

FRONTIER TELEPHONE OF ROCHESTER, INC.
P.S.C. NO. 5 - TELEPHONE
Effective Date: 10/05/2020

Section 0
Leaf: 1
Revision: 0
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"Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale".

This tariff supersedes ALL Sections of the PSC No. 1 – Telephone tariff previously filed by
FRONTIER TELEPHONE OF ROCHESTER, INC.

FRONTIER TELEPHONE OF ROCHESTER, INC.
REGULATIONS and SCHEDULE of
WHOLESALE CHARGES
APPLYING to COMMUNICATIONS SERVICES WITHIN
THE STATE of NEW YORK

Applicable in New York State

THE WIRE CENTERS SERVED BY THIS TELEPHONE COMPANY IN:

ATLNNYXA	NPLSNYXA
AVONNNYXA	NUNDNYXA
BRGNYYXA	PVLNNYXA
BCPTNYXA	ROCHNYXG
CLDNNYXA	ROCHNYXC
CANDNYXA	ROCHNYXD
CSTLNYXA	ROCHNYXE
CCVLNYXA	ROCHNYXJ
CHCNYYXA	ROCHNYXF
DNSVNYXA	PRRYNYXA
ERCHNYXA	ROCHNYXK
FAPTNYXB	ROCHNYXA
GENSNYXA	ROCHNYXB
HMLNNYXA	SPWRNYXA
HNRTNYCR	VCTRNYXA
HOFLNYXA	WRSWNYXA
LCSRNYXA	WYLDNYXA
LROYNXXA	WBSTNYXB
LIVNNYXA	WYNGNYXA
MTMRNYXA	

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Contacting the Company with a Complaint

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- By Phone: Customer Service
1-800-426-6404
- By Mail:
Frontier Customer Relations
PO Box 5166
Tampa, FL 33675

Contacting the New York State Department of Public Service with a Complaint

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,
- By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00pm); or 1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
- By Mail:

NYS Department of Public Service Office of Consumer Services, 4th
Floor 3 Empire State Plaza
Albany, NY 12223-1350

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¹ Effective June 12, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. Upon service term expiration, this service will transition to a Month-to-Month service arrangement.

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¹ BRI ISDN / ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

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EXPLANATION of SYMBOLS

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only
- (Z) Indicates Correction