

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 1
Revision: 0
Superseding Revision:

OPERATOR SERVICES

A. DIRECTORY ASSISTANCE SERVICE

1. General

Directory Assistance 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 A.3.a. following. All requests for Directory Assistance will be charged with the exception of those circumstances listed in A.2.b. (below).

b. 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) Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Telephone 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.
- 4) 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 Telephone Company and the Telephone Company's acceptance of the form.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 2
Revision: 0
Superseding Revision:

OPERATOR SERVICES

A. DIRECTORY ASSISTANCE SERVICE (Cont'd)

2. Regulations (Cont'd)

b. No charge applies for: (Cont'd)

- 5) 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 Telephone Company.
- 6) Requests for telephone numbers of non-published service, as defined by this Tariff.

3. Charges

- a. 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 Telephone Company.

	Per Call	
	<u>Residential</u>	<u>Business</u>
One Number Request, per call	\$0.45	\$0.45

b. Residential Non-Basic Service Rate Offerings

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission set rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings.

Directory Assistance

Enhanced Directory Assistance

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 3
Revision: 0
Superseding Revision:

OPERATOR SERVICES

B. 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 Telephone Company's service area. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's Tariff and/or Retail Catalog.
- 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 Section 5.
- 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 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 or Person-to-Person 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.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 4
Revision: 0
Superseding Revision:

OPERATOR SERVICES

B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Cont'd)

2. Regulations (Cont'd)

- 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.
- i. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.

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 Telephone 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 Telephone Company and the Telephone 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 Telephone Company.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 5
Revision: 0
Superseding Revision:

OPERATOR SERVICES

B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Cont'd)

4. Types of DACC

Fully-Automated DACC

- a. The customer receives the requested directory number and accepts DACC. The DACC portion of the call will automatically be billed as shown in 5. Rates and Charges below.

Operator-Handled DACC

- a. 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.

b. Autocollect

Autocollect is an optional feature enhancement to Directory Assistance Call Completion. The Autocollect feature enhances the DACC service by allowing a directory listing subscriber to pay the call completion surcharge and any applicable intraLATA toll charges for all DACC eligible callers requesting their number.

The listing subscriber only pays the DACC per call charges for completed calls only. An additional monthly presubscription fee applies for this service.

Autocollect is available where technically feasible.

5. Rates and Charges

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

The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with DACC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

This fee is in addition to any applicable intraLATA toll charges.

	<u>Per Call Charge</u>	<u>Monthly Rate</u>
Directory Assistance Call Completion	\$1.00	
Autocollect presubscription fee		\$20.00

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 6
Revision: 0
Superseding Revision:

OPERATOR SERVICES

C. ENHANCED DIRECTORY ASSISTANCE (EDA) SERVICE

1. General

Enhanced Directory Assistance (EDA) Service allows customers to receive address and telephone number information on customers located outside of the Rochester LATA.

2. Regulations

- a. There will be a charge for Enhanced Directory Assistance.
- b. All requests for information on numbers (outside the Rochester LATA) are chargeable at the rate specified in in Section.
- c. Requests for information from pay phones will be charged, in addition to all applicable pay phone charges.
- d. Enhanced Directory Assistance is available where technically feasible.
- e. The Telephone Company reserves the right to waive any or all of the charges associated with EDA at any time upon 1-day notice to the commission.
- f. The Telephone Company will make every reasonable effort not to release nonpublished listings except where a listing may be already disclosed in another telephone company published directory or directory database.

3. Rates and Charges

The rates shown below are in addition to all rates and charges applicable for service with which Enhanced Directory Assistance may be furnished.

	Per Request Charge	
	<u>Residential</u>	<u>Business</u>
a. Enhanced Directory Assistance, per request	\$1.50	\$1.50
b. Annual contracts requiring usage will be provided on an individual case basis.		
c. Residential Non-Basic Service Rate Offerings		

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission set rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings.

Directory Assistance
Enhanced Directory Assistance

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 7
Revision: 0
Superseding Revision:

OPERATOR SERVICES

C. ENHANCED DIRECTORY ASSISTANCE (EDA) SERVICE (Cont'd)

4. Exemptions

- a. Calls for Enhanced Directory Assistance Service from handicapped persons who have requested exemption from the Enhanced Directory Assistance Service charge and who have been certified to the Telephone 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 Enhanced Directory Assistance Service from persons who have requested exemption from the Enhanced Directory Assistance Service 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 Telephone Company and the Telephone Company's acceptance of the form. The Telephone Company will have a cap of 50 calls per month for each qualified exemption customer. Enhanced Directory Assistance calls in excess of 50 per month will be charged at the tariffed rate.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 8
Revision: 0
Superseding Revision:

OPERATOR SERVICES

D. ENHANCED DIRECTORY ASSISTANCE CALL COMPLETION (EDACC) SERVICE

1. General

Enhanced Directory Assistance 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 Directory Assistance audio response system that provided the requested directory number.

2. Regulations

- a. The regulations and charges apply to calls placed to Enhanced Directory Assistance. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's Tariff and/or Retail Catalog.
- b. The EDACC charges will apply only to completed calls.
- c. The EDA charge will apply in addition to the EDACC charge.
- d. EDACC charges will be rounded to the nearest one-half minute. For instance, a one minute 30 second call will be billed one and one-half times the EDACC rate. A one minute 31 second call will be billed two times the EDACC rate.
- e. EDACC is available where technically feasible.
- f. The Telephone Company reserves the right to waive any or all of the charges associated with EDACC at any time upon 1-day notice to the commission.

3. Rates and Charges

	<u>Per Minute Charge</u>
a. Enhanced Directory Assistance Call Completion	
First minute or fraction thereof	\$0.95
Each additional minute	\$0.95
b. Annual contracts requiring usage will be provided on an individual case basis.	

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 9
Revision: 0
Superseding Revision:

OPERATOR SERVICES

E. REVERSE DIRECTORY ASSISTANCE (RDA) SERVICE

1. General

Where technically feasible, Reverse Directory Assistance (RDA) Service allows customers to call Directory Assistance to obtain a subscriber's name and address. The customer gives the operator the subscriber's telephone number and is given the subscriber's name and address listed in the Company's Directory or Nortel Networks National Directory Assistance Service.

2. Regulations

- a. The regulation and charges apply to calls placed to the designated RDA telephone number from within the Company's service area. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable Tariffs and/or Retail Catalog.
- b. Each request is chargeable at the rates specified in 4., Rates and Charges below.
- c. Names and addresses of non-published telephone numbers will not be given out to RDA customers.

3. Limitation of Liability

The telephone Company will not be liable for any economic harm, personal injury, invasion of any right of privacy from any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Telephone Company's delivery or failure to deliver the service described in this section.

4. Rates and Charges

1. The rates shown below are in addition to all rates and charges for service with which Customers Name and Address may be furnished.

	<u>Charge per Request</u>
a. Local Reverse Directory Assistance	\$0.45
<p>The Company reserve the right to waive any charges associated with RDA at any time upon 1-day notice to the Commission.</p> <p>Individual promotional periods will not exceed 120 days.</p>	
b. Enhanced Reverse Directory Assistance	\$1.50

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 10
Revision: 0
Superseding Revision:

OPERATOR SERVICES

F. INTERCEPT CALL COMPLETION (ICC) SERVICE

1. General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to a subscriber'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 Telephone Company's applicable Tariffs and/or Retail Catalog.
- b. ICC is available where facilities are available, and conditions permit.
- c. The minimum service period for ICC is three months for residence and business customers. The service may be extended for an additional period by notifying the Telephone 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 subscriber 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.
- f. Charges will be credited for completion of calls to wrong numbers, incomplete connections or calls with unsatisfactory transmission.
- g. IntraLATA calls completed through the use of ICC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 11
Revision: 0
Superseding Revision:

OPERATOR SERVICES

F. INTERCEPT CALL COMPLETION (ICC) SERVICE (Cont'd)

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.

	<u>Charge</u>
Residence	\$15.00
Business	\$25.00

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.

The Telephone Company reserves the right to waive any charges associated with ICC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 12
Revision: 0
Superseding Revision:

OPERATOR SERVICES

G. OPERATOR ASSISTED LOCAL CALLING

1. General

Operator handled calls using the assistance of the operator. The additional charge for operator handled calls will not apply when the Telephone Corporation 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 per call charge 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.

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 5
Leaf: 13
Revision: 0
Superseding Revision:

OPERATOR SERVICES

G. 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 Directory Assistance Services.
- b. 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 Direct Dialed rates shown in Section 11, paragraph D.4.c preceding, the following charges apply per call:

	<u>Per Call</u>
Billed to Third Number	\$3.00
Collect Call and all others	\$3.00
Person-to-Person	\$4.00