

ORIGINAL

NEW APPLICATION



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AZ CORP COMMISSION

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October 14, 2015

2015 OCT 15 PM 1 42

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

T-02115A-15-0356

**RE: Navajo Communications Company, Inc. d/b/a Frontier Navajo
Communications Company T-02115A - Custom Calling Features and
Customized Local Area Signaling Service (CLASS)**

Dear Corporation Commissioners and Staff:

Enclosed please find the original and thirteen copies of the tariff filing Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company, for review and approval.

The purpose of this filing is to standardize the naming of Custom Calling Services and Customized Local Area Signaling Service (CLASS); introduce 3 Way Calling-Pay Per Use and Remote Call Forward, and grandfather Speed Call 8.

This filing will not affect customer rates or charges, nor conflict with any tariff rules or regulations.

It is respectfully requested that this filing become effective on November 15, 2015.

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 filing to Kirk Lee at (425) 261-5855 or Kirk.Lee@ftr.com.

Sincerely,

Kirk Lee
Manager, Government & External Affairs

KL: lms
Enclosures

Arizona Corporation Commission

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OCT 15 2015

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EXCHANGE TELEPHONE SERVICE

CONDITIONS

Access Line Service

1. Two and Eight Party Services were frozen as of March 1, 1984 and are limited to existing customers in existing locations.
2. Access Line Service is furnished with rotary service as the standard signaling arrangement. Rates for Touch Tone are shown in Section 20. (T)
3. The rates for access line service do not include a telephone set with the line.
4. Service Connection Charges for Access Lines are located in Section 15.
5. The Company reserves the right to service a customer via Rural Radio transmission when physical cable is not feasible.
6. Rural Radio is one party service which is only available at the Company's option to new customers or existing customers whose facilities are in need of repair.
7. Rural Radio may be provided to customers located in an exchange other than the local exchange in which the customer resides, provided there is Extended Area Service between both the local and dial tone exchanges.
8. The utility shall provide Lifeline Telephone Service to any applicant that certifies under penalty of perjury that they receive benefits from one of the programs listed below and identify the program or programs from which that applicant receives benefits. The qualifying low-income applicant also must agree to notify the utility when that applicant ceases to participate in the program or programs.
 - Medicaid;
 - Supplemental Nutrition Assistance Program;
 - Supplemental Security Income (SSI);
 - Federal Public Housing Assistance (Section 8);
 - Low-Income Home Energy Assistance Program
 - National School Lunch Program's free lunch program;
 - Temporary Assistance for Needy Families

Or

If the applicant's household income is at or below 150% of the Federal Poverty Guidelines. (See Special Condition 8, sheet 3.1 for Certification Procedure).

BUNDLED SERVICES

FRONTIER DIGITAL PHONE SERVICE

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

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

III. GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Tone, Unlimited Extended Area Service and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge. (T)

B. Basic Bundle

- Single Party Flat Rate Access Line
- Call Forward Busy/No Answer (T)
- Unlimited Extended Area Service (T)
- Voice Mail – Residential Basic
- Call Waiting/Cancel Call Waiting (T)
- Caller ID Name & Number |
- Touch Tone (T)

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The Feature package will be billed in accordance with the rate listed in Section 7.IV.C.

- | | | |
|-----------------------------------|---------------------------|-----|
| *66 Busy Number Redial | Anonymous Call Rejection | (T) |
| *69 Call Return | Call Trace | |
| 3 Way Calling | Selective Call Acceptance | (T) |
| Speed Call 8 ⁽¹⁾ or 30 | Selective Call Rejection | (C) |
| Call Forward (Variable or Fixed) | Caller ID | |
| Priority Call | Call Waiting/Caller ID | (T) |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

BUNDLED SERVICES

FRONTIER FEATURE5 PACK PACKAGE

I. GENERAL

A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward ⁽¹⁾ features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.

B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:

- Call Waiting
- *66 Busy Redial
- *69 Call Return
- 3 Way Calling (T)
- Hunting
- Speed Call 8 ⁽²⁾ (T)(C)

C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):

- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.

D. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.

