

Frontier Telephone of Rochester, Inc.  
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## SERVICE CHARGES

### A. SERVICE CHARGES

#### 1. General

Service Charges are one-time charges which apply to the ordering, installing or changing of telephone service and other telephone facilities (Note (A)). Service Charges include (a.) Service Charges, (b.) Additional Line Charges, (c.) Premises Visit Charges, (d.) Primary Local Carrier Change Charge, as further described below.

##### a. Service 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.

##### 1) Basic Order Charge:

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

##### 2) 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 the Telephone Company's records.
- For multiple orders placed by a single customer, only one record order charge will be applied.
- Applies on orders for number changes, addition or rearrangement of hunting (call handling) and changes between residence service classification and business service classification.

Note A: A retail customer within the Telephone Company service area prior to the Restructuring Plan, may at any time transfer from any other certificated carrier to Frontier. The first time a customer transfers back, provided that the transfer back is within a three-year period from the effective date, Frontier shall not impose a Service Charge but may require deposits or payments of balances due for previously supplied Frontier services as provided in Section 2 of the Retail Catalog.

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

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

##### a. Service Charges (Cont'd)

##### 3) 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.

##### b. Additional Line Charges

Apply per additional central office line for connections or changes in type or class of service and for mileage circuits as specified in paragraph A.3.a. following. 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, B. Rewires.

##### c. 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.

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

A PLC Change Charge applies each time an end user changes primary local carriers. This charge is designed to cover administrative costs of changing primary local carriers in the billing systems and switching systems when needed. The receiving local carrier is assessed this charge. Applies only when moving from one primary local carrier to another while remaining on Frontier's facilities.

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

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

##### e. Initial Charges

In addition to Service Charges, initial charges apply to certain regulated facilities and equipment, as specified in the sections of the Tariff and/or Retail Catalog covering the items involved. Initial charges do not apply when the customer retains the equipment regardless of change in location, or when the customer previously had the equipment furnished by any Company. Initial charges do not apply when a customer reuses equipment already in place.

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

##### f. 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, but before cancellation of the service. This charge applies only to the central office lines.

##### g. 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 Company's Central Office and is provided only on individual lines, auxiliary lines, semi-public service and PBX service in those Central Offices that have the necessary equipment.

Touch Calling Service is included with residence and business individual lines, auxiliary lines, semi-public service and PBX service where technically feasible.

#### 1. Promotional Offerings

Frontier Digital Phone Essentials - New and existing residential customers who subscribe to this plan and commit to a one, two or three-year term commitment, will be given a \$5.00 credit per month for the length of the contract.

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### SERVICE CHARGES

A. SERVICE CHARGES (Cont'd)

2. Schedule of Charges

	Nonrecurring Charge	
	<u>Residence</u>	<u>Business</u>
Basic Order Charge	\$33.32	\$50.89
Record Order Charge	\$11.02	\$17.83
Additional Line Charge	\$16.00	\$21.00
Premises Visit Charge	\$17.75	\$30.00
Primary Local Carrier (PLC) Change Charge	\$10.00	\$10.00
Restoral Charges	\$26.51	\$39.10
Touch Calling Service	-	-

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

#### 3. Regulations

- a. Additional Line Charges shall apply to each change in type, grade or class of service. They also apply to non-customer premises rewires and to connections or changes of the following lines in excess of one per customer order:

1) For each additional:

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

- 2) 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):

Intercommunication Line	Private Line	Tie Line
Leased Channel	Teletypewriter Line	

- b. 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.

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

#### 4. Other Service Charges

##### a. Insufficient Check Charges

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

Per Occurrence

Residence	\$10.00
Business	\$15.00

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

##### b. Return Payment Charge

- 1) 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

Residence	\$10.00
Business	\$15.00

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

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

#### 4. Other Service Charges (Cont'd)

##### c. Late Payment Charges

- 1) 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 will be applied to all amounts previously billed under this Tariff and/or Retail Catalog, excluding one month's local service charge, but including arrears and unpaid late payment charges.

