

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 1
Revision: 0
Superseding Revision:

FRONTIER COMMUNICATIONS OF AMERICA, INC.

P.S.C. NO. 4 TARIFF

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO COMMUNICATIONS SERVICES WITHIN
THE STATE OF NEW YORK

Applicable in New York State

Frontier Communications of America, Inc. P.S.C. No. 4 Tariff supersedes Frontier Communications of America, Inc. P.S.C. No. 3 tariff in its entirety.

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 2
Revision: 0
Superseding Revision:

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.

- Email: Consumer.affairs@ftr.com or,
- By Phone:

Customer Service
1-800-426-6404 Consumer Relations Line or,
- By Mail:

Frontier Communications
Attn: Consumer Relations
P. O. Box 5166
Tampa, FL 33675

CONTACTING THE PUBLIC SERVICE COMMISSION

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 – 4:00 pm): 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

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 3
Revision: 0
Superseding Revision:

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
0	TITLE
	CONTACTING THE COMPANY WITH A COMPLAINT
	CONTACTING THE PUBLIC SERVICE COMMISSION
	TABLE OF CONTENTS
	EXPLANATION OF SYMBOLS
	REFERENCES TO THE CATALOG
1	GENERAL RULES AND REGULATIONS
	A. Applications of Tariff
	B. Use of Facilities and Service
	1. Obligation of the Company
	2. Limitations on Liability
	3. Use of Service
	4. Use and ownership of Equipment
	5. Directory Errors
	6. Blocking of Service
2	BUSINESS NETWORK SWITCHED SERVICES
	A. Service Areas
	B. Business Network Switched Services
3	SERVICE CHARGES
	A. Service Charges
	B. Other Service Charges
	1. Return Check Charge
	2. Late Payment Charges
	C. Moves, Adds and Changes
	D. Non-Routine installation and/or Maintenance
	E. Presubscribed Interexchange, Intralata or Local Exchange Carrier Freeze

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 4
Revision: 0
Superseding Revision:

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
4	DIRECTORY LISTINGS
	A. Directory Listings
	B. Directory Information Requests
	C. Liability of the Company for Errors
	D. Intercept Service
5	OPERATOR SERVICES
	A. Directory Assistance (DA)
	B. Directory Assistance Call Completion (DACC)
	C. Operator Assisted Local Calling
6	TAXES AND SURCHARGES
	A. Gross Revenue Tax Surcharge
	B. Metropolitan Transportation Authority Surcharge
7	MISCELLANEOUS SERVICES
	A. Discounted Service for the Hearing or Speech Impaired Customer
	B. New York Relay Service
	C. Promotions
8	EMERGENCY REPORTING SERVICES
	A. Universal Emergency Telephone Number Service
	B. Enhanced Universal Emergency Telephone Number Service

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 5
Revision: 0
Superseding Revision:

EXPLANATION OF SYMBOLS

A revision of a Tariff Leaf is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify increase
- (M) - To signify matter relocated without change
- (N) - To signify new rate or regulation
- (R) - To signify reduction
- (T) - To signify change in text but no change in rate or regulation

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 0
Leaf: 6
Revision: 0
Superseding Revision:

REFERENCES TO THE CATALOG

General Rules and Regulations for the following services may be found in the Frontier Communications of America, Inc., Catalog on Frontier's website at:

<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>

<u>Catalog Section</u>	<u>Title</u>
2	Use of Facilities and Service
2	Minimum Period of Service
2	Payment for Service Rendered
2	Installation Service
2	Access to Customer's Premises
2	Telephone Surcharges/Taxes
2	Suspension or Termination of Service
2	Additional Provisions Applicable to Business Customers
2	Allowances for Interruptions in Service
2	Automatic Number Identification (ANI)
2	Health Care Providers Support Program
2	Schools and Libraries Discount Program
2	Schools and Libraries Discount Matrix