

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 6 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE

1. Description

- a. Lifeline Discounted Service - The Lifeline Program is a federally funded program established to provide monthly assistance to low income Residential Flat Rate households. Eligible subscribers will receive a monthly credit of \$9.25. Customers will also receive an additional credit to offset the residential access line rate increase made effective in Case 07-C-0349 as shown below.

May 1, 2011	\$0.75
January 1, 2013	\$2.00
January 1, 2014	\$2.00

- b. Basic Lifeline Service - This is a metered service that provides for a \$1 monthly rate for exchange access and no monthly allowance for local calls. In addition to the \$1 monthly rate, customers will be billed \$.083 for each call made within their local calling area. These calls are untimed and billed on a per message basis. A ten percent discount applies to the first \$5 of direct-dialed local usage. In addition, this service offers a Federal Lifeline Service Credit equal to the Federal Subscriber Line Charge (1). This service is available only where facilities exist.
- c. Expanded Lifeline Service - This is a metered service that provides for a \$1 monthly rate for exchange access and a \$9 pre-paid monthly usage charge in exchange for a \$10 direct-dialed local monthly usage allowance. All local calls will be billed at \$.083 for each call made within the local calling area. These calls are untimed and billed on a per message basis. Any portion of the monthly usage allowance which is unused at the end of the billing period is non-refundable and non-transferable. In addition, this service offers a Federal Lifeline Service Credit equal to the Federal Subscriber Line Charge (1). This service is available only where facilities exist.
- d. Qualified customers may choose one of the Lifeline services as described above. For connection of new service, service connection charges apply. Service connection charges do not apply to initial changes in service from:

- a. Flat rate service to Basic Lifeline or Expanded Lifeline service.
- b. Basic Lifeline service to Expanded Lifeline service or vice versa.

For subsequent changes from one type of service to another, service connection charges as stated in this tariff will apply.

NOTE (1): The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would result in rates that are less than zero.

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A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Description (cont'd)

- e. Toll blocking functionality is offered at no charge to those Lifeline customers who request this service.
- f. No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.
- g. Locality charges are waived for Lifeline customers.

2. Regulations

- a. These services are restricted to low income residential subscribers. A consumer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size; or
- b. To qualify for lifeline service a subscriber must be a recipient of benefits from at least one of the following Entitlement Programs administered by the New York State Office of Temporary and Disability Assistance (OTDA):

Medicaid
Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Federal Public Housing Assistance (FPHA)
Home Energy Assistance Program (HEAP)
National School Lunch Program
Safety Net Assistance
Family Assistance

- c. In addition to meeting the qualifications provided above a qualifying low-income consumer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline Service.

3. Responsibility of the Subscriber

- a. Applicants must provide proof to the telephone company that they are receiving one or more of the above benefits. Such proof may consist of an up-to-date identification card issued by Department of Social Services or a form letter issued by the telephone company and signed by an authorized representative of Social Services.
- b. Lifeline rate treatment will not begin until proof of eligibility is provided to the Company.

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A. LIFELINE TELEPHONE SERVICE (cont'd)

4. Responsibility of the Telephone Company

- a. The company will make annual verification of the subscriber's eligibility status with the New York State Department of Social Services. If, after verification, a subscriber is identified as being ineligible, the subscriber will be notified that, unless the information is shown to be in error, Lifeline rate treatment will be discontinued and the customer will be billed for discounts received while ineligible for the service.
- b. Once the Lifeline benefit begins, it will be continued until a periodic verification check by the Company indicates that the customer is no longer eligible. The Company will notify the customer prior to discontinuing the discount.
- c. New subscribers are eligible to receive a discount on their initial connection charge through the Link Up America plan.

B. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH

1. Discount in Terminal Equipment Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over terminal equipment designed for the handicapped, upon application to the Telephone Company will be provided such equipment, subject to availability, at a 50% discount.

2. Discount in Toll and Leased Circuit Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who use a teletypewriter, facsimile machine, or other non-voice equipment for telephone communications will receive, upon application to the Telephone Company, a 50 percent reduction on the following charges:

- a. Intrastate intraLATA toll message charges billed to the handicapped person's telephone services.
- b. Monthly mileage charges for leased line circuits furnished to the handicapped person for use in non-voice communication.