- 2) Collection procedures and requirements for deposit are not affected by application of late payment charges
- 3) Late payment charges do not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- 4) The late payment charge does not apply to final accounts.
- 5) The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).
- 6) A late payment charge of 1.5% or \$5.00 whichever is greater will apply to residential customers. A late payment charge of 1.5% will apply to business customers.

### 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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### A. SERVICE CHARGES (Cont'd)

#### 4. Other Service Charges (Cont'd)

##### d. Installment Billing

Residence customers may elect to pay their service connection and other nonrecurring charges associated with service orders in monthly installments for up to a 3-month period. When installment billing is requested, it will be applied to all nonrecurring charges associated with a given service order, subject to the following:

1. Installment billing may be used only by residence customers.
2. Charges will be billed in three monthly installments unless the customer chooses a shorter payment period.
3. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
4. More than one installment plan may be in effect for the same customer at the same time.

#### 5. 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.

	<u>Nonrecurring Charge</u>
Per Access Line	\$260.00

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## SERVICE CHARGES

### A. SERVICE CHARGES (Cont'd)

#### 6. Installation Charges

##### a. 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 remains regulated.

##### b. 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 Telephone Company personnel.

##### c. 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 subscriber'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. The average labor charge to complete standard installation requests reflects the average installation times as shown in item 5. preceding.

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 Telephone Company to the customer's premises where the service difficulty or trouble report results from customer owned equipment connected to the Telephone Company's lines.

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### SERVICE CHARGES

#### A. SERVICE CHARGES (Cont'd)

##### 6. Installation Charges (Cont'd)

##### d. Schedule of Time and Material Charges

		<u>Residence</u> *	<u>Business</u>
1)	Normal Working Hour Time Charges		
	a) First one-half hour or fraction thereof	\$20.00	\$30.00
	b) Each additional one-quarter hour or fraction thereof	\$10.00	\$15.00
2)	Non-Standard Material Charges **		
	a) 3 pair Teflon wire, per foot	\$0.12	\$0.12
	b) 25 pair Teflon wire, per foot	\$0.71	\$0.71
3)	Presurvey Charge ***	\$30.50	\$30.50

\* Business charges apply to residence key orders.

\*\* These charges apply in addition to Time Charges.

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

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SERVICE CHARGES

A. SERVICE CHARGES (Cont'd)

7. Central Office Line Charge

A Central Office Line Charge applies to arranging a line(s) to provide service between the central office and the customer's premises.

Central Office Line Charges apply as shown below for each line connected, for change in type, grade or class of service, for changes of telephone number of individual, auxiliary, PAL line and party lines, for each trunk and for the connection of private lines.

One Central Office Line Charge applies for each:

Individual line, WATS line, Auxiliary Line, Centrex – C.O. Line, Party Line, Centralized Switching Public Access Line (PAL), Concentrator – Identifier Line, PBX Trunk, Access Channel, (C.O. Termination), Intercept line, Off-Premises Extension, DID Station Numbers and DID Trunks.

A Central Office Line Charge applies for each termination of the following lines when termination of such lines are in different buildings (one charge per line, per building):

Intercommunications Line, Access Channel, Leased Channel (leased line), Call Circuit, Off-Premises Extension Line, Facsimile Line, Private Line, Trunk Multiple, Teletypewriter Line, Turret Line, TieLine.

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## SERVICE CHARGES

### B. REWIRES

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

##### Rearrangements made

- 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. at the subscriber's initiative such as the following, are classified as non-customer premises rewires:
  - c. Interchange of numbers on two or more individual or auxiliary lines, per line.
  - d. Interchange of individual lines and auxiliary lines or 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 subscriber provided trench.

#### 2. Rates and Charges

Service Charges and an additional line charge will apply to non-customer premises rewires as specified in Section 6, B. Rewires. Time and Materials pricing, as specified in this section will apply to customer premises rewires.

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## SERