised Sheet 37.37.  
(Canceling Original Sheet 37.37)  
Third Revised Sheet 37.38  
(Canceling Second Revised Sheet 37.38)  
Third Revised Sheet 39  
(Canceling Second Revised Sheet 39)  
Third Revised Sheet 40  
(Canceling Second Revised Sheet 40)  
Third Revised Sheet 41  
(Canceling Second Revised Sheet 41)  
Third Revised Sheet 42  
(Canceling Second Revised Sheet 42)  
Third Revised Sheet 43  
(Canceling Second Revised Sheet 43)  
Second Revised Sheet 44  
(Canceling Second Revised Sheet 44)  
Second Revised Sheet 45  
(Canceling Second Revised Sheet 45)  
Second Revised Sheet 46

The purpose of this tariff filing is to add stay-connected language to Digital Phone Service, Digital Phone Essentials, Unlimited State, and Digital Phone Plus Service in the tariff.

Enclosed is an additional copy of this letter and a stamped self-addressed envelope. Please stamp this copy with the date received and return it. If you have any questions, please contact Monique Adams at (585) 777-7395 or me at (585) 777-4717.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leslie Zink".

Leslie Zink  
Manager, Pricing & Tariffs

LZ/ma  
Enclosures

GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
201 South Pensacola Avenue  
Atmore, Alabama 36502

Florida PSC – Tariff No. 2  
Section A13  
Fourth Revised Sheet 37.22  
Canceling Third Revised Sheet 37.22

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.2 Frontier Digital Phone Service

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

(N)

(N)

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Issued By: Cereal Daniel  
Title: Supervisor Field Operations Support

Date Issued: April 10, 2009

Effective: \_\_\_\_\_

GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
201 South Pensacola Avenue  
Atmore, Alabama 36502

Florida PSC – Tariff No. 2  
Section A13  
Third Revised Sheet 37.23  
Canceling Second Revised Sheet 37.23

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

- H.2 Frontier Digital Phone Service (N)
3. (Cont'd)
- c. Customer's line will be available for 911 calls only at the time of suspension.
  - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - f. The cost of the service includes the CALC.
  - g. This service does not change any other terms and conditions of the product (N)
4. Rates (M)
- Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.
- |                                     |         |     |
|-------------------------------------|---------|-----|
| Monthly                             | \$39.99 |     |
| Digital Phone Enhanced Feature Pack | \$3.99  | (M) |
| Stay Connected                      | \$9.99  | (N) |

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Florida PSC – Tariff No. 2  
Section A13  
Second Revised Sheet 37.24  
Canceling First Revised Sheet 37.24

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.3 Frontier Digital Phone X

(M)

1. General

The Frontier Digital Phone X is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Dial 8	Touch Tone

2. Regulations

- a. The Frontier Digital Phone X is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer

(M)

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GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
201 South Pensacola Avenue  
Atmore, Alabama 36502

Florida PSC – Tariff No. 2  
Section A13  
Second Revised Sheet 37.25  
Canceling First Revised Sheet 37.25

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.3 Frontier Digital Phone X

2. Regulations (Cont'd)

k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate. (N)

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.

b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count or the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product (N)

4. Rates (M)

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$24.99
Stay Connected	\$9.99

(M)  
(N)

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Section A13  
First Revised Sheet 37.26  
Canceling Original Sheet 37.26

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.4 Frontier Business Unlimited Service

1. General

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

Basic Bundle

Single Party Flat Rate Access Line  
Touch Tone  
Call Forwarding Fixed or Variable  
Unlimited Extended Area Service  
Voice Mail – Frontier Deluxe Voice Mail  
Call Waiting, Cancel Call Waiting  
Caller ID w/Name  
Speed Calling 30 Code

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- g. The bundle rate will appear as a single line item on the customer's bill.

