

Frontier
COMMUNICATIONS



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Arizona Corporation Commission
DOCKETED

October 19, 2016

0000173910

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

DOCKETED
RA

T-20680A-16-0376

RE: Frontier Communications of the Southwest, Inc. T-20680A – Operator Services

Dear Corporation Commissioners and Staff:

Enclosed please find the original and thirteen copies of the tariff filing for Frontier Communications of the Southwest, Inc., (Frontier).

The purpose of this filing is to standardize the naming and descriptions of Operator Services and introduce a variety of Operator Services for Business and Residential customers.

It is respectfully requested that this filing become effective on November 20, 2016.

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,

R. Kirk Lee
Manager, Government & External Affairs

RKL: lms
Enclosures

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 OCT 17 PM 2:17

ARIZONA

Canceling 5th Revised A.C.C. Sheet No. AA-1

SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	6 th Revised
2	1 st Revised
3	Original
4	5 th Revised

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SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

NUMERICAL LIST OF SCHEDULES

<u>Schedule Number</u>	<u>Title</u>	
AA	Preliminary Statement	
AB	Exchange Area Maps	
AC	Definitions and Rules	
A-1	Network Access Line Service	
A-2	Outside Plant Facilities	
A-3	Service Connection Charges	
A-4	Directory Listings	
A-5	Inside Wire Maintenance Service and Frontier Wire Care Alternative Offer	
A-6	Directory Listing	
A-7	Employees' Service	
A-8	Joint User Service	
A-9	Miscellaneous Billing Service	
A-10	Digital Centrex Service / Versaline Centrex Service	
A-11	Switched Data Service	
A-12	Customer Owned Pay Telephone (COPT) Service	
A-13	Promotional Offerings	
A-14	Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service	
A-15	Packaged Services	
A-16	Operator Services	(N)
B-1	Message Toll Telephone Service	
B-2	Wide Area Telephone Service	
B-3	AZ Universal Service Fund	
G-1	Private Line Services	
I-1	Individual Case Basis (ICB) Service Offerings	
L-1	911 Emergency Reporting Service	

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Canceling 6th Revised A.C.C. Sheet No. A1-1

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 39 of this schedule are effective as of the date shown on each sheet.

<u>Sheets</u>	<u>Number of Revision</u>
1	7th Revised
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	2 nd Revised
9	2 nd Revised
10	1 st Revised
11	1 st Revised
12	1st Revised
13	1 st Revised
14	1 st Revised
15	Original
16	1 st Revised
17	1 st Revised
18	1 st Revised
19	3 rd Revised
20	3 rd Revised
21	1 st Revised
22	Original
23	Original
24	Original
25	2 nd Revised
26	Original
27	Original
28	1st Revised
29	Original
30	1 st Revised
31	1 st Revised
32	Original
33	2 nd Revised
34	1 st Revised

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Canceling Original A.C.C. Sheet No. A1-12

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		Nonrecurring <u>Charge</u>	Monthly <u>Rate</u> ¹	
A5	Direct-inward-dialing (DID)			
B1	Each trunk arranged for DID	-	\$ 13.00	
B2	First block of 100 directory numbers	\$ 700.00	65.00	
B3	Each additional block of 100 directory numbers	300.00	65.00	(D)
				(D)
A6	Toll restriction service, per line	-	3.00	(T)

¹ Plus applicable service connection charges as shown in Schedule No. A-3.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A11 Reserved For Future Use

(T)

A12 Reserved For Future Use

(L)(T)

(L)

A13 Toll restriction service

(T)

B1 Toll restriction service provides the customer with local dialing capabilities, including local measured service, but blocks any call that has a long distance or premium service charge associated.

Allowed

9-1-1

All local calls

B2 Toll restriction is offered to Business and Residence one-party network access line service customers, both flat and measured rate, where facilities and operating conditions permit. This offering does not include CENTREX lines.

B3 The subscriber to toll restriction service is responsible for collect, third number billed, and credit card calls billed to this line.

B4 The rate for toll restriction service is in addition to applicable rates and charges associated with network access line service.