E. A description of services and special conditions pertaining to the features as specified in I. GENERAL, A. B. and C., preceding are listed in Section 25 of this Tariff.

* May select only one Speed Call feature.

⁽¹⁾ Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

BUNDLED SERVICES (Continued)

FRONTIER CHOICES

I. GENERAL

A. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

B. Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Touch Tone
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy (T)
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾ (T)
- Distinctive Ring (T)
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾ (T)(C)
- Speed Call 30 ⁽²⁾ (T)
- 3 Way Calling
- Toll Restriction
- Priority Call (T)
- *69 Call Return (T)
- *66 Busy Number Redial (T)
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature. (T)
⁽²⁾ May select only one Speed Call feature. (T)
⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
 (N)

BUNDLED SERVICES (Continued)

FRONTIER CHOICES (Continued)

I. GENERAL (Continued)

C. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Touch Tone
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy (T)
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾ (T)
- Distinctive Ring |
- Selective Call Acceptance (T)
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾ (T)(C)
- Speed Call 30 ⁽²⁾ |
- 3 Way Calling (T)
- Toll Restriction
- Priority Call (T)
- *69 Call Return |
- *66 Busy Number Redial (T)
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature. (T)

⁽²⁾ May select only one Speed Call feature. (T)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

IV. REGULATIONS (Continued)

D. Optional Services

The following services may be added to any of the bundles above:

1. FrontierWorkssm Select5

Choice of five of the following:

- Caller ID Name and Number
- Touch Tone
- Basic Call Forward or Call Forward Variable⁽¹⁾ (T)
- Call Waiting
- Speed Call 8⁽³⁾ or Speed Call 30 (T)(C)
- 3 Way Calling
- *66 Busy Number Redial |
- *69 Call Return (T)
- Hunting⁽²⁾

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

- Caller ID Name and Number (T)
- Basic Call Forward or Call Forward Variable⁽¹⁾ (T)
- Call Waiting
- Speed Call 8⁽³⁾ or Speed Call 30 (T)(C)
- 3 Way Calling
- *66 Busy Number Redial |
- *69 Call Return (T)
- Hunting⁽²⁾

⁽¹⁾ In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same. (T)

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting. (T)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
 (N)

BUNDLED SERVICES (Continued)

FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

VI. CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)
 - 4. Early Termination Liability (Continued)
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. The FrontierWorkssm Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
- G. 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.
- H. Touch Tone rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate. (T)

BUNDLED SERVICES (Continued)

FRONTIERWORKSSM BUSINESS CONNECTIONS (Continued)

III. REGULATIONS (Continued)

B. Bundle 2

1. Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID – Name & Number
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Centrex lines, including the following features.
2. The included features are:
 - Basic Call Forward
 - Call Transfer (T)
 - Caller ID Name & Number
 - Hunting (T)
 - 3 Way Calling
 - Abbreviated Dialing (Where Available) (T)
3. Voice Mail
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

BUNDLED SERVICES (Continued)

FRONTIERWORKSSM BUSINESS CONNECTIONS (Continued)

III. REGULATIONS (Continued)

D. Optional Services

1. The following services may be added to Bundles 1 and 2 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8 or Speed Call 30

3 Way Calling

*69 Call Return

*66 Busy Number Redial

Hunting

Basic Call Forward

(T)
| (C)
|
(T)
(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

2. The following features may be added to Bundle 3. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8 ⁽¹⁾ or Speed Call 30

*69 Call Return

*66 Busy Number Redial

Basic Call Forward

(T)
| (C)
|
(T)

b. Voice Mail:

Additional Voice Mail Box

More than 8 Voice Mail Boxes

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE 100

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

B. Basic Bundle

One Flat Rate Access Line

Touch Tone

Speed Call 8 ⁽¹⁾

Extended Area Service Calling

(T)

(T)(C)

C. The following enhanced features may be added to the bundle at the rates listed in the rate section of this tariff:

*66 Busy Number Redial

*69 Call Return

3 Way Conference Calling

Speed Call 30

Basic Call Forward

Call Forward Busy

CallerID with Name

Call Waiting/Caller ID

Call Waiting/Cancel Call Waiting

Call Trace

(T)

(T)

IV. RATES AND CHARGES

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

B. Unless otherwise stated elsewhere in this section, Service Connection and Nonrecurring Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

(N)

BUNDLED SERVICES

FRONTIER DIGITAL PHONE PLUS SERVICE

I. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

II. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus bundle as said exchanges are defined on the maps contained in this tariff.

