

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

Section 5  
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## OPERATOR SERVICES

### A. DIRECTORY ASSISTANCE (DA) SERVICE

#### 1. General

Directory Assistance (DA) is a service provided by a Directory Assistance operator whereby a customer may obtain assistance in obtaining a telephone number.

#### 2. Regulations

a. There will be a charge for Directory Assistance as specified in the Charges section below. All requests for Directory Assistance will be charged with the exception of those circumstances listed in Paragraph c. below.

b. A given number of telephone numbers may be requested of the Directory Assistance operator per month without charge per individual line as outlined below. Numbers requested over any of the customer's lines which are billed on the same account are applied against the customer's total allowance of numbers for all lines or primary non-restricted stations subscribed for on that account.

c. No charge applies for:

- 1) Calls for local and intraLATA directory assistance originating from all coin telephones, including customer owned coin operated telephones.
- 2) Calls for Directory Assistance placed from telephones served by central office equipment of other telephone companies.
- 3) Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Company.
- 4) Requests for telephone numbers of non-published service, as defined by tariff.

#### 3. Rates and Charges

Numbers requested in excess of the monthly allowance are charged as outlined below. Requests for information other than telephone numbers will be charged for as requests for numbers. The Directory operator will only handle one number request per call. If a customer has many requests, the customer may choose to utilize the Directory Operator by Appointment Service offered by the Company.

	Per Call Charge		Monthly Allowance	
	<u>Business</u>	<u>Work@Home</u> *	<u>Business</u>	<u>Work@Home</u> *
DA, One Number Request	\$0.45	\$0.45	0	0

\* This service is grandfathered as of November 8, 1996.

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### B. DIRECTORY ASSISTANCE BY APPOINTMENT SERVICE

#### 1. General

Directory Assistance by Appointment Service enables a customer to arrange a specific appointment with a Directory Assistance operator to obtain large quantities of telephone numbers through a single telephone call.

#### 2. Regulations

- a. Telephone numbers will be obtained from the underlying carrier's Directory Assistance Records.
- b. Non-published numbers will not be released, and the operator will inform the customer that the requested number is non-published.
- c. No credit shall apply for a completed search on a non-published number or an unsuccessful telephone number search.
- d. Collect calls to the appointment service will be denied.
- e. The caller will provide the operator names and addresses for the numbers requested.
- f. There will be specific charges for this service which are described below.
- g. Appointments will not be scheduled on less than 24 hours' notice or more than 30 days in advance.
- h. A single appointment set up charge will apply to all appointments made at one time. A maximum of ten appointments can be made for a 30-calendar day period.
- i. There are no exemptions from charges resulting from use of the Directory Operator by Appointment service.
- j. Only telephone numbers within the Company SMSA will be furnished under this service.

#### 3. Rates and Charges

		Rates	
		<u>Business</u>	<u>Work@Home</u>
a.	Appointment Set Up Charge, per call	\$14.00	\$14.00
b.	Appointment Usage Rate, per minute or fraction thereof	\$0.80	\$0.80

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### C. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

#### 1. General

Where facilities permit, Directory Assistance Call Completion (DACC) allows customers the option to have their local or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

#### 2. Regulations

- a. The regulations and charges apply to calls placed to Directory Assistance from within the Company service area. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Company's tariff.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge as specified in the DA Charge section above.
- d. There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as specified earlier in this section.
- e. Toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.
- f. Alternate billing is available for restricted lines, through Collect, Bill to Third, Person-to-Person, or Calling Card options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area will also incur applicable message toll rates.  
  
Restricted lines are IntraLata identified as coin, hotels/motels, hospitals and colleges.
- g. DACC calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.
- h. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

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## OPERATOR SERVICES

### C. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Cont'd)

#### 2. Regulations (Cont'd)

- i. A given number of telephone numbers may be completed by the Directory Assistance audio response system per month without charge per individual line as outlined below. Numbers completed over any of the customer's lines which are billed on the same account are applied against the customer's total allowance of numbers for all lines or primary non-restricted stations subscribed for on that account.

#### 3. Exemptions

- a. Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for the use of the facilities of an agency for the blind.
- b. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.
- c. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Company.

#### 4. Types of DACC

Fully-Automated DACC - The customer receives the requested directory number and accepts DACC. The DACC portion of the call will automatically be billed as shown in the Charges section below.

