

PSC NO: 14 TELEPHONE
Frontier Communications of Sylvan Lake, Inc.
Initial Effective Date: February 28, 2015

Section 2 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES

1. Definitions

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging for furnishing of telephone service, miscellaneous and supplemental equipment and other telephone facilities.

a. Service Order Charge

1. A Service Order Charge applies per customer order, for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording and processing a customer's request for service.
2. A single service order will not apply to any order due to:
 - a company initiated change;
 - a Company error or its agents' error;
 - change in billing address; or
 - Partial or complete removal of service

b. Premises Visit Charge

A Premises Visit Charge applies per customer order, when the Company must dispatch an employee to complete a customer requested installation or service change. The charge applies to all work or services ordered to be provided at one time on the same premises, for the same customer. When more than one visit is required to complete the work as originally ordered, only one Premises Visit Charge applies. A Premises Visit Charge applies to each premise visited for the purpose of installation, removal, reconnection or changing of regulated facilities and to connect a line between different buildings on different premises, whether or not mileage charges are applicable to such lines.

c. Maintenance Service Charge

1. A Maintenance Service Charge will apply per visit when the Company is requested by the customer or authorized agent to locate trouble and the problem is determined not to be in facilities maintained by the Company. This charge applies regardless of whether the customer's facilities are in accordance with this tariff.

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A. SERVICE CHARGES (cont'd)

1. Definitions (cont'd)

d. Network Access Charge

A Network access charge applies whenever central office service is connected to a customer's premises. This charge is associated with the connection of Company facilities to the customer's premises and applies to each central office line so connected. Such an access will provide a demarcation point at which initial service may be rendered upon connection of a telephone instrument.

e. Central Office Network Connection Charge

A Central Office Network Connection Charge shall apply at the time of initiation of new service or at the re-initiation of discontinued service to the same customers. This charge covers work in central office facilities related to the connection of associated facilities required to render service.

f. Premises Connection Work Surcharge

A Premises Connection Work Surcharge applies to premises work required to install, connect, move, change or substitute a regulated service. This charge applies for each location at the premises for which work is completed.

g. Additional Line Charge

An Additional Line Charge applies for each additional access line that is connected at the same time as another line.

h. Deloading Charge

A Deloading Charge will apply to situations in which a customer requests the removal of load coils and/or bridge taps from outside plant facilities.

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A. SERVICE CHARGES (cont'd)

3. Applications

a. Installment Billing

Residence customers may elect to pay their service connection and other non-recurring charges associated with service orders in monthly installments for up to a 3 month period. When installment billing is requested, it will be applied to all non-recurring charges associated with a given service order, subject to the following:

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- a. Installment billing may be used only by residence customers.
- b. Charges will be billed in three monthly installments unless the customer chooses a shorter payment period.
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- d. More than one installment plan may be in effect for the same customer at the same time.
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.
- f. Installment billing payments will continue even though an account is temporarily suspended.
- g. No interest or carrying charges will be applied to the outstanding balance during the installment period.
- h. A customer may elect to pay the unbilled charges before the expiration of the installment plan.

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A. SERVICE CHARGES (cont'd)

2. Definitions (cont'd)

I. Subsequent Order Charge

1. A Subsequent Order charge applies for work performed by the Company in connection with receiving, recording and processing of customer requests when only change in Company records are involved.
2. A Subsequent Order Charge does not apply to an order placed at the same time in which a Service Order Charge applies. One charge applies for all records changed, if ordered at one time for the same customer at the same premises.
3. Subsequent Order Charges apply to the following:
 - Addition of directory listings;
 - Change in listed name, except changes resulting from death, change of marital status or court order;
 - Change of address, except deletions or partial omissions;
 - Change to or from Dual Name Listing;
 - Change of billing party;
 - Request to provision WATS Message Detail to business customers;
 - Requests to establish Dial-A-Visit and Special Billing Detail

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A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

d. Changes in Type, Grade or Class of Service

1. Definition

Type of service denotes the classification of services into message rate, flat rate, and Public Access Line service.

Grade of service denotes the classification of services into individual line, party line and PBX service.

