

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

Section 1
Leaf: 1
Revision: 0
Superseding Revision:

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES

1. Application Form

Applicants for initial facilities and service may be required to sign an application form requesting the Telephone Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect.

2. Business and Residence Rates

a. Business Rates apply to service furnished:

- 1) In office buildings, stores, factories and all other places of a business nature.
- 2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the subscriber's domestic establishment and no business listings are provided; colleges, hospitals and other -institutions, except when the station is located in a patient's room; and in churches except when the station is located in the clergyman's study.
- 3) At any location when the listing indicates a business or a profession except as provided in b.2 hereof, except for the residential work @home program, which makes all Yellow page products available to any residential participant in the program. The Work at Home Program provides the following features:
 - No White Page listings in the business name
 - No free semi-bold listing in the yellow pages
 - Business name not listed in directory assistance.
- 4) At any location where the service includes a station which is at a location where business rates apply unless the station is restricted to incoming calls.
- 5) At any location where the substantial use of the service is occupational rather than domestic.
- 6) At any location where the service is originating calls on behalf of a third party.
- 7) At any location where the customer resells or shares service.

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A. APPLICATION OF RATES AND CHARGES (Cont'd)

2. Business and Residence Rates (Cont'd)

b. Residence rates apply to service furnished:

- 1) In any part of a customer's home or apartment, unless any of the above conditions requiring business rates is present.
- 2) In the office of a physician, surgeon, dentist, osteopath, chiroprapist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or practical nurse, provided that:
 - a) The office is located in a part of the subscriber's domestic establishment.
 - b) The listings are restricted to individual names of the subscribers and members of his domestic establishment. Such listings may indicate the subscriber's profession but may not include the designation "office".
 - c) Such service is furnished at one residence only, except that service may be furnished at an additional location for a vacation period.
- 3) In the study of a clergyman located in the church.
- 4) In college fraternity or sorority houses, where members lodge and board within the house.
- 5) In patient's rooms in hospitals or institutions.

c. All semi-public service is classified as business service regardless of the location.

3. Flat Rate Service and Message Rate Service on Same Premises

At a residence location, a customer may have message rated residence service in addition to measured business service. However, a customer may not have flat rated residence service and measured business service on the same premises.

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A. APPLICATION OF RATES AND CHARGES (Cont'd)

4. Power Supply

The customer must provide the necessary electric power where and when needed. If there is a power failure, the Telephone Company is not responsible for interrupted service.

5. Special Charges

The Telephone Company may charge an extra installation or monthly charge, or both, if special construction, maintenance or expense is required to install or otherwise provide the service.

The customer may also have to pay more for work done after regular working hours at his/her request.

If the Telephone Company provides any service for which a charge has not been specified, the charge to the customer will be based on what it costs the Telephone Company. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

6. Competitive Demonstration Period

a. General

The Competitive Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to induce customers to move from a competitor's service to the Telephone Company's service.

b. Regulations

- 1) The Telephone Company reserves the right to waive any or all recurring charges, nonrecurring charges or both at any time upon 1 days' notice to the Commission.
- 2) Individual promotional periods will not exceed 120 days.
- 3) Within a promotional period, individual line subscribers may be offered the use of services for (up to) a 90-day trial period. The purpose is to acquaint customers with the Telephone Company's services. If, at the conclusion of the 90-day period, the subscriber elects to retain any or all of the services, appropriate rates will apply from the date the service was permanently established.

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GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

Except as specified in B.2. following:

The use of business service and facilities is restricted to the subscriber, the agents and representatives of the subscriber and joint users except as otherwise provided by this Tariff and/or Retail Catalog.

The use of residence service and facilities is restricted to the subscriber, domestic establishment and joint users, except that the subscriber may be a person or firm not occupying the premises where the service is furnished for the use of members of a household and joint users.

The Telephone Company is not required to furnish any service if it would harm the efficiency of the Telephone Company's property or service.