(M)

(M)

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## GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
201 South Pensacola Avenue  
Atmore, Alabama 36502

Florida PSC – Tariff No. 2  
Section A13  
First Revised Sheet 37.27  
Canceling Original Sheet 37.27

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### MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

#### H.4 Frontier Business Unlimited Service

##### 2. Regulations (Continued)

- h. 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.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

##### 3. Rates And Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited Services provided at the following rate:

Monthly Rate

\$55.00

(M)

(M)



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GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
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Florida PSC – Tariff No. 2  
Section A13  
Second Revised Sheet 37.28  
Canceling First Revised Sheet 37.28

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.5 Frontier Digital Phone Essentials

(M)

1. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line  
Call ID Plus Name

Call Waiting/Cancel Call Waiting

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial  
Three-Way Calling

Call Return  
Speed Call 8 or 30

2. Regulations

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

(M)

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Florida PSC – Tariff No. 2  
 Section A13  
 Second Revised Sheet 37.29  
 Canceling First Revised Sheet 37.29

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

- H.5 Frontier Digital Phone Essentials (M)
2. Regulations (Cont'd)
- h. The bundles are offered on a month to month.
  - i. The bundle will appear as a single line item on the bill.
  - j. Voice Mail Essentials will be offered as an add on to this bundle.
  - k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service. (M)
3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate. (N)
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. Customer's line will be available for 911 calls only at the time of suspension.
  - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - f. The cost of the service includes the CALC.
  - g. This service does not change any other terms and conditions of the product (N)
- 4 Rates (M)
- |                                     |         |     |
|-------------------------------------|---------|-----|
|                                     | Monthly |     |
| Digital Phone Essentials            | \$19.99 |     |
| Voice Mail –add on                  |         |     |
| Basic Voice Mail                    | \$3.99  |     |
| Deluxe Voice Mail                   | \$4.99  | (M) |
| Digital Phone Enhanced Feature Pack | \$3.99  | (N) |
| Stay Connected                      | \$9.99  |     |

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GENERAL SUBSCRIBER SERVICES

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Florida PSC – Tariff No. 2  
Section A13  
First Revised Sheet 37.30  
Canceling Original Sheet 37.30

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.6 Frontier Unlimited State

(M)

1 General

The Unlimited State Bundle is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line  
Call ID Plus Name

Call Waiting/Cancel Call Waiting  
Local and Extended Area Toll Calls

2. Regulations

- a. The Unlimited State Bundle is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month to month.
- i. The bundle will appear as a single line item on the bill.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

(M)

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GENERAL SUBSCRIBER SERVICES

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Florida PSC – Tariff No. 2  
Section A13  
First Revised Sheet 37.31  
Canceling Original Sheet 37.31

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.6 Frontier Unlimited State (Cont'd)

(N)

- 3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. Customer's line will be available for 911 calls only at the time of suspension.
  - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - f. The cost of the service includes the CALC.
  - g. This service does not change any other terms and conditions of the product

(N)

4. Rates

(M)

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$29.99
Stay Connected	\$9.99

(M)

(N)

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GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, LLC  
201 South Pensacola Avenue  
Atmore, Alabama 36502

Florida PSC – Tariff No. 2  
Section A13  
First Revised Sheet 37.32  
Canceling Original Sheet 37.32

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H7 Frontier Business Essentials

(M)

1 General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line:

Flat Rate Business Line	Call Forward (For VM)
Unlimited Local Measured Service	Touch Tone (WA)
Call ID Plus Name	Basic Voice Mail (WA)
Call Waiting	Call Waiting ID (Where applicable)

Optional Features Package

Busy Redial	Three-way calling
Call Return	Speed Call 8 or Speed Call 30
Three-way calling	Call Forward Variable

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a month to month basis.
- c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- d. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
- f. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

3. Rates and Charges

Monthly Rate	\$39.99
Feature Bundle	\$3.99
Deluxe Voice Mail	\$2.99

(M)

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Section A13  
First Revised Sheet 37.33  
Canceling Original Sheet 37.33

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H8 Frontier Digital Phone Plus Service

(M)

1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, an non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Caller ID Plus Name
Local and Extended Area Calls	Voice Mail (non-regulated)
Message Waiting Indicator	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial Call Return	Three-Way Calling Speed Call 8 or 30
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2. Regulations

- a. The Frontier Digital Phone Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.
- g. The bundle is offered on a one, two or three year term.
- h. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - 1. If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled

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GENERAL SUBSCRIBER SERVICES

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Florida PSC – Tariff No. 2  
Section A13  
First Revised Sheet 37.34  
Canceling Original Sheet 37.34