Operator-Handled DACC - The customer calls DA from the operator from a restricted line and receives the requested directory number and the operator then keys a different billing number for the DACC portion of the call.

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#### C. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Cont'd)

##### 5. Rates and Charges

1. Numbers requested in excess of the monthly allowance are charged as outlined below. These rates are in addition to all rates and charges applicable for service with which Directory Assistance Call Completion may be furnished.

	Per Call Charge		Monthly Allowance	
	<u>Business</u>	<u>Work@Home</u> *	<u>Business</u>	<u>Work@Home</u> *
DACC	\$0.35	\$0.35	0	0

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### D. ENHANCED DIRECTORY ASSISTANCE AND CALL COMPLETION (EDACC)

#### 1. General

Enhanced Directory Assistance and Call Completion (EDACC) Service allows customers the option to have their calls completed to a requested number by either the Directory Assistance operator or the audio response system that provided the requested directory number.

#### 2. Regulations

- a. The EDACC charge will apply only to completed calls.
- b. EDACC is available where technically feasible.
- d. Calls will be carried by any interLATA service provider that has a Billing and Collections Agreement with the Company.

#### 3. Rates and Charges

		Per Request Charge	
		<u>Business</u>	<u>Work@Home</u> *
a.	EDACC, per Call	\$0.75	\$0.75

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### E. INTERCEPT CALL COMPLETION (ICC) SERVICE

#### 1. General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to a customer's new telephone number after receiving the intercept message. This service is available to customers that move within the Rochester LATA.

#### 2. Regulations

- a. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable tariffs.
- b. ICC is available where the Company's underlying carrier's facilities are available, and conditions permit.
- c. The minimum service period for ICC is three months for business customers. The service may be extended for an additional period by notifying the Company at least five business days prior to expiration of the initial service period.
- d. With ICC, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the ICC customer incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- e. Except with regard to the provision of ICC, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with it is invalid.
- f. Charges will be credited for completion of calls to wrong numbers, incomplete connections or calls with unsatisfactory transmission.

#### 3. Rates and Charges

- a. The rates shown below are in addition to all rates and charges for service with which Intercept Call Completion may be furnished.

	Monthly Rate	
	<u>Business</u>	<u>Work@Home</u> *
Interception Call Completion (ICC) Service	\$20.00	\$10.00

A record order charge will apply if ICC is added after the move/disconnect order is written. If ICC is requested at the same time that the move/disconnect order is initiated, only the basic order charge associated with the move will apply.

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## OPERATOR SERVICES

### F. OPERATOR ASSISTED LOCAL CALLING

#### 1. General

Operator handled calls using the assistance of the operator, except that the additional charge for operator handled calls will not apply when the Company underlying carrier operator:

- a. reestablishes a call which has been interrupted after the called number has been reached or,
- b. reaches the called telephone number where facilities are not available for customer dial completion or,
- c. establishes calls for handicapped persons who have been accorded "dial operator" privileges.

Operator Assisted Local Calls originated from or billed to a flat rate service may result in messages being billed to flat rate customers.

When such calls are originated from or billed to a message rated service, the calls will not be applied against any monthly allowance for local calls.

These charges will appear in the toll section of a customer's monthly bill. Each charge will include the surcharge plus any other applicable charge.

Collect calls to coin telephones and transfers of charges to third numbers which are coin telephones will not be accepted.

#### 2. Definitions

- a. 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.
- b. 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.
- c. Person-to-Person - 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.

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F. OPERATOR ASSISTED LOCAL CALLING (Cont'd)

3. Rates and Charges

a. The following charges will apply for completed local calls. These rates will apply for coin originated local calls, non-coin originated timed and untimed local calls, local dial-it calls, and requests for local Busy Line Verification, Interrupt and Directory Assistance Services. The following surcharges will apply in addition to the charges for the calls as set forth in various sections of this tariff.

a. All State and Local Taxes apply to rates as referred to in this Tariff.

c. Operator Handled Telephone Communication Rate Schedule:

In addition to the Dial-up rates, the following charges apply per message:

	<u>Per Call</u>
Billed to Third Number	\$6.00
Collect	\$6.00
Person-to-Person	\$4.00