2. Sharing of Service

a. General

The Telephone Company will permit the sharing of certain telephone services subject to the following terms and regulations:

- 1) "Sharing" is the provision of any portion of the subscriber's telephone service, leased to the subscriber by the Telephone Company, on a shared cost (non-profit) basis.

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B. USE OF SERVICE AND FACILITIES (Cont'd)

2. Sharing of Service (Cont'd)

a. General (Cont'd)

- 2) Sharing of services will be permitted except that flat rate exchange service, Optional Calling Service (OPTA-CALL) and any telephone service offered exclusively to residence subscribers cannot be shared.
- 3) The Telephone Company's liability in connection with the provision of service which is resold or shared is limited to that contained in the Retail Catalog, Section 1, D. Liability and Section 12, Interconnection. The offer of service by a subscriber who shares service must include the following provision: "The offering of this service is subject to the rules and regulations of the Telephone Company which provides service. The limitations of liability contained in such the Telephone Company's Retail Catalog apply with full force and effect to the provision of service hereunder."
- 4) Subscribers who share services shall indemnify (i.e., reimburse the Telephone Company for any amount the Telephone Company must pay as a result of), defend and save the Telephone Company harmless against any and all claims which may arise from or in connection with such sharing including, but not limited to, claims for libel, slander, infringement of copyright or patents, claims for injuries to person or property from voltages or currents, arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company or the subscriber, claims for interruption of or deficiencies in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings. Such subscribers shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Telephone Company as an additional insured.
- 5) The Telephone Company will not be responsible for the manner in which the use of service, or the associated charges are allocated to others by a subscriber who shares service. All applicable rates and charges for such service will be billed to and be the responsibility of the subscriber. Only orders placed by the subscriber will be accepted by the Telephone Company.
- 6) The Telephone Company retains the right to serve the ultimate user directly, if that user so chooses.

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B. USE OF SERVICE AND FACILITIES (Cont'd)

2. Sharing of Service (Cont'd)

- b. Directory listings for the customers of subscribers who share service will be provided at the rates for business additional listings, and subject to the terms and conditions. Such subscribers will have responsibility for the composition and accuracy of these listings. All listing and related charges will be billed to and be the responsibility of such subscribers.
- c. The Telephone Company shall not be required to permit sharing of service provided by the Telephone Company where the proposed use of the service or facilities could injuriously affect the efficiency of the Telephone Company's plant, property or service.
- d. The Telephone Company, upon notification of a subscriber's demand for interoffice circuits for sharing, will attempt to provide their requirements within the scope of its normal engineering interval.
- e. Maintenance Charges will apply as appropriate.
- f. Non-compliance with the rules and regulations stated in this Tariff and/or Retail Catalog may cause termination of the subscriber's service.

3. Use and Ownership of Directories

Telephone directories distributed from time to time by the Telephone Company remain its property. They must not be intentionally damaged, and they must be returned to the Telephone Company upon request. No binder, cover, or attachment of any kind may be used with the directory which might damage it, or which might prevent access to important information.

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B. USE OF SERVICE AND FACILITIES (Cont'd)

4. Use of Service

The lines and equipment furnished shall be carefully used, and unless otherwise provided for, no equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with or used in connection with the facilities furnished by the Telephone Company, whether physically, by induction or otherwise. Attachment or connection of customer owned and maintained equipment to facilities of the Telephone Company for the purpose of providing coin telephone service or use of facilities in violation of B.1. and B.2. is prohibited.

In case any such unauthorized attachment or connection is made, the Telephone Company may remove or disconnect the same, and may suspend or terminate the service. Equipment furnished by the Telephone Company shall remain its property and be returned to it, whenever requested, in as good condition as reasonable wear will permit.

5. Accessories

Subscriber provided accessories may be used with the facilities furnished by the Telephone Company for exchange and message toll telecommunications service provided that such accessories are used in accordance with the regulations and criteria as specified in this Tariff and/or Retail Catalog.

6. Automatic Answering and Recording Equipment

The Telephone Company upon request, when given the telephone number of the line facilities connected to automatic answering and recording equipment or to automatic answering only equipment, will furnish the name and address of the subscriber to the service.