III. GENERAL

A. The Frontier Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines

Touch Tone

Call Forwarding Busy/No Answer

Unlimited Extended Area Service

Voice Mail – Residential Basic

Call Waiting/Cancel Call Waiting

Caller ID Name & Number

(T)

(T)

(T)

(T)

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7, item IV.C.

*66 Busy Number Redial

*69 Call Return

3 Way Calling

Speed Call 8 ⁽¹⁾ or Speed Call 30

Call Forward (Variable or Fixed)

Priority Call

Anonymous Call Rejection

Call Trace

Selective Call Acceptance

Selective Call Rejection

Caller ID

Call Waiting/Caller ID

(T)

(T)(C)

(T)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

(N)

BUNDLED SERVICES (Continued)

FRONTIER BUSINESS UNLIMITED SERVICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

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

III. DESCRIPTION

A. 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, Touch Tone, Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge. (T)

B. Basic Bundle

Single Party Flat Rate Access Line	
Touch Tone	
Basic Call Forward or Variable	(T)
Voice Mail – Frontier Deluxe Voice Mail	(T)
Call Waiting/Cancel Call Waiting	
Caller ID with Name	(T)
Speed Call 30	 (T)

BUNDLED SERVICES (Continued)

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

V. CONDITIONS (Continued)

- 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.
- 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, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward (RCF) and Foreign Exchange Services. (T)

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE

I. APPLICABILITY

Applicable to Single-party Business Flat rate service.

II. TERRITORY

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

III. GENERAL

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

(T)

Basic Bundle

Single Party Flat Rate Access Line	Anonymous Call Rejection	
Touch Tone	Basic Call Forward	(T)
Call Forward Busy/No Answer	Multi-line Hunting	
Unlimited Extended Area Service	3 Way Calling	(T)
Voice Mail - Basic	Caller ID	
Call Waiting/Cancel Call Waiting		

Premium Feature Package

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

BUNDLED SERVICES (Continued)

FRONTIER ONEVOICE (Continued)

IV. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward (RCF), ISDN Service, Centrex, and Foreign Exchange Services. (T)
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE ESSENTIALS

I. GENERAL

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features, Unlimited Extended Area Service and Touch Tone Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Caller ID	
Unlimited Extended Area Service	Caller ID Name & Number	(T)
Touch Tone	Call Waiting/Cancel Call Waiting	

Feature Package

3 Way Calling	Basic Call Forward	(T)
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾ or 30	(C)
*69 Call Return	Call Waiting	(T)
Anonymous Call Rejection	Selective Call Rejection	
Call Forward or Variable or Fixed	Priority Call	(T)
Selective Call Acceptance		

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle 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 bundle in accordance with existing tariff rules.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
 (N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED

I. GENERAL

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Touch Tone Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Caller ID	
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(T)(C)
Automatic Busy Redial	*69 Call Return	
Caller ID Name & Number	Call Waiting/Cancel Call Waiting	(T)
Touch Tone		

Feature Package

Call Waiting	3 Way Calling	(T)
Basic Call Forward	Speed Call 30	(T)
Distinctive Ring	Anonymous Call Rejection	
Priority Call	Selective Call Rejection	(T)
Call Forward Busy	Selective Call Acceptance	(T)

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
 (N)

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE UNLIMITED PLUS

I. GENERAL

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Touch Tone Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting	
Unlimited Extended Area Service	Call Waiting/Caller ID	
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾	(T)(C)
Caller ID Name & Number	*69 Call Return	(T)
Touch Tone		

Feature Package

Call Waiting	3 Way Calling	(T)
Basic Call Forward	Priority Call	
Anonymous Call Rejection	Call Forward Variable or Fixed	
Call Forward Busy	Selective Call Rejection	(T)
Selective Call Acceptance		

II. SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
 (N)

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES

A. Feature Package 1 - Basic Single Line (3)

The basic feature package will include, but not be limited to the following features:

Automatic Call Back (Ring Again)
Blind Transfer Roll
Call Back Queuing
Basic Call Forward (T)
Call Waiting
Consultation Hold
End-To-End Signaling (T)
*66 Busy Number Redial
Off-Hook Queuing
Permanent Hold/Call Hold (T)(C)
Speed Call 8⁽¹⁾
Station to Station Dialing (T)
3 Way Conference/Transfer
Message Wait Indicator (Stutter Dial Tone)

B. Feature Package 2 - Business Line Features (3)

The business set feature package will include, but not be limited to the following features:

Auto Answer Back
Auto Dial
Automatic Line
Busy Override
Call Back Queuing
Call Forward
Call Forward Reason Display
Call Forward/Auto Dial Display
Call Park
Call Pickup
Call Waiting
Display Called Number
Display Calling Number
End-To-End Signaling
Feature Code Access
Feature Display
Group Intercom
Held Calls
Individual (POTS) Business Line
Intercom

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

CITIZENS DIGITAL CENTREX (CDC)

II FEATURE PACKAGES (Continued)

B. Feature Package 2 - Business Line Features (3) (Continued)

The business set feature package will include, but not be limited to the following features:

Listen On Hold
Make Set Busy
Malicious Call Hold
Message Wait Indicator
Multiple Appearance Directory Number-SCA
Multiple Appearance Directory Number-MCA
On Hook Dialing
Query Time Key
*66 Busy Number Redial (T)
Short Hunt
Speed Call 8 ⁽¹⁾ (T)(C)
3 Way Calling/Transfer (T)

C. Feature Package 3 - Attendant Line Features (3)

The attendant feature package will include, but not be limited to the following features:

Auto Dial
*66 Busy Number Redial (T)
Busy Verify - Stations
Busy Verify - Trunks
Call Hold
Call Park
Call Park Recall Timer
Call Selection
Camp-On
Code Calling Line Termination
Conference Call - Maximum Six
Console Display
Console Test
Control of Trunk Groups
Delayed Operation
Interposition Calls/Transfer
Locked Loop Operation
Lockout
Maintenance and Administration Position
(MAP) Display For Attendant Operational Measurements (OM)
Message Waiting

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

C. Feature Package 3 - Attendant Line Features ⁽³⁾ (Continued)

The attendant feature package will include, but not be limited to the following features:

- Multiple Console Operation
- Multiple Listed Directory Number
- Position Busy
- Recorded Announcement
- Release Upon Completion
- Secrecy
- Serial Call
- Speed Call
- Straight Forward Outward Completion
- Supervisory Console
- Switched Loop Operation
- Through Dialing
- Time Recall Set to Zero
- Transfer
- Trouble Key on Console
- Trunk Group Busy/Access Control - Key
- Trunk Group Busy Indication
- Two-Way Splitting
- Wildcard Key

D. Feature Package 4 - Enhanced Station I ⁽⁴⁾

The enhanced feature package will include, but not be limited to the following features:

- Call Forward Busy (T)
- Call Forward No Answer (T)
- Conference Six Port
- Directed Call Pickup
- Speed Call 30 (T)

(3) Feature Package 1 or 2 or 3 Rate is in addition to the appropriate CAL Rate.

(4) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

CITIZENS DIGITAL CENTREX (CDC)

II. FEATURE PACKAGES (Continued)

E. Feature Package 5 - Enhanced Station II ⁽⁵⁾

The enhanced feature package II will include, but not be limited to the following features:

Enhanced 3 Way Calling
Intergroup Calling
Last Number Redial (Business Set)
Message Wait Light (Single Line)
Key Set Audio-On-Hold
Speed Call (Group)
Station Call Park I

(T)

F. Optional Features Packages ⁽⁶⁾

The optional features package will include, but not be limited to the following features:

1) Virtual Facilities Group (VFG)

VFG-Inwats
VFG-Outwats
VFG-Trunk Group Busy Attendant Console
VFG-Queuing

2) Station Message Detail Recording

Per Group of 2 to 50 Lines
Per Group of 51 to 200 Lines
Per Group of 201 to 500 Lines
Per Group of Over 501 Lines

3) Authorization Codes - Per Line

(5) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

(6) In order to obtain this feature package for any particular CAL, the customer must also subscribe to Feature Package 1 or 2 or 3 for each associated CAL.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

A. Feature Package 1 - Basic Station (Continued)

OFF-HOOK QUEUING With this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off-hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

PERMANENT HOLD/CALL HOLD Allows a CDC station user to place a call on hold for any length of time.

