

Frontier Communications of Rochester, Inc.  
P.S.C. No. 2 – Telephone  
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## SERVICE CHARGES

### A. GENERAL

Service Charges are one-time charges which apply to the ordering, installing or changing of telephone service and other telephone facilities. Service Charges include (1) Service Charges, (2) Additional Line Charges, (3) Premises Visit Charges, (4) Primary Interexchange Carrier (PIC) Change Charge, (5) Primary Local Carrier (PLC) Change Charge, as further described below:

1. Services Charges – Apply per customer order for all work or service to be provided at one time on the same premises, for the same customer. Either the Basic Order Charge or the Record Order Charge will apply dependent on each situation as described below.

- a. Basic Order Charge:

Applies on connections, moves and access line service. This charge includes work for connecting or changing one central office line.

- b. Record Order Charge

Applies on miscellaneous orders for moves, changes or additions to customer premises equipment which remains regulated, with no associated central office work involved.

Applies on orders for additional listings, service transfers, changes to non-published service and changes in current listings which involve only a change in Company records.

Applies on orders for number changes, addition or rearrangement of hunting (call handling) and changes between residence service classification and business service classification.

- c. Record Order Charge Waivers

The Record Order Charge is waived when customers request a change in their billing name, but do not request a change in their directory listing.

The Record Order Charge is waived when a customer's service is terminated, and their listing removed from Company records due to death.

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## SERVICE CHARGES

### A. GENERAL (Cont'd)

#### 2. Additional Lines Charges

Apply per additional central office line for connections or changes in type or class of service and for mileage circuits as specified below. They cover work for connecting or changing a central office line and the associated central office equipment. They also apply to non-customer premises rewires as defined in Section 6.

#### 3. Premises Visit Charges

Apply per customer order for all work or service to be provided at one time on the same premises for the same customer. A Premises Visit Charge applies to each premises visited when more than one premises is involved. When more than one visit to a premise is required to complete the requested work, only one Premises Visit Charge applies. This charge applies only when the purpose of the premises visit is to add or modify customer premises equipment which remains regulated.

#### 4. Primary Interexchange Carrier (PIC) Change Charge

A PIC Change Charge applies each time a customer changes the primary interexchange carrier associated with their line after the initial installation of service. This charge is applied to single lines or Centrex groups, whichever is applicable. The amount of this charge will differ depending upon the customer's status as a Frontier "Member" or "Non-Member". A member is defined as any customer who has purchased both their local service and interLATA long distance service through Frontier Communications of Rochester.

#### 5. Primary Local Carrier (PLC) Change Charge

A Primary Local Carrier (PLC) Change Charge applies each time a customer changes primary local carrier. This charge is applied to single lines or Centrex groups, whichever is applicable. The amount of this charge will differ depending upon the customer's status as a Frontier "Member" or "Non-Member". A member is defined as any customer who has purchased both their local service and long distance service through Frontier Communications of Rochester.

One or more of these charges may apply to each customer order depending on the work functions to be performed.

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## SERVICE CHARGES

### A. GENERAL (Cont'd)

#### 6. Restoral Charges

Pursuant to the Billing and Collection Settlement Agreement, a Restoral Charge applies each time a service is reconnected after suspension or termination for non-payment, therefore cancellation of the service. This charge applies only to the central office lines.

#### 7. Touch Calling Service

Touch Calling Service allows calls to be placed by using a telephone equipped with push buttons instead of a rotary dial.

Touch Calling Service requires special equipment in the underlying carrier's central office and is provided only on individual lines, semi-public service, PBX service and Centrex service in those central offices that have the necessary equipment.

	<u>Monthly Rate</u>
Touch Calling Service Business Access Line, each line	\$1.40

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SERVICE CHARGES

B. SCHEDULE OF CHARGES

	Nonrecurring Charge	
	<u>Business</u>	<u>Work@Home *</u>
Basic Order Charge	\$34.95	\$29.95
Record Order Charge	\$17.95	\$10.95
Additional Line Charge	\$34.95	\$29.95
Premises Visit Charge	\$49.95	\$27.95
PIC Change Charge (Single Line) - Member	\$10.00	\$10.00
PIC Change Charge (Single Line) - Non-member	\$10.00	\$10.00
PIC Change Charge (Centrex Group) - Member	\$29.00	\$29.00
PIC Change Charge (Centrex Group) - Non-member	\$29.00	\$29.00
PLC Change Charge (Single Line) - Member	\$0.00	\$0.00
PLC Change Charge (Single Line) - Non-member	\$10.00	\$10.00
PLC Change Charge (Centrex Group) - Member	\$0.00	\$0.00
PLC Change Charge (Centrex Group) - Non-member	\$29.00	\$29.00
Restoral Charges	\$34.71	\$21.90
Touch Calling Service Business Access Line, each line	-	-

