



NEW APPLICATION



0000131080

Mailing:

Elk Grove, CA 95759

Shipping: 9260 E. Stockton Blvd.

Elk Grove, CA 95624

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2011 OCT 14 P 12:43

AZ CORP COMMISSION  
DOCKET CONTROL

October 13, 2011

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

T-20681A-11-0383

**RE: Frontier Communications Online and Long Distance Inc. T-20681A- Calling Card**

Dear Corporation Commissioners and Staff:

Enclosed please find an original and thirteen copies of the tariff filing for Frontier Communications Online and Long Distance Inc. (Frontier) for review and approval.

The purpose of this filing is to discontinue Calling Card service. Customers are being notified in advance via a bill message.

It is respectfully requested that this tariff become effective on November 15, 2011.

An additional copy of this filing is also enclosed. Please stamp this copy received and return it in the enclosed stamped, self-addressed envelope.

Please return approved stamped tariff sheets to:  
Frontier Communications  
Linda Saldaña  
9260 E. Stockton Blvd.  
Elk Grove, CA 95624

Please direct any questions or notifications of action taken on this tariff filing to Charlie Born at (916) 686-3570, or P.O. Box 340, Elk Grove, CA 95759.

Sincerely,

Charles E. Born  
Manager, Government & External Affairs

CEB: Ims  
Enclosures

Arizona Corporation Commission  
**DOCKETED**

OCT 14 2011

DOCKETED BY NR

**CHECK SHEET**

The pages of this tariff, as listed below, are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

PAGE	REVISION		PAGE	REVISION	PAGE	REVISION
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1	2 <sup>nd</sup> Revised	*	27	Original	52	Original
2	2 <sup>nd</sup> Revised	*	28	Original	53	Original
3	2 <sup>nd</sup> Revised	*	29	Original	54	Original
4	Original		30	Original	55	Original
5	Original		31	Original	56	1 <sup>st</sup> Revised
6	Original		32	Original	57	1 <sup>st</sup> Revised
7	1 <sup>st</sup> Revised	*	33	Original	58	1 <sup>st</sup> Revised
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**SECTION 1 - DEFINITIONS**

The following definitions are applicable to this tariff:

**Access Coordination** - Access Coordination is the functions performed by the Company for the coordination of the maintenance, trouble shooting and repair of the Access Local Loop.

**Access Line** - A local channel for voice, data, or video communications, which connects the Customer location to a location of the Company or its underlying carrier.

**Account** - The Customer who has agreed, orally or in writing, to honor the terms of service established by the Company. An Account may have more than one service billed to the same Customer address. An Account may include multiple locations for the same Customer.

**Aggregator** - Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for telephone calls using a provider of operator services.

**Agency Coordination** - Agency Coordination are the functions performed by the Company acting as the customer's agent for the design, ordering, installation, pre-service testing and service turn-up of an Access Local Loop. When acting as the Customer's agent, the Company will design the service based on standard engineering considerations. These considerations may not produce a minimum price configuration.

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**Business Customer** - For the purpose of this tariff, a Business Customer is a Customer of the Company whose primary use of the Company's service is for business purposes. A Business Customer is also a Customer who accesses the Company's service using an access line that has been assigned a business class of service by the local service provider.

**Busy Line Verification Call** - An operator-assisted call in which Customer requests operator assistance to determine whether or not there is an ongoing conversation at the called number.

SECTION 1 - DEFINITIONS, (Cont'd.)

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**Carrier Identification Code (CIC)** - A unique three (3) or four (4) digit code assigned to a carrier and used to identify that carrier to the Local Exchange Carrier and for placing calls on a non-presubscribed basis. Carrier's CIC is A6953".

**Casual Calling** - A service whereby the Customer accesses the Company's service by dialing a Company-provided access code prior to placing the call, such as 101XXXX +1 + area code + destination number.

**Collect Call** - A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

**Commission** - The Arizona Corporation Commission.

**Company** - Frontier Communications Online and Long Distance Inc., unless stated otherwise.

**Company's Point of Presence** - Location of the serving central office associated with access to the Company's or its underlying carrier's network.

**Consumer** - A person who is not a Customer who initiates any telephone calls using operator services.

**Conversation Minutes** - For billing purposes, calls are billed based on Conversation Minutes, which begin when the called party answers, as determined by answer supervision, and end when the calling party disconnects.

**Customer** - Any person, firm, partnership, corporation or other entity, which subscribes to or uses service under the terms and conditions of this tariff. The Customer is responsible for the payment of charges for service offered by the Company, which are subscribed to or used by the Customer. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes.

**Equal Access** - The ability of the Company to serve Customers on a presubscribed basis rather than through the use of dial access codes.

**Emergency Interruption Call** - An operator-assisted international call in which Customer requests operator assistance to interrupt an ongoing conversation, regardless of whether or not the interruption is successful.

**SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**

**2.10 Payment for Service**

**2.10.1** Service is provided and billed on a monthly basis. Bills are due and payable upon receipt. Late payment fees for Customers who have their charges billed by an affiliated local exchange company will be the late payment fee applied by the affiliated local exchange company to overdue charges. Customers that are not billed by an affiliated local exchange company may be charged a late payment fee of 1.5% per month, or the maximum amount allowed by law, whichever is lower. The late payment fee will apply to any overdue charges and will begin to accrue no sooner than the 25<sup>th</sup> day after the billing date or as allowed by law. In the event that the Company incurs fees or expenses, including attorney's fees, collecting, or attempting to collect, any charges owed to the Company, the Company may charge the Customer, and the Customer will pay, all such fees and expenses reasonably incurred. Collection fees on overdue charges apply in addition to all applicable late payment charges and shall begin to accrue when the Account is assigned to an outside collection agency.

**2.10.2** The Customer is responsible for payment of all charges for service furnished to or used by the Customer, or the Customer's agents, servants, employees or customers. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes. All charges due from the Customer are payable to the Company or to the Company's authorized billing agent. Any objections to billed charges must be reported to the Company or its billing agent within six months after receipt of bill. Adjustments to the Customer's bill shall be made to the extent that circumstances exist, which reasonably indicate that such changes are appropriate.

**2.10.3** Reserved For Future Use

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**2.10.4** The Company reserves the right to assess a charge of \$20.00, or the maximum amount allowed by law, whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written.

**SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)**

**2.14 Cancellation and Restoration of Service, (Cont'd.)**

**2.14.3 Refusal, Suspension or Cancellation by the Company, (Cont'd.)**

- C. For lack of use: The Company, by written notice to the Customer, may refuse, suspend or cancel service in the same manner as provided for nonpayment of overdue charges if after three full billing cycles the service has not been used.
  
- D. For violation of law or this tariff: Except as provided elsewhere in this tariff, the Company may refuse, suspend or cancel service, without notice, for any violation of terms of this tariff, for any violation of any law, rule, regulation, order, decree or policy of any government authority of competent jurisdiction, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service or prohibits the Customer from subscribing to, using, or paying for such service.
  
- E. For the Company to comply with any order or request of any governmental authority having jurisdiction: The Company may refuse, suspend or cancel service, without notice, in order to permit the Company to comply with any order or request of any governmental authority having jurisdiction.

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**SECTION 4 - MISCELLANEOUS SERVICES, (Cont'd.)**

**4.2 Operator Services**

Operator Services allow Customers and Consumers to place calls using operator assistance for call completion or billing.

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this tariff. For calls made using a telephone company card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used for Operator Services. The Company reserves the right to verify acceptance of charge prior to billing charges to a third party number.

**4.2.1** Operator services may be used by a Customer and by an Aggregator and their respective Consumers (i.e., patrons, guests, invitees or employees) to complete Operator Station, Person-to-Person, Collect and/or Third-Party calls. (T)

**4.2.2** Charges for Operator Assisted Calls include two components: a usage-sensitive component and a fixed per-call service charge based upon the type of operator service provided.

**4.2.3** The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.2.8 below.

**4.2.4** The fixed per-call service charge portions of the charge for an Operator Assisted Call is set forth in Section 4.2.7.

**4.2.5** The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

**4.2.6** Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NPA-NXX exchanges, or individual telephone numbers when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk. The Company reserves the right to validate the credit worthiness of Customers through available, called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer or Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call. (T)  
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**SECTION 6 - OBSOLETE SERVICE OFFERINGS, (Cont'd.)**

**6.2 Regional Toll Call Plan, (Cont'd.)**

**6.2.4 Rates**

**A. Customer Dialed Direct Station-to-Station**

	Peak		Off-Peak	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
InterLATA	\$0.31	\$0.31	\$0.16	\$0.16
IntraLATA	\$0.24	\$0.24	\$0.13	\$0.13

**B. Operator Assisted: Station-to-Station/Person-to-Person**

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	Peak		Off-Peak	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
InterLATA	\$0.36	\$0.36	\$0.18	\$0.18
IntraLATA	\$0.28	\$0.28	\$0.15	\$0.15

**SECTION 6 - OBSOLETE SERVICE OFFERINGS, (Cont'd.)**

**6.3 Regional Toll Business Plan, (Cont'd.)**

**6.3.5 Rates**

**A. Customer Dialed Direct Station-to-Station**

	Peak		Off-Peak	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
InterLATA	\$0.27	\$0.27	\$0.14	\$0.14
IntraLATA	\$0.24	\$0.24	\$0.13	\$0.13

**B. Operator Assisted: Station-to-Station/Person-to-Person**

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	Peak		Off-Peak	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
InterLATA	\$0.36	\$0.36	\$0.18	\$0.18
IntraLATA	\$0.28	\$0.28	\$0.15	\$0.15

**SECTION 7 – CURRENT RATES, (Cont'd.)**

**7.18 Directory Assistance (Section 4.1)**

Directory Assistance Rates:

Directory Assistance, Per Call \$1.99

Directory Assistance Call Completion Rates:

Per Completed Call \$1.00

Rate Per Minute \$0.18

**7.19 Operator Services (Section 4.2)**

**7.19.1 Per Call Service Charges**

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Operator Assisted Station to Station: \$2.30

Billed Collect: \$2.30

Billed to Third Party \$2.30

Operator Assisted Person to Person \$4.50

Operator Dialed Surcharge \$1.50