(L) Material relocated to Schedule No. A-16.

(N)

(continued)

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Canceling _____ A.C.C. Sheet No. _____

SCHEDULE NO.A-16

OPERATOR SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original

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SCHEDULE NO. A-16

OPERATOR SERVICES

(N)

GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

(N)

A1 Busy Verification

(L)(T)

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer. See A3.B1.C1.D5.E2 for applicable operator assistance charges.

A2 Busy Interrupt

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made. See A3.B1.C1.D5.E2 for applicable operator assistance charges.

A3 Busy Verification/Interrupt - No charge will apply to the following:

- B1 When the utility finds the called telephone to be out of order.
- B2 to place a call to or from any public agency whose responsibility it is to provide or render emergency aid.
- B3 To any request for such service which originates from a public or semipublic telephone service.

A4 Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

(L)(T)

A5 Collect

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.

(N)

(N)

A6 Operator Assisted Person to Person

(L)(T)

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

(L)(T)

A7 Operator Assisted Time and Charges

(N)

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

(N)

(L) Items A1 through A3 relocated from Schedule No. A-1 and B-1.

(N)

(L) Items A4 and A6 relocated from Schedule No. B-1.

(N)

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Canceling _____ A.C.C. Sheet No. _____

SCHEDULE NO. A-16

OPERATOR SERVICES

(N)

GENERAL (Continued)

A8 Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

A9 Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

(N)

RATES AND CHARGES

(L)

A1 The following charges are in addition to the MTS rates in Schedule No. B-1, item A3.B1.C6.D2:

(L)

	<u>Per Call</u>	
Busy Verification	\$3.00	(L)(T)
Busy Interrupt	\$6.00	(L)(T)
Operator Assisted Station to Station	\$3.80	(L)(T)
Collect	\$2.25	(N)
Operator Assisted Person to Person	\$6.00	(L)(T)
Operator Assisted Time and Charges	\$2.00	(N)
Operator Assisted - Corrections	\$2.25	(N)
Billed to Third Number	\$2.25	(N)

(L) Material relocated from Schedule No. A-1 and B-1.

(N)

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Canceling 1st Revised A.C.C. Sheet No. B1-1

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 15 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2nd Revised
2	Original
3	Original
4	Original
5	Original
6	2nd Revised
7	2nd Revised
8	1st Revised
9	1st Revised
10	Original
11	Original
12	1st Revised
13	2nd Revised
14	2nd Revised
15	1st Revised

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SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE

C1 Class of Calls

Charges apply according to the class of call the calling person selects as defined below.

D1 Dial Station-to-Station

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:

- E1 Records the calling telephone for areas without recording equipment.
- E2 Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- E3 Places a call for a calling person who is identified as being disabled and is unable to dial the call because of that disability.
- E4 Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

D2 Payphone - Dial Station-to-Station

Applies to MTS cash calls placed from pay telephones, utilizing Public Access Line (PAL), when station-to-station calls are dialed and paid by the calling person with no assistance from the operator.

(L)

(L)

(N)

(L) Material relocated to Schedule No. A-16.

(continued)

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SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (continued)

C1 Class of Calls (continued)

D5 Charges

E1 Pay Telephone Charges

Applies to all Frontier carried non coin calls (i.e., billed to a third party or collect) placed from pay telephones. This charge is in addition to all other applicable charges.

E2 The following charge is in addition to the MTS rates in A3.B1.C6.D2:

	<u>Rate</u>	
F1 Pay Telephone Charge	\$0.26	(L) (L) (T)

C2 Timing of Calls

D1 On Dial Station-to-Station and Operator-Assisted Station-to-Station, the timing of a call begins when the calling and called stations are connected.

D2 On Person-to-Person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed-upon alternate.

D3 Chargeable time ends when the connection is terminated at any point.

D4 When exchange telephone service used for MTS is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin

(L) Material relocated to Schedule No. A-16.

(N)

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SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

(L)

(L)

(L) Material relocated to Schedule No. A-16.

(N)

(continued)

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SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

(L)

(L)

(N)

(L) Material relocated to Schedule No. A-16.

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