Class of service denotes the classification of services into residence and business (including Public Access Line Service)

2. Charges

Charges in class of service or to a different grade of service will incur appropriate connection charges as defined in this tariff.

3. Exceptions to the Charges

a. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

b. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days from a change to a higher rate group in the customer's exchange, if a lower grade of service is offered in the exchange involved.

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SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

d. Changes in Type, Grade or Class of Service(cont'd)

3. Exceptions to the Charges (cont'd)

c. No charge applies for a change to a service of a college fraternity or sorority house, convent or monastery from business to residence service

d. No charge applies for one change in type or grade of residence service, or both, provided that the change is ordered within 60 days of the initial connection of the customer's exchange services.

e. No charge applies for a change to a newly offered service within 60 days of the date of its introduction in the exchange.

e. Restoral Charges

1. General

A restoral charge applies each time a service is reconnected after suspension or termination for non-payment but before cancellation of the Service.

3. Schedule of Charges

All Service Areas		<u>Business</u>		<u>Residence</u>	
a.	Service Order Charges	\$11.59	(C)	11.59	(C)
b.	Premises Visit Charge	7.73	(C)	7.73	(C)
c.	Central Office Network Connection Charge	3.86	(C)	3.86	(C)
d.	Network Access Charge	11.59		11.59	
e.	Maintenance Service Charge (First .5 hour)	10.30		10.30	
	Each additional .25 hour	3.60		3.60	

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A. SERVICE CHARGES (cont'd)

3. Schedule of Charges (cont'd) All Service Areas

	<u>Business</u>	<u>Residence</u>
f. Premises Connection Work Surcharge	\$11.59	\$11.59
	11.59	11.59
g. Additional Line Charge	1,200.00	1,200.00
h. Deloading Charge	11.59	11.59
i. Moves	(D)	(D)

4. Restoration of Service

	<u>Business</u>	<u>Residence</u>
a. Service Charge to Restore Service	4.10 (C)	4.10 (C)

B. OTHER SERVICE CHARGES

1. Returned Check Charge

- a. The subscriber shall be responsible for the payment of a charge per incidence when a check which has been presented to the Telephone Company by the subscriber in payment for any charges is returned by a bank because of the subscriber's failure to maintain sufficient funds on deposit.

- All Service Areas \$20.00

- b. The above charges shall be in addition to any or all charges assessed by the bank.

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B. OTHER SERVICE CHARGES (cont'd)

2. Late Payment Charge

- a. If the company does not receive the entire amount billed prior to the next billing date a late payment fee will apply. Residential customers will incur a late payment charge of 1.5% of the unpaid balance or \$5.00 whichever is greater will be assessed on the unpaid balance. Business Customers will incur a late payment charge of 1.5%.
- b. Customer bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.
- c. If payment is not made within 25 days of the date of the bill, a late payment charge will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- d. Collection procedures and requirements for deposit are not affected by application of late payment charges
- e. Late payment charges do not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- f. The late payment charge does not apply to final accounts.
- g. The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).

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B. OTHER SERVICE CHARGES (cont'd)

3. Touch Calling Service

1. General

- a. Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with push buttons, each of which generates distinctive tones for the origination of calls. Telephones may be customer or company provided. Touch calling central office lines have the capability of receiving standard DTMF signaling.

2. Rates*

Monthly Rate

Residence

Per central office line equipped for
Touch Calling

\$1.75

Business - Non-System

Per central office line equipped for
Touch Calling

2.10

*Mandatory in Paul Smith Exchange.

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C. CONSTRUCTION CHARGES

1. Line Extension Charges

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

1. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
2. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
3. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

b. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

1. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
2. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
3. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
4. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

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SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES (cont'd)

1. Line Extension Charges (cont'd)

b. Real Estate Developments, Subdivisions and Apartment Complexes (Cont'd)

5. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

2. Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

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3. Special Construction Charges

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- a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

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C. CONSTRUCTION CHARGES (cont'd)

4. Service Drops

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1. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

- a. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs or catalog.
- b. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

2. Facilities Provided of Different Type Than 1. Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

- a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in G.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.