The reduction in charges is applied at only one location designated by the handicapped person.

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B. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

3. Handicapped Person Definition

The Term "Handicapped Person" when used in Connection with Persons having a Speech or Hearing Impairment which Requires that they Communicate over Telephone Facilities by Means other than Voice is Defined Below:

Hearing-persons with binaural hearing impairment of 60 percent or higher on the basis on the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conversation of Hearing in Noise" 38-43, A.A.O., 1973; "Guide to the Evaluation of Permanent Impairment 103-107, American Medical Association, 1971.

Speech-persons with 65 percent or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-111, American Medical Association, 1971.

4. Certification for Discount

Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

5. Telecommunications Relay Service

As an additional service to customers with impaired hearing or speech, the Company will participate in the New York Relay Service contingent on the following regulations:

- a. The Company will provide access to the Telecommunications Relay Service (TRS), pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between hearing and/or speech impaired people who must use Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and other telephone users. Calls made through the New York Relay Service will be routed to the Relay Center of the TRS provider for the State of New York by dialing an 800 number or 711 for some services. At the New York Relay Service Center, a specially trained Operator, makes the connection between the two callers and facilitates the call. A specific 800 number has been designated for both impaired and non-impaired customers to use. These numbers are available through the business office.

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B. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

5. Telecommunications Relay Service (cont'd)

a. (cont'd)

Beginning April 1, 2001, New York Relay Service customers who use a text telephone (TTY) will have the ability to communicate with the following voice users new enhanced services:

- Spanish to Spanish Relay Service: Spanish speaking and TTY users of the Relay service may now call an 800 to access specially trained operators to facilitate calls in Spanish;
- Speech to Speech Relay: Individuals with Speech Disabilities may now access specially trained Relay operators to facilitate calls between consumers with speech disabilities and others by dialing an 800 number;
- Pay per Call Services: Relay users who wish to access Pay per call services may do so by calling a 900 number. This number will access a New York State Relay operator, who will then complete the request pay per call service. Relay users will not incur a charge for the call to the relay service, but will incur charges from the pay per call provider; and
- Turbo Code™: Relay users who have specially equipped TTY machines now have the ability to transmit TTY text at up to 110 words per minute.

- b. Each call to the New York Relay Service is handled in strict confidence.
- c. The Relay Operator has been trained to help conversations flow accurately and easily
- d. There is no limit on the number of times you may use the service, and there is no cost.
- e. Only intrastate calls can be completed using the New York Relay Service.
- f. The New York Relay Center is operational 24 hours a day, seven days a week.
- g. Charges for calls placed through the Relay Center will be billed as Direct Distance Dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- h. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or TRS provider.

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B. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

5. Telecommunications Relay Service (cont'd)

i. The following calls may not be placed using the Relay Service:

1. calls to informational recordings and group bridging services;
2. calls to time or weather recording messages;
3. operator handled conference service and other teleconference calls; and
4. calls from coin telephones when the payment method is coins.

j. Local calls using New York Relay Service will be completed at no charge when calling from a pay telephone. Toll calls using a calling card can be made from a pay telephone with charges being the same or less than if paid with coin. Pre-paid cards can also be used (check with your card provider regarding costs).

k. Liability

Under the agreement reached with the TRS provider for the State of New York, that provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer agrees, to release, defend and hold the Company harmless for, all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person.

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C. SPECIAL EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
2. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
3. The Company will make every reasonable effort to locate and obtain the equipment for the customer.
4. Customer has the following payment options:
 - a. Outright purchase at a price not to exceed the actual purchase price including any applicable shipping costs to the Company.
 - b. Lease at a monthly rate equal to 4% of the original purchase price. If the equipment becomes defective at any time during the lease period, the Company will repair or replace it with no change in monthly rate to the customer.
5. Customers who initially choose the lease option (4.b) may later purchase the equipment at a price not to exceed the actual purchase price to the Company less the cumulative sum of the customer's lease payments. Repair or replacement of defective equipment will be the responsibility of the telephone company while the equipment is being leased.
6. The Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly charge for maintenance will be one-half the monthly rate specified in 4.b. Maintenance provides for repair of the equipment when feasible, but not for replacement, except at the Company's option.
7. These purchase and lease provisions augment and do not replace the offering of specialized equipment for hearing or speech impaired customers. t
8. The Company will maintain records of its purchases and sales and leases to individual customers.
9. The Company will also advise customers who request this equipment of the applicable terms for purchase, lease and maintenance, and of any other options for obtaining the equipment. This notification will be provided in writing prior to sale or lease of the equipment.

