

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: December 1, 2020

Section: 6    Leaf: 1  
Revision: 10  
Superseding Revision: 9

## SECTION 6 – MISCELLANEOUS SERVICES

### A.     LIFELINE TELEPHONE SERVICE

#### 1.     Description

##### a.     Federal Lifeline Discounted Service

The Lifeline program helps to offset some of the costs for broadband and/or voice services to eligible residential subscribers. Depending upon the type of service, the federal program offers a discount of \$5.25 for voice-only subscribers and \$9.25 for broadband service or a bundled service that includes broadband service. To be eligible for the broadband service discount, the broadband speed subscribed to by the customer must be consistent with federally mandated minimum broadband service standards. If the broadband contained in the bundle does not meet the federally mandated minimum service standards, the bundle would be eligible for the voice-only discount. (R)

For voice-only Lifeline subscribers, a flat-rate federal discount of \$5.25, consisting of a reduction of the Federal Subscriber Line Charge and a reduction in the monthly rate for local exchange telephone service will be applied. Customers may choose any type or grade of local telephone service, including bundled voice services that are normally offered by the Company. (R)

In addition to the federal discount of \$5.25, each Lifeline voice-only subscriber eligible to receive federal Lifeline support will also receive an additional NY State discount of \$4.00. Those lifeline subscribers eligible only under the New York State Lifeline Discounted Service are not eligible to receive this additional discount. The discount is located on Addenda 1. (R) (I)

##### b.     Additional Lifeline Discount

This service provides the discount as outlined in A.1.a. above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year. The discount is located on Addenda 1.

##### c.     New York State Lifeline Discounted Service

This service provides a state discount of up to \$9.25 for local exchange telephone service. State only qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. This service is only available to customers that do not qualify under the federal Lifeline program. State qualifications do apply. The discount is located on Addenda 1. (D)

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PSC NO: 4 TELEPHONE  
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d/b/a Frontier Communications of New York  
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SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE (cont'd)

(N)

1. Description (cont'd)

d. 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. This service is available only where facilities exist.

(N)

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Pricing and Tariff Manager, 21 West Ave., Spencerport, NY 14559

PSC NO: 4 TELEPHONE  
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## SECTION 6 – MISCELLANEOUS SERVICES

### A. LIFELINE TELEPHONE SERVICE (cont'd)

#### 2. General

- a. Qualified customers may choose one of the Lifeline services as described preceding. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up America program. Service connection charges do not apply to initial changes in service from:

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

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

#### 3. Regulations

- a. **Federal Lifeline** 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 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 (Food Stamps or SNAP);  
Supplemental Security Income (SSI);  
Federal Public Housing Assistance (FPHA);

Bureau of Indian Affairs General Assistance;  
Tribally-Administered Temporary Assistance for Needy Families (TTANF);  
Food Distribution Program on Indian Reservations (FDPIR);  
Head Start (If income eligibility criteria are met) or;  
Veterans Pension  
Survivors Pension

- b. **New York State Lifeline** These services are restricted to low income residential customers. To qualify for NYS Lifeline service, a customer must be ineligible to receive the Federal Lifeline Service and be a recipient of benefits from any one of the following Entitlement Programs:

1. National School Lunch
2. Low Income Home Energy Assistance (LIHEAP)
3. Temporary Assistance for Needy Families (TANF)

- 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.

(M) Material relocated from Leaf: 1. Material relocated to Leaf: 3.

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Vice President Regulatory, 180 South Clinton Avenue, Rochester, NY 14646

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PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: February 19, 2020

Section: 6 Leaf: 3  
Revision: 1  
Superseding Revision: 0

### SECTION 6 – MISCELLANEOUS SERVICES

#### A. LIFELINE TELEPHONE SERVICE (cont'd)

4. Responsibility of the Subscriber (T)
  - 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.
5. Voluntary Toll Blocking (Restriction) (M)(T)
 

Toll blocking functionality is offered at no charge to those Lifeline customers who request this service.
6. Customer Deposit Waiver (T)
 

No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.
7. Locality Charge Waiver (T)
 

Locality charges are waived for Lifeline customers. (M)
8. Responsibility of the Telephone Company (T)
  - 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.

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PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
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SECTION 6 – MISCELLANEOUS SERVICES

B.      LINK UP AMERICA

1.      The Link Up America program, for eligible residents of Tribal Lands only, is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00.
2.      Eligibility Criteria:
  - a.      The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated above;
  - b.      The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
  - c.      The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

C.      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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
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Initial Effective Date: December 6, 2014

Section: 6    Leaf: 5  
Revision: 0  
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### SECTION 6 – MISCELLANEOUS SERVICES

#### C.     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.     Telephones – (Upstate Service Area)

###### a.     General

Equipment to provide adjustable amplification of the receiver output, controlled by a knob on the combined telephone instrument, or by use of a controllable transistorized amplifier in the telephone headset.