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H8 Frontier Digital Phone Plus Service (Cont'd)

2. Regulations (Cont'd)

- i. The bundle will appear as a single line item on the bill.
- j. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

(M)

(M)

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

(N)

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b.. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer’s line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product

(N)

4. Rates

(M)

Frontier Digital Phone Plus Service	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
Stay Connected	\$9.99

(M)

(N)

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Florida PSC – Tariff No. 2  
Section A13  
Second Revised Sheet 37.35  
Canceling First Revised Sheet 37.35

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H9 Frontier Digital Phone X Plus Service

(M)

1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, an non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Dial 8	Touch Tone

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial	Three-Way Calling
Call Return	Speed Call 8 or 30

2. Regulations

- a. The Frontier Digital Phone X Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundle is offered on a one, two or three year term.
  - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

(M)

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

- H9 Frontier Digital Phone X Plus Service (Cont'd) (M)
2. Regulations (Cont'd)
- g. (Cont'd)
2. If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled
- h. The bundle will appear as a single line item on the bill.
- i. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service. (M)
3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate. (N)
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer’s line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product (N)
4. Rates (M)
- |                                       |         |     |
|---------------------------------------|---------|-----|
| Frontier Digital Phone X Plus Service | \$24.99 |     |
| Digital Phone Enhanced Feature Pack   | \$3.99  | (M) |
| Stay Connected                        | \$9.99  | (N) |

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H10 Frontier Business Metro

(M)

1. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Call ID Plus Name	Basic Voice Mail
Touch Tone	Call Waiting ID (Where applicable)

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H10 Frontier Business Metro (Cont'd)

3. Rates and Charges (Cont'd)

- c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99
Upgrade to Deluxe Voice Mail	\$2.99

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MISCELLANEOUS SERVICE ARRANGEMENTS

I. Telecommunications Service Priority

1. General

- a. Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP missions).

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis, which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47.C.F.R.) and the "Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or re-issuance of these regulations or manuals supersede the tariff language contained herein.

- b. The TSP program has two components: restoration and provisioning.
1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
  2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP service will be restored before provisioning new TSP services.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

2. TSP Request Process

a. TSP Request Process - Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that its telecommunications service supports an NS/SP function under one of the following four TSP categories.
  - a. National Security Leadership
  - b. National Security Posture and U.S. Population Attack Warning.
  - c. Public Health, Safety, and Maintenance of Law and Order
  - d. Public Welfare and Maintenance of National Economic Posture
2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2.a above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

(M)

2. TSP Request Process (Cont'd)

b. TSP Request Process - Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user must:

1. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

3. Responsibilities of the End-User

End-users or entities acting on behalf of the end-user must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- d. Accept TSP services by the service due dates.
- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
- f. Pay the Company any authorized costs associated with priority services.  
Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- i. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

(M)

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

(M)

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6. Rates and Charges

- a. This charge applies in addition to all standard installation and service connection charges.
- b. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

Initial Service Charge, per line\* \$104.02

Change in TSP Priority Code      Service Order Charge

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

J. Electronic Bill Payment Program (M)

1. General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

2. Regulations

- a. Frontier Online Bill Payment is a discretionary service.
- a. An Email reminder will be sent to customer when their bill is available
- b. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

3. Rates

	<u>Monthly</u>	
Rate for Online Bill Payment with duplicate paper bill	\$2.00	(M)

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

K. Business Traffic Study Service

(M)

a. General

a. Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

2. Regulations

- a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- b. A separate traffic study report is required for each access line, hunt line, or trunk group.
- c. Business Traffic Study Service is available to business customers and only where technically feasible.
- d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- f. Studies are done in 7-day intervals.
- g. Types of studies include (but are not limited to):
  - Line or Trunk Study
  - Remote Call Forwarding Study
  - Multiline Hunt Group Study

3. Rates

Monthly

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.2 Frontier Digital Phone Service

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- g. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- l. The bundles are offered on a month-to-month basis.
- m. The bundle will appear as a single line item on the bill.
- j. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

b. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

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H.2 Frontier Digital Phone Service (N)

3. (Cont'd)

- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product (N)

4. Rates (M)

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$39.99	
Digital Phone Enhanced Feature Pack	\$3.99	(M)
Stay Connected	\$9.99	(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.3 Frontier Digital Phone X

(M)

1. General

The Frontier Digital Phone X is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Dial 8	Touch Tone

2. Regulations

- a. The Frontier Digital Phone X is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- n. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.3 Frontier Digital Phone X

2. Regulations (Cont'd)

- o. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate. (N)

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.

- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

- c. Customer's line will be available for 911 calls only at the time of suspension.

- d. The time that the customer is on the "Stay Connected" Seasonal Service will count or the fulfillment of the contract time.

- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

- f. The cost of the service includes the CALC.

- g. This service does not change any other terms and conditions of the product (N)

4. Rates (M)

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$24.99
<u>Stay Connected</u>	<u>\$9.99</u>

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(M)  
(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

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H.4 Frontier Business Unlimited Service

1. General

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

Basic Bundle

Single Party Flat Rate Access Line  
Touch Tone  
Call Forwarding Fixed or Variable  
Unlimited Extended Area Service  
Voice Mail – Frontier Deluxe Voice Mail  
Call Waiting, Cancel Call Waiting  
Caller ID w/Name  
Speed Calling 30 Code

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- g. The bundle rate will appear as a single line item on the customer's bill.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.4 Frontier Business Unlimited Service

2. Regulations (Continued)

- h. 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.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

3. Rates And Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited Services provided at the following rate:

Monthly Rate

\$55.00

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

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H.5 Frontier Digital Phone Essentials

(M)

1. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line  
Call ID Plus Name

Call Waiting/Cancel Call Waiting

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial  
Three-Way Calling

Call Return  
Speed Call 8 or 30

2. Regulations

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- g. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

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H.5 Frontier Digital Phone Essentials

2. Regulations (Cont'd)

- h. The bundles are offered on a month to month.
- i. The bundle will appear as a single line item on the bill.
- j. Voice Mail Essentials will be offered as an add on to this bundle.
- l. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- b. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

- c. Customer's line will be available for 911 calls only at the time of suspension.

- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

- f. The cost of the service includes the CALC.

- g. This service does not change any other terms and conditions of the product

4 Rates

	Monthly	
Digital Phone Essentials	\$19.99	
Voice Mail –add on		
Basic Voice Mail	\$3.99	
Deluxe Voice Mail	\$4.99	
Digital Phone Enhanced Feature Pack	\$3.99	
<u>Stay Connected</u>	<u>\$9.99</u>	

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.6 Frontier Unlimited State

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1 General

The Unlimited State Bundle is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line  
Call ID Plus Name

Call Waiting/Cancel Call Waiting  
Local and Extended Area Toll Calls

2. Regulations

- a. The Unlimited State Bundle is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- j. The bundles are offered on a month to month.
- k. The bundle will appear as a single line item on the bill.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H.6 Frontier Unlimited State (Cont'd)

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3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

c. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

d. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product

(N)

4. Rates

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Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Monthly	\$29.99
<u>Stay Connected</u>	<u>\$9.99</u>

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

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H7 Frontier Business Essentials

(M)

1 General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line:

Flat Rate Business Line	Call Forward (For VM)
Unlimited Local Measured Service	Touch Tone (WA)
Call ID Plus Name	Basic Voice Mail (WA)
Call Waiting	Call Waiting ID (Where applicable)

Optional Features Package

Busy Redial	Three-way calling
Call Return	Speed Call 8 or Speed Call 30
Three-way calling	Call Forward Variable

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a month to month basis.
- c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- d. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
- f. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

3. Rates and Charges

Monthly Rate	\$39.99
Feature Bundle	\$3.99
Deluxe Voice Mail	\$2.99

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H8 Frontier Digital Phone Plus Service

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1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, an non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Caller ID Plus Name
Local and Extended Area Calls	Voice Mail (non-regulated)
Message Waiting Indicator	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial Call Return	Three-Way Calling Speed Call 8 or 30
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2. Regulations

- a. The Frontier Digital Phone Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.
- g. The bundle is offered on a one, two or three year term.
- h. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  1. If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H8 Frontier Digital Phone Plus Service (Cont'd)