SPEED CALL 8 This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

(T)(C)
|
(T)

STATION TO STATION DIALING Calls may be dialed to completion between any two station lines of a digital CDC group.

STUTTERED DIAL TONE This feature permits a station user to be notified of a waiting message. Stuttered dial tone is used for stations without Message Waiting (MWT) lamps.

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

(T)
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(T)

B. Feature Package 2 - Business Set Features

The following Business Set Features require the use of priority customer equipment.

AUTO ANSWER BACK The Auto Answerback feature, when implemented on a Business Set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after four seconds of ringing.

AUTO DIAL Allows the business set user to call a frequently dialed number by pressing the assigned feature key.

AUTOMATIC LINE Business Set Automatic Line (AUL) is a directory number (DN) feature that may be assigned to individual DN appearances on a Business Set station, including the primary DN.

BUSY OVERRIDE Busy Set Override allows a Business Set to gain access to a busy station by pressing the busy override key.

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

B. Feature Package 2 - Business Set Features (Continued)

ON HOOK DIALING Allows the CDC business user to originate calls without lifting the handset.

QUERY TIME KEY Displays the current time and date by activating the time key. Requires display option on customer premises equipment.

RING AGAIN Allows the CDC business set user to monitor a busy set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SHORT HUNT Allows incoming calls to a business set user to hunt over a set of directory number appearances on the business set. The short hunt is limited to the number of directory appearances on the business set.

SIX PORT CONFERENCE Allows a CDC business set user with a conference key assigned to establish a six port conference, including the CDC business set user.

SPEED CALL Allows a CDC business set user to access frequently dialed numbers by utilizing an abbreviated code. (T)

3 WAY CALLING/TRANSFER Enables a CDC business set user to establish a three-way call or to transfer a call to another CDC user. (T)

C. Feature Package 3 - Enhanced Station II

AUTO DIAL Allows the attendant to dial selected numbers by pressing the autodial feature key which is programmed for a particular number.

AUTOMATIC RECALL Alerts the attendant that a caller has waited on hold for a predetermined period and needs attention. Includes line-to-line calls, trunk-to-line calls, and line-to-trunk calls if answer supervision is expected on the outgoing trunk.

BUSY VERIFY - STATIONS This allows the attendant to determine whether station are busy or idle.

BUSY VERIFY - TRUNKS This allows the attendant to determine whether trunks are busy or idle.

CALL HOLD Allows the attendant to hold a call manually by pressing the hold/release key, or to hold the call automatically by pressing another loop key.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

C. Feature Package 3 - Enhanced Station II (Continued)

TRUNK GROUP BUSY/INDICATION Provides the attendant with a lamp status display for trunk group busy indication.

TWO-WAY SPLITTING Allows the attendant to talk privately with either the calling or called party. The attendant can alternate between either the calling or called line.

WILDCARD KEY Allows the attendant to invoke special features not directly available through a feature key on the console.

D. Feature Package 4 - Enhanced Station I

CALL FORWARD BUSY Allows a CDC Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number when the called station line is busy. (T)

CALL FORWARD NO ANSWER Allows a CDC customer to have incoming calls automatically forwarded to a predetermined telephone number after a predetermined number of rings. (T)

CONFERENCE SIX PORT This feature provides a six party conference bridge.

DIRECTED CALL PICKUP Allows a CDC station to pickup a call directed to another member of the group by dialing a code and the directory number of the called station.

RING AGAIN Allows a CDC station encountering a busy station to be notified when the busy station becomes idle.