###### b.     Regulations

Volume control equipment may be used on any grade of exchange Service, PBX Station Lines, Intercom lines or private lines.

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

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

### SECTION 6 – MISCELLANEOUS SERVICES

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

##### 5. Telephones – (Upstate Service Area) (cont'd)

###### c. Rates

###### Upstate Service Area

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Combined telephone type*	\$2.73	\$ -
Transistorized headset type**	\$6.47	\$ -

\*Obsolete Service: Limited to existing customers or available stock.

\*\* In addition to applicable station charge.

##### 6. Telephones – (Chenango and Unadilla Service Area)

###### a. Rates

	<u>Monthly Rate</u>
Hard-of-Hearing Handset	\$3.85
Noise Canceler* (Confidencer)	\$2.41**
Hard-of-Hearing Handset Handicapped	\$2.89

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

\*Obsolete Service: Limited to existing customers or available stock.

\*\* In addition to applicable station charge.

##### 7. Telephones – (Iroquois Service Area)

###### a. Rates

	<u>Monthly Rate</u>
Hard-of-Hearing Handset	\$4.24
Special Handset Amplifier* (Confidencer)	\$2.16**

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

\*Obsolete Service: Limited to existing customers or available stock.

\*\* In addition to applicable station charge.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

Section: 6 Leaf: 7  
Revision: 0  
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### SECTION 6 – MISCELLANEOUS SERVICES

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

##### 8. Telephones – (Western Counties Service Area)

###### a. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Hard-of-Hearing Telephone*	\$3.85	\$Basic
Confidencer	\$0.86**	\$6.14**

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

\*Obsolete Service: Limited to existing customers or available stock.

\*\* In addition to applicable station charge.

##### 9. Telephones – (Red Hook Service Area)

###### a. Rates

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Hard-of-Hearing Handset	\$2.21**	\$ -

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

\*\* In addition to applicable station charge.

##### 10. Telephones – (Delaware Service Area)

###### a. General

Equipment furnished is a receiver amplifier.

If any other or special type equipment is required, charges based on cost will apply. Charges are in addition to regular monthly or S.C.C. as applicable.

###### b. Rates

	<u>Monthly Rate</u>
Receiver Amplifier	\$3.85

Additional Special Equipment for Hearing or Speech Impaired Customers is available.



PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

Section: 6    Leaf: 8  
Revision: 0  
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SECTION 6 – MISCELLANEOUS SERVICES

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

11.      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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

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### SECTION 6 – MISCELLANEOUS SERVICES

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

##### 11. 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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

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SECTION 6 – MISCELLANEOUS SERVICES

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

11. 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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: December 6, 2014

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Revision: 0  
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#### SECTION 6 – MISCELLANEOUS SERVICES

##### D. 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.
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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: March 1, 2018

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SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS

1. General

a. Reserved for Future Use

(D)

b. Reserved for Future Use

(D)

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. Billed to Third Number

(T)

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.

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
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#### SECTION 6 – MISCELLANEOUS SERVICES

##### E. 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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PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: July 16, 2017

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SECTION 6 – MISCELLANEOUS SERVICES

- E. OPERATOR SERVICES – ALL SERVICE AREAS(cont'd) (T)
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. (T)

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PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: July 1, 2017

---

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SECTION 6 – MISCELLANEOUS SERVICES

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

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PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: March 1, 2018

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### SECTION 6 – MISCELLANEOUS SERVICES

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

##### 1. General (cont'd)

##### e. National Directory Assistance Service (Z)

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

##### Rates

- |    |  |      |     |
|----|--|------|-----|
| a. | Reserved for Future Use                          |      | (D) |
| b. | Reserved for Future Use                          |      | (D) |
| c. | Local Directory Assistance Service - per call    |      |     |
|    | Residence  | 0.99 |     |
|    | Business   | 0.45 |     |
| d. | National Directory Assistance Service - per call |      |     |
|    | Residence  | 1.50 |     |
|    | Business   | 0.95 |     |

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: March 1, 2018

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SECTION 6 – MISCELLANEOUS SERVICES

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

3. Operator Services Definitions (Z)

a. Reserved for Future Use (D)

b. Reserved for Future Use (D)

c. Operator Assisted Station to Station (M)

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

d. 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.

e. Operator Assisted Person to Person (T)

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.

f. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call. (M)

PSC NO: 4 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Effective Date: March 1, 2018

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SECTION 6 – MISCELLANEOUS SERVICES

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

4. Operator Services Rates

(M)(T)

(M)

	<u>Rates</u>
a. Collect	\$2.00
b. Operator Assisted Person to Person	3.50
c. Operator Assisted Time and Charges	1.50
d. Billed to Third Number	2.00