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D. OPERATOR SERVICES – ALL SERVICE AREAS

1. General

a. Line Status Verification

Upon customer request the operator will verify and provide the line status condition of the requested line. This service is subject to a charge for each request as stated, though no charge will apply for a line status verification when a trouble condition is indicated on the line.

b. Call Interruption

Upon customer request the operator will verify the line status condition and interrupt a call in progress to notify the party on the call that another caller is attempting to contact the line. The charge for call interruption is stated.

c. Local Operator Assisted Calls

Calls placed through the operator to a station in the same Local Calling Area, are charged at the rates stated. These calls fall into three categories:

1. Local Collect

Operator secures acceptance of charges from the called station by identifying name of calling party.

2. Third Number Billing

Operator secures acceptance of charges which are transferred to a third station.

3. Calling Card Call

Charges for calls are made based on calling card number used to authorize local calls.

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D. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

1. General (cont'd)

c. Local Operator Assisted Calls (cont'd)

4. Exemptions (Applicable in areas where DACC is unavailable)

- a. Calls for Local Operator Assistance from persons who have requested exemption from the Local Operator Assistance charge and who have been certified to the Company as being unable to use telephone directories because of visual or physical impairment.
- b. Calls for Local Operator Assistance from persons who have requested exemption from the Local Operator 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.

d. Local Directory Assistance Service

- 1. Local Directory Assistance Service provides customers with assistance in determining telephone numbers within their LATA.
- 2. The application of charges set forth below apply to customer requests for Local Directory Assistance Service in determining or attempting to determine the telephone number of any party located within, or thought to be located within, their LATA.
- 3. Charges for Local Directory Assistance Service are not applicable:
 - a. To calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
 - 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.

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D. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

1. General (cont'd)

d. Local Directory Assistance Service (cont'd)

3. Charges for Local Directory Assistance Service are not applicable: (Cont'd)

- c. When the requested telephone number is a Non-Published Service number.
- d. When the customer is given a wrong number by the Directory Assistance operator, provided the customer reports the wrong number to the Telephone Company.
- e. Each call to Local Directory Assistance Service entitles the calling customer to a maximum of two telephone numbers.

e. Directory Assistance Call Completion

1. General

Where offered, Directory Assistance Call Completion (DACC) allows customers the option to have their local and/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 LATA where the Directory Assistance call originates.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge.
- d. If offered for intraLATA toll calling, 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.

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D. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

1. General (cont'd)

e. Directory Assistance Call Completion (cont'd)

2. Regulations (cont'd)

- e. 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.

- f. DACC calls will not be completed to non-published numbers, 700, 800, or 900 prefixes.
- g. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

3. Exemptions

- a. Calls for Directory Assistance from 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 impairment.
- 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.

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D. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

1. General (cont'd)

f. National Directory Assistance Service

1. National Directory Assistance Service provides customers with assistance in determining telephone numbers outside their LATA.
2. The application of charges set forth below apply to customer requests for National Directory Assistance Service in determining or attempting to determine the telephone number of any party located outside, or thought to be located outside, their LATA.
3. There are no call allowances for National Directory Assistance Service.
4. National Directory Assistance Service is only available where technically feasible.

2. Rates

	<u>Rates</u>
a. Line Status Verification - per request	\$1.00
b. Call Interruption - per request	1.50
c. Operator Assisted Calls - per call	1.25
d. Local Directory Assistance Service - per call	
Residence	0.99
Business	0.45
e. Directory Assistance Call Completion	0.50
f. National Directory Assistance Service - per call	
Residence	1.50
Business	0.95