SPEED CALL 30 Allows a CDC station user to place calls to a list of frequently called numbers by dialing fewer digits than the complete directory number. Limited to thirty frequently called numbers. This feature is incompatible with Short Speed Call and Group Speed Call. (T)

E. Feature Package 5 - Enhanced Station II

ENHANCED 3 WAY CALLING Allows a non-controlling party on a 3 way call to add another conferee to the call. This in effect links two or more 3 way conference bridges together. (T)
(T)

INTERGROUP CALLING Allows CDC user in different customer groups to call each other by using abbreviated dialing.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

E. Feature Package 5 - Enhanced Station II (Continued)

*66 BUSY NUMBER REDIAL Enables CDC user to redial the last number called by pressing a single key. (T)

MESSAGE WAIT LIGHT (SINGLE LINE) This provides a single line set (not a business set) with a visual indicator of a message is waiting to be retrieved. This requires a special line card within the central office and is an alternative to the stutter dial tone.

KEY SET AUDIO-ON-HOLD Allows a recorded audio source to be applied to calls placed in a temporary hold status.

SPEED CALL - GROUP Allows a list of frequently called numbers to be set up for a CDC customer group to allow CDC members to place calls by dialing fewer digits than the complete directory number.

STATION CALL PARK I Allows CDC user to park a call against its own directory number. The parked call is retrieved from a station by dialing a feature access code and the directory number against which the call is parked.

F. Optional Features Packages

1) VIRTUAL FACILITIES GROUP This feature enables CDC users to gain access to special trunk facilities by dialing an access code.

2) STATION MESSAGE DETAIL RECORDING A call detail recording system recording Centrex calls placed by station users. Data recorded on a per-call basis include: Caller identification, originating party and/or incoming trunk indicator, terminating party and/or outgoing trunk identifier, date and start time of call, call duration, digits dialed, Expensive Route Warning Tone identification, authorization code, and feature code identifier (when applicable). This raw data can be supplied via diskette or via modem on a scheduled basis (based on quantity) to customer. The customer can then apply this raw data into their own management information system for allocating chargebacks, usage/abuse monitoring, or future telecommunications planning.

CITIZENS DIGITAL CENTREX (CDC)

III. FEATURE DESCRIPTIONS (Continued)

F. Optional Features Packages (Continued)

- 3) AUTHORIZATION CODES This feature allows the subscriber to override the restrictions set to a specific Centrex line by entering an authorization/account code (having higher privileges than that Centrex line) before dialing the called number. This code can override Network Class of Service restrictions or to overcome call blockage during Automatic Route Selection. A SMDR record containing the caller's authorization code will be generated.

G. Inherent Features

AUTOMATIC ROUTE SELECTION With this feature, outgoing calls are automatically routed according to a predetermined order of selection, based on a traffic analysis performed periodically by the Utility to insure adequate access in each trunk group.

BARGE-IN/EXECUTIVE OVERRIDE This feature allows a station user to gain access to a busy station by flashing the hookswitch during busy tone then dialing feature code.

CLASS OF SERVICE RESTRICTION This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

CODE RESTRICTIONS This feature allows restriction of specified NPA or NXX's for stations or groups of stations within a customer group.

DATA CALL PROTECTION This option protects a data call from interruption by not allowing the connection of test or busy verification circuits to the line while it is busy.

DIRECT INWARD DIALING (DID) This service allows for incoming calls from the exchange network to reach a specific customer group station without attendant assistance.

DIRECT OUTWARD DIALING (DOD) With this service, a station user can place external calls to the exchange network without attendant assistance, by dialing the DOD access code, receiving a second dial tone, then dialing the external number.

DISTINCTIVE RING A customer may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on the customer group. (T)

MISCELLANEOUS SERVICE AND EQUIPMENT

BUSINESS TRAFFIC STUDY SERVICE

I. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

II. DESCRIPTION

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.

III. RATES

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

IV. CONDITIONS

- 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 Forward (RCF) Study
 - Multiline Hunt Group Study

(T)

CUSTOM CALLING SERVICE

I. GENERAL

A. Custom Calling Services is an optional telephone service arrangement which provides one or more of the following features.

1. Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

(N)

(N)

2. Call Forward

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- a. Basic Call Forward - Provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.
- b. Call Forward Variable - Call forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.
- c. Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.
- d. Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.
- e. Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

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(L) Item 3. Relocated to Sheet No. 2.