2. Regulations (Cont'd)

- i. The bundle will appear as a single line item on the bill.
- j. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- k. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- b. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b.. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer’s line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product

4. Rates

Frontier Digital Phone Plus Service	\$39.99
Digital Phone Enhanced Feature Pack	\$3.99
<u>Stay Connected</u>	<u>\$9.99</u>

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H9 Frontier Digital Phone X Plus Service

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1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, an non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Dial 8	Touch Tone

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Redial Call Return	Three-Way Calling Speed Call 8 or 30
---------------------------------	---

2. Regulations

- a. The Frontier Digital Phone X Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts from the bundled rate will be given to subscribers that do not use all the features or have some features turned off."
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundle is offered on a one, two or three year term.
  1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H9 Frontier Digital Phone X Plus Service (Cont'd)

2. Regulations (Cont'd)

g. (Cont'd)

2. If the customer cancels one or more bundles before the end of the term contract, an early termination charge of \$200.00 shall apply to each bundle cancelled

h. The bundle will appear as a single line item on the bill.

i. 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 service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer

j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.

b. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer’s line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product

4. Rates

Frontier Digital Phone X Plus Service	\$24.99
Digital Phone Enhanced Feature Pack	\$3.99
<u>Stay Connected</u>	<u>\$9.99</u>

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H10 Frontier Business Metro

(M)

1. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Call ID Plus Name	Basic Voice Mail
Touch Tone	Call Waiting ID (Where applicable)

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

H10 Frontier Business Metro (Cont'd)

3. Rates and Charges (Cont'd)

- c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99
Upgrade to Deluxe Voice Mail	\$2.99

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MISCELLANEOUS SERVICE ARRANGEMENTS

I. Telecommunications Service Priority

1. General

- a. Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP missions).

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis, which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission’s Rules and Regulations (47.C.F.R.) and the “Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program” and the “Service User Manual for the Telecommunications Priority (TSP) System” (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or re-issuance of these regulations or manuals supersede the tariff language contained herein.

- b. The TSP program has two components: restoration and provisioning.
1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
  2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP service will be restored before provisioning new TSP services.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

2. TSP Request Process

a. TSP Request Process - Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that its telecommunications service supports an NS/SP function under one of the following four TSP categories.
  - a. National Security Leadership
  - b. National Security Posture and U.S. Population Attack Warning.
  - c. Public Health, Safety, and Maintenance of Law and Order
  - d. Public Welfare and Maintenance of National Economic Posture
2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2.a above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

2. TSP Request Process (Cont'd)

b. TSP Request Process - Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user must:

1. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

3. Responsibilities of the End-User

End-users or entities acting on behalf of the end-user must perform the following:

- g. Identify telecommunications services requiring priority.
- h. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- i. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- j. Accept TSP services by the service due dates.
- k. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
- l. Pay the Company any authorized costs associated with priority services.  
  
Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- i. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

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4. Responsibilities of the Company

The Company will perform the following:

- e. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- f. Revoke TSP services at the direction of the end-user or OPT.
- g. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- h. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

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GENERAL SUBSCRIBER SERVICES

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Atmore, Alabama 36502

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

I. Telecommunications Service Priority (Cont'd)

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6. Rates and Charges

e. This charge applies in addition to all standard installation and service connection charges.

f. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.

g. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.

h. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

Initial Service Charge, per line\* \$104.02

Change in TSP Priority Code      Service Order Charge

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

J. Electronic Bill Payment Program

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1. General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

2. Regulations

- a. Frontier Online Bill Payment is a discretionary service.
- c. An Email reminder will be sent to customer when their bill is available
- d. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

3. Rates

	<u>Monthly</u>
Rate for Online Bill Payment with duplicate paper bill	\$2.00

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MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

K. Business Traffic Study Service

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a. General

- b. Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

2. Regulations

- a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- b. A separate traffic study report is required for each access line, hunt line, or trunk group.
- c. Business Traffic Study Service is available to business customers and only where technically feasible.
- d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- f. Studies are done in 7-day intervals.
- g. Types of studies include (but are not limited to):  
-Line or Trunk Study  
-Remote Call Forwarding Study  
-Multiline Hunt Group Study

3. Rates

	<u>Monthly</u>
Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

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