

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

Section 0
Leaf: 1
Revision: 0
Superseding Revision:

FRONTIER COMMUNICATIONS OF ROCHESTER, INC.

P.S.C. NO. 2 - TELEPHONE

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)
LOCAL SERVICE TARIFF

APPLICABLE IN

ALL TERRITORY SERVED BY THIS COMPANY

IN THE COUNTIES OF:

ALLEGANY	ORLEANS
GENESEE	STEUBEN
LIVINGSTON	WAYNE
MONROE	WYOMING
ONTARIO	YATES

Frontier Communications of Rochester, Inc. P.S.C. No. 2 - Telephone Tariff supersedes Frontier Communications of Rochester, Inc. P.S.C. No. 1 – Telephone Tariff in its entirety.

Frontier Communications of Rochester, Inc.
P.S.C. No. 2 – Telephone
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 Rochester, Inc.
P.S.C. No. 2 – Telephone
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 Rates and Charges
	1. Application Form
	2. Business and Work@Home Rates
	3. Flat Rate Service and Message Rate Service on Same Premises
	4. Power Supply
	5. Special Charges
	B. Use of Service and Facilities
	1. Use of Service
	2. Sharing Service
	3. Use and Ownership of Directories
	4. Use of Service - Equipment Attachment
	5. Accessories
2	BASIC LOCAL SERVICE
	A. General Basis of Exchange Rates
	B. Exchanges by Group
	C. Local Service
	D. Individual Service
	E. Local Measured Service (LMS)
	F. Stations
	G. Exchanges Within the Base Rate Area Comprising: Local Calling Area
	H. Alternative Local Calling Area (ALCAs)
	I. Administrative and Bill Processing Fees

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

Section 0
Leaf: 4
Revision: 0
Superseding Revision:

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
3	MILEAGE CHARGES
	<ul style="list-style-type: none"> A. General B. Foreign Exchange Line Mileage C. Intercompany Foreign Exchange Service D. Mileage on Lines Between Customer Locations E. Toll Substitute Services Charge
4	DIRECTORY LISTINGS
	<ul style="list-style-type: none"> A. General B. Composition of Listings C. Types of Listings D. Non-Published Service (Unlisted Numbers) E. Free Listings F. Rates for Additional Listings
5	OPERATOR SERVICES
	<ul style="list-style-type: none"> A. Directory Assistance (DA) Service B. Directory Assistance by Appointment Service C. Directory Assistance Call Completion (DACC) D. Enhanced Directory Assistance and Call Completion (EDACC) E. Intercept Call Completion (ICC) Service F. Operator Assisted Local Calling
6	SERVICE CHARGES
	<ul style="list-style-type: none"> A. General B. Schedule of Charges C. Regulations D. Other Service Charges <ul style="list-style-type: none"> 1. Insufficient Check Charges 2. Return Payment Charge 3. Late Payment Charges E. Charges to Condition Access Lines for Compatibility with Data Modems F. Installation Charges G. Rewires H. Changes in Type, Grade or Class of Service I. Suspension of Service at Customer's Request J. Customer Initiated Telephone Number Changes

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

Section 0
Leaf: 5
Revision: 0
Superseding Revision:

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
7	TAXES AND SURCHARGES
	A. State and Local Revenue Taxes
	B. Gross Revenue Tax Surcharge
	C. Non-Adjacent Extended Area Service
8	MISCELLANEOUS SERVICES
	A. Discounted Toll Service for Customers with Impaired Hearing or Speech
	B. New York Relay Service
	C. Promotions
9	EMERGENCY REPORTING SERVICES
	A. Universal Emergency Telephone Number Service
	B. Universal Non-Emergency Telephone Number Service
	C. Universal Reverse Emergency Telephone Number Service
10	INTRALATA TOLL SERVICE
	A. Application of Tariff
	B. General Regulations
	C. Basis for Establishing Rates
	D. Definition of Classes of Service
	E. List of Rate Centers, Central Offices and Lata Service Areas

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

Section 0
Leaf: 6
Revision: 0
Superseding Revision:

EXPLANATION OF NOTES

- (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 Rochester, Inc.
P.S.C. No. 2 – Telephone
Effective Date: 12/30/2020

Section 0
Leaf: 7
Revision: 0
Superseding Revision:

REFERENCES TO THE CATALOG

General Rules and Regulations for the following services may be found in the Frontier Communications of Rochester, 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	Obligation of the Company
2	Liability
2	Telephone Number Changes
2	Access to Customer's Property
2	Minimum Charges
2	Payments, Deposits, Termination
2	Order of Precedence During Period of Facility Shortage
2	Special Credit Card for Blind and Disabled Persons
2	End User Access Service
2	Service and Promotional Trials
2	Individual Case billing Arrangements
2	Schools and Libraries Discount Program
2	Schools and Libraries Discount Matrix