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

3. 3 Way Calling

3 Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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

4. Speed Call

Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity.

5. Remote Call Forward

Allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(L) Item 3. Relocated from Sheet No. 1.

(L) Item 6. Relocated to Sheet No. 3.

(T)(L)
 |
 (T)(L)
 (N)
 (N)
 (T)
 (C)
 (T)
 (N)
 |
 (N)
 (L)
 (L)
 (N)
 |
 (N)

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

6. Remote Activation Call Forward (L)(T)

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

7. Distinctive Ring (T)

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

8. Toll Restriction (T)

Toll restriction provides the customer with local dialing capabilities but blocks any call that has a long distance or premium service charge associated.

a.	<u>Blocked Calls</u>	<u>Unblocked Calls</u>
	0+	911
	0-	Repair
	1+	Time of Day
	1 + 555	
	1 + 800	
	1 + 976	
	Local Directory Assistance	

b. Toll Restriction is offered to individual business and residence exchange access service customers, only where facilities permit.

c. Subscribers of Toll Restriction are responsible for collect, third number billed and credit card calls billed to this line.

(L) Material relocated from Sheet No. 2.

(N)

CUSTOM CALLING SERVICE

I. GENERAL (Continued)

A. (Continued)

8. Toll Restriction (Continued)

- d. Toll restriction will work in combination with all other custom calling features.
- e. Customers subscribing to toll restriction without subscribing to any other custom calling features(s) are charged the toll restriction rate as shown in Section II., Rates, for each line.
- f. Customers subscribing to toll restriction in addition to any other custom calling features(s) are charged the discounted multi-feature rate for toll restriction as shown in Section II., Rates, in addition to the appropriate individual or multi-feature monthly rate for the additional custom calling feature(s).
- g. 911 access is available for emergency situations in which property or human life is in jeopardy and the prompt summoning of aid is essential.

(L)(T)

(L)

- B. Custom Calling Service is furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Services at the discretion of the Telephone Company and in accordance with regular engineering practices.
- C. The services will be provided only in connection with individual line main station service and normal Service Connection Charges as outlined in Section 15 will apply. Custom Calling Services is not available in connection with Public Telephone Service.
- D. With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

(L)

(L)

- (L) Material moved from 1st Revised Sheet No. 3.
- (L) Material moved to 2nd Revised Sheet No. 5.

CUSTOM CALLING SERVICE

II. RATES

	Monthly Rate		Pay Per Use		
	Per Line Res	Per Line Bus	Res	Bus	
A. Call Waiting/Cancel Call Waiting	\$3.50	\$6.00			(T)
B. Call Forward					(T)
1. Variable or Fixed	1.65	2.25			
2. Call Forward Busy	1.65	2.25			
3. Call Forward No Answer	1.65	2.25			(T)
4. Call Forward Busy/No Answer	1.65	2.25			(N)
C. 3 Way Calling	3.35	3.95	\$2.00 ⁽¹⁾	\$2.00 ⁽¹⁾	(T)(N)
D. Speed Call 8 ⁽³⁾	1.65	2.25			(C)
E. Speed Call 30	3.35	3.95			(T)
F. Remote Call Forward	20.00	20.00			(N)
G. Remote Activation Call Forward	1.65	2.25			(T)
H. Distinctive Ring	4.00	5.00			
I. Toll Restriction					(T)
1. Only (See Section I.A.)	3.50	6.00			
2. Multi-feature (See Section I.A.)	2.95	5.40			
<u>Two Feature Package</u>					
1. Call Waiting/Cancel Call Waiting, Basic Call Forward	\$4.60	See ⁽²⁾			(T)
2. Call Waiting/Cancel Call Waiting, Speed Call 8 ⁽²⁾	\$4.60	See ⁽²⁾			(T) (T)(C)

Former subscribers to any two, three or four feature packages not listed above, or in Section 28, have been migrated to one of the new four feature packages.