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

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## SERVICE CHARGES

### C. REGULATIONS

1. Additional Line Charges shall apply to each change in type, grade or class of service and for changes to or from Touch Calling Service in excess of one line per customer order. They also apply to non-customer premises rewires as defined in Section 6 and to connections or changes of the following lines in excess of one per customer order.

- a. For each additional:

Individual Line	Semi-Public Line	Intercept Line
Access Line	PBX Trunk	
Central- C.O. Line	Off-Premises Extension Line	

- b. For each termination, in excess of one, of the following lines when the terminations of such lines are in different buildings (one charge per building):

Intercommunications Line	Private Line
Leased Channel	Tie Line

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## SERVICE CHARGES

### D. OTHER SERVICE CHARGES

#### 1. Insufficient Check Charges

- a. When a check is deposited by the Company for payment of any charges and it is returned by a bank because of insufficient funds being on deposit by the customer, the following charges will apply:

	Per Occurrence	
	<u>Business</u>	<u>Work@Home</u> *
Insufficient Check Charge	\$15.00	\$10.00

This charge is in addition to all other charges assessed by the bank and the Company.

#### 2. Return Payment Charge

- a. When any form of payment, other than a check, that has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Return Payment Charge. The following charges will apply:

	Per Occurrence	
	<u>Business</u>	<u>Work@Home</u>
Return Payment Charge	\$15.00	\$10.00

This charge will be in addition to any charges assessed by any bank.

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## SERVICE CHARGES

### D. OTHER SERVICE CHARGES (Cont'd)

#### 3. Late Payment Charges

- a. Customer bills are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.

If payment is not made within 25 days of the date of the bill, a late payment charge of 1 1/2 percent late payment charge will apply to all business customers. These charges will apply to all post billed balances outstanding including both arrears and unpaid late charges.

If payment is not received in two months for pre-billed services a late payment charge of 1 1/2 percent will be applied to all pre-billed balances outstanding including both arrears and unpaid late charges for business customers.

The late payment charge does not apply to government agencies of the State of New York. These agencies are required to pay interest charges after the expiration of the permitted payment period in accordance with Article XI-A of the State Finance Law, Chapter 153 of the Laws of 1984.

- b. Definitions

Post billed - A post billed service is one that is not billed for until the service is performed. Examples of post billed services include: toll messages, local message units and nonrecurring charges.

Pre billed - A pre billed service is one that is billed prior to rendering the service. Examples of pre billed charges include: rental of customer premises equipment and leasing of access lines.

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## SERVICE CHARGES

### E. CHARGES TO CONDITION ACCESS LINES FOR COMPATIBILITY WITH DATA MODEMS

A Nonrecurring charge per access line will apply for situations in which conditioning must be performed to allow compatibility with data modems. Transmission rates exceeding 4800 baud are not guaranteed for this service.

Conditioning Charge, per line	\$260.00
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### F. INSTALLATION CHARGES

#### 1. General

In addition to service charges, as specified in this Section, installation charges apply to installations, moves and changes of certain facilities and equipment which remain regulated.

#### 2. Reuse of Facilities in Place

No Installation charge applies when such facilities are reused in place and such reuse does not require any work by the Company or its underlying carrier.

#### 3. Charges

Installation charges are specified in the particular sections of this Tariff covering the facilities involved. Where specific installation charges are not indicated, and where reference is made to this section, the following schedule of Time and Material charges will apply for equipment and inside wiring work performed on the customer's premises on a regulated basis.

In all cases, if the actual time to complete the installation is less than the maximum quoted to the customer, the customer will be charged for the actual amount.

The maximum labor charge cannot exceed the average labor charge by more than 25% and is applicable to customers with less than three lines or stations.

For customers with three or more lines or stations, a maximum labor charge will apply only when the customer elects to have a labor and materials cost estimate (presurvey) performed.

When a presurvey (desk or on-site) has been conducted and the customer refuses the estimated labor charges, a presurvey charge will apply. (Exceptions: U.S. Government Accounts)

These charges also apply for visits by the Company's or its underlying carrier's personnel to the customer's premises where the service difficulty or trouble report results from customer owned equipment connected to the Company's or its underlying carrier's lines.

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### SERVICE CHARGES

#### F. INSTALLATION CHARGES (Cont'd)

		Nonrecurring Charge	
		<u>Business</u>	<u>Work@Home</u> ***
4.	Schedule of Time and Material Charges		
a.	Normal Working Hour Times Charges		
	1) First 1/2 hour or fraction thereof	\$30.00	\$20.00
	2) Each additional 1/4 quarter hour or fraction thereof	\$15.00	\$10.00
b.	Non-Standard Material Charges *		
	1) 3 pair Teflon wire, per foot	\$0.00	\$0.00
	2) 25 pair Teflon wire, per foot	\$0.00	\$0.00
c.	Presurvey Charge **	\$0.00	\$0.00

\* These charges apply in addition to Time Charges.

\*\* Only applies where customer refuses presurvey estimate.

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

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## SERVICE CHARGES

### G. REWIRES

#### 1. Definition - Non-Customer Premises Rewires

Rearrangements made at the customer's initiative such as the following, are classified as non-customer premises rewires:

- a. Provision of change in or discontinuance of line hunting arrangements subsequent to connection of line, each line.
- b. Changes in type of line treatment on tie lines, each line.
- c. Interchange of numbers on two or more individual lines, per line.
- d. Interchange of individual lines and changes to and from access lines, per line.
- e. Changes in termination in the central office, such as changes to different circuits for alarm circuits, each circuit.
- f. Relocation of drop wires, each.
- g. Change from aerial service to buried service in a customer provided trench.

#### 2. Rates and Charges

Service Charges and an additional line charge will apply to non-customer premises rewires as specified in Section 10, Time and Material pricing, as specified in this section, will apply to customer premises rewires.

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## SERVICE CHARGES

### H. CHANGES IN TYPE, GRADE OR CLASS OF SERVICE

#### 1. Definitions

Types of service: measured and flat.

Grades of service: individual and PBX service.

#### 2. Charges

- a. Changes to business service or to Service Charges, and for each line in excess of one different grade of business service of one changed, an Additional Line Charge shall apply as specified for Business Service in Section 6.
- b. Changes requiring installation of a semi-Service Charges, and for each line in excess of one public coin telephone changed, and Additional Line Charge and for each Semi-Public Coin Station connected, Installation Charges shall apply.
- c. Changes requiring replacement of a Service Charges, and for each line in excess of one coin telephone by a non-coin one changed, an Additional Line charge, and for telephone each station connected, Installation charges shall apply as specified for Business Service in Section 6.

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## SERVICE CHARGES

### I. SUSPENSION OF SERVICE AT CUSTOMER'S REQUEST

#### 1. General

If the customer requests it, the Company will suspend incoming and outgoing service on the customer's access line for a period of time not longer than one year. The equipment is left in place and directory listings are continued without change. If the customer requests it, the Company will tell callers that the customer's calls are being taken at another number.

The period during which service is suspended will not be included in determining the minimum charge applicable to any service offering.

Service may be established at a new location and immediately suspended provided the customer occupies the premises. Suspension of service may continue only as long as the customer retains the right of occupancy.

#### 2. Rates and Charges

There is some reduction in monthly service rates for suspended service, as shown below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction, during a period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
First month or less	Regular monthly rate (no reduction)
Each additional month up to and including six months	1/2 regular rate
Each month after six to the one-year limit	Regular monthly rate (no reduction)

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SERVICE CHARGES

J. CUSTOMER INITIATED TELEPHONE NUMBER CHANGES

1. General

If a customer requests it, and the required Company facilities or underlying carrier facilities are available, the Company will change his/her telephone number. Such a change is subject to the regulations specified in Section 1.

2. Charges

Service Charges apply, and for each number in excess of one change, an Additional Line Charge applies.