

Frontier Communications of Rochester, Inc.
P.S.C. No. 2 – Telephone
Effective Date: 12/30/2020

Section 8
Leaf: 1
Revision: 0
Superseding Revision:

MISCELLANEOUS SERVICES

A. DISCOUNTED TOLL SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH

1. General

Handicapped persons who have been certified to the Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% reduction on the following charges:

- a. Intrastate intra-LATA toll messages placed from within the Company territory.
- b. Local messages billed to the handicapped person's telephone service.
- c. Monthly mileage charges for leased channels and private line circuits furnished to the handicapped person for use in non-voice communication.

2. Regulations

a. Qualification

Those qualifying for the toll discount are persons whose impairment is such that competent authority would certify them as being unable to use the telephone for voice communication.

The following are guidelines for qualification:

Hearing impaired - persons with a binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "Guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech impaired - persons with impairment of 65% or higher on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories; audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment", 109-111, American Medical Association, 1971.

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A. DISCOUNTED TOLL SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (Cont'd)

2. Regulations (Cont'd)

b. Certification

Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York or (2) pre-existing Certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

c. Billing

The discount will be handled through a special toll credit card which may be used from any telephone within the Company's territory. The credit card may be used outside the Company's territory with the rate treatment noted below. Such calls will appear on the customer's monthly bill.

d. Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- 1) The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's operating territory, but he or she does not need to have service from the Company.
- 2) Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. Where this option is chosen, the person accepting this responsibility must be 18 years of age or older but does not need to reside within the Company's territory.

In either case, the applicant is the only authorized user of the toll credit card. If the person accepting payment responsibility has service within the Company's territory, charges will be billed on the regular monthly bill; otherwise a separate bill will be sent.

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(Cont'd)

3. Rates and Charges

Prior to applying the 50% discount, calls will be rated using DD rates, with the exception of person-to-person calls. If the card is used outside the Company's territory, it will be treated as a normal toll credit card, with applicable operator handled charges and with no 50% discount.

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B. NEW YORK RELAY SERVICE

1. General

As an additional service to customers with impaired hearing or speech, the Company will participate in the New York Relay Service contingent on the following regulations:

The Company will provide access to the Telecommunications Relay Service (TRS), pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between hearing and/or speech impaired people who must use Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and other telephone users. Calls made through the New York Relay Service will be routed to the Relay Center of the TRS provider for the State of New York by dialing an 800 number or 711 for some services. At the New York Relay Service Center, a specially trained Operator, makes the connection between the two callers and facilitates the call. A specific 800 number has been designated for both impaired and non-impaired customers to use. These numbers are available through the business office.

Beginning April 1, 2001, New York Relay Service customers who use a text telephone (TTY) will have the ability to communicate with the following voice users new enhanced services:

- Spanish to Spanish Relay Service: Spanish speaking and TTY users of the Relay service may now call an 800 to access specially trained operators to facilitate calls in Spanish;
- Speech to Speech Relay: Individuals with Speech Disabilities may now access specially trained Relay operators to facilitate calls between consumers with speech disabilities and others by dialing an 800 number;
- Pay per Call Services: Relay users who wish to access Pay per call services may do so by calling a 900 number. This number will access a New York State Relay operator, who will then complete the request pay per call service. Relay users will not incur a charge for the call to the relay service, but will incur charges from the pay per call provider; and
- Turbo Code™: Relay users who have specially equipped TTY machines now have the ability to transmit TTY text at up to 110 words per minute.

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B. NEW YORK RELAY SERVICE (Cont'd)

2. Regulations

- a. Each call to the New York Relay Service is handled in strict confidence.
- b. The Relay Operator has been trained to help conversations flow accurately and easily
- c. There is no limit on the number of times you may use the service, and there is no cost.
- d. Only intrastate calls can be completed using the New York Relay Service.
- e. The New York Relay Center is operational 24 hours a day, seven days a week.
- f. Charges for calls placed through the Relay Center will be billed as Direct Distance Dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- g. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or TRS provider.
- h. The following calls may not be placed using the Relay Service:
 - 1) calls to informational recordings and group bridging services;
 - 2) calls to time or weather recording messages;
 - 3) operator handled conference service and other teleconference calls; and
 - 4) calls from coin telephones when the payment method is coins.
- i. Local calls using New York Relay Service will be completed at no charge when calling from a pay telephone. Toll calls using a calling card can be made from a pay telephone with charges being the same or less than if paid with coin. Pre-paid cards can also be used (check with your card provider regarding costs).

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B. NEW YORK RELAY SERVICE (Cont'd)

3. Liability

Under the agreement reached with the TRS provider for the State of New York, that provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer agrees, to release, defend and hold the Company harmless for, all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person.

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C. PROMOTIONS

The Company may engage, from time to time, in special promotional service offerings, service trials, special arrangements or demonstrations, designed to attract new customers, to stimulate customer usage, and/or to increase existing customer awareness of Company service. These offerings will be limited to certain dates, times, and locations determined by the Company. The specific rates, terms, and/or conditions applicable to each promotional offering will be filed with the Commission and take effect on one day's notice.