⁽¹⁾ The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)
⁽²⁾ Business customers requesting this service should subscribe to the four feature package. (T)
⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

A. Anonymous Call Rejection

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

(T)

B. *66 Busy Number Redial

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

*66 Busy Number Redial is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

C. *69 Call Return

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

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

D. Caller ID

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

(T)

(T)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

E. Caller ID

(T)

Caller ID with Name

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

Caller ID with Number

Will include Anonymous Call Block at no additional charge. Customers may activate or deactivate Anonymous Call Block by dialing a preassigned activation or deactivation code. When activated, Anonymous Call Block will block/reject calls from callers who have blocked delivery of their name and telephone number using either Selective Blocking or Complete Blocking. Such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated. Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company.

(T)

F. Caller ID Blocking - per call

(L)

Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

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(L) Material relocated from Sheet No. 9.

(N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

G. Caller ID Blocking - per line

Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code prior to placing a call. The feature is automatically deactivated when the customer hangs up.

H. Call Waiting/Caller ID

Provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a special Call Waiting tone and is provided a visual display of the Call Waiting party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

I. Call Trace

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

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

(L) Item F. relocated to Sheet no. 8.

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CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

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(L)

J. Selective Call Acceptance

Screens incoming calls and only allows access to those telephone numbers on a customer determined list (up to a maximum of 12 telephone numbers). All others will be directed to a pre-recorded message.

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(T)

K. Selective Call Rejection

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

(T)

L. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

(T)

(L) Item I. relocated to Sheet No. 9.

(N)

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

I. GENERAL (Continued)

M. Selective Call Forward

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

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N. Multiple Simultaneous Call Forward

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

CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

III. RATES

The following charges are for the features only and are in addition to applicable charges for service.

	Monthly - Per Line		Usage - Per Call		
	Residence	Business	Residence	Business	
Anonymous Call Rejection	\$3.50	\$4.00			
*66 Busy Number Redial	\$2.50	\$3.50	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
*69 Call Return	\$2.95	\$3.95	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
Caller ID	\$5.50	\$7.50			
Caller ID with Name & Number	\$5.95	\$7.95			(T)
Caller ID Blocking	\$0.00	\$0.00	\$0.00	\$0.00	(T)
Call Trace	\$4.00	\$5.00	\$0.75	\$0.75	
Call Waiting/Caller ID	\$0.50	\$0.50			(T)
Selective Call Acceptance	\$3.50	\$4.50			
Selective Call Rejection	\$2.50	\$3.50			
Priority Call	\$3.50	\$4.00			(T)
Selective Call Forward	\$5.00	\$5.00			(T)
Multiple Simultaneous Call Forward		\$11.00			
CLASS Value PAK – *69 Call Return, Caller ID, Anonymous Call Rejection	\$8.95	\$9.95			(T)
CID with Name Value PAK – *69 Call Return, Caller ID Name & Number, Anonymous Call Rejection	\$9.95	\$11.95			(T)

⁽¹⁾ The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month. (T)

⁽²⁾ The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month. (T)

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

5. Frontier Business Basic Voice Mail with Sub Boxes

- Mailbox Forwarding
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification⁽²⁾
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy No Answer
- Cut Through to Pager
- Fax Mail
- Extended Absence Greeting
- Message Skipping

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer⁽³⁾

Note 1: Visual MWI is offered only where technically available.

Note 2: Alphanumeric or numeric notification to pager.

Note 3: If Remote Call Forward (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

(T)

VOICE MAIL SERVICE (Continued)

IV. DESCRIPTION (Continued)

E. Frontier Business Voice Mail – Optional Applications

1. Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

2. Virtual Voice Mail

This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forward (RCF) and the desired voice mailbox at current tariff rates.

(T)

3. Independent Voice Mail

This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for the assign a number for these voice mailboxes.

4. Constant Touch

With Constant Touch subscriber can combine up to 3 telephone numbers (home, office, cellular, pager, etc.) into a single number that can reach subscriber anywhere. Voice Mail system will dial numbers programmed in subscriber's schedule. Once subscriber is located, subscriber is able to identify caller who is holding through information captured from caller.

5. Operator Revert

Allows a caller to press 0 during the subscriber's personal greeting and be transferred to a pre-determined number. This number could be a personal assistant, a secretary, or a switchboard operator. This number must be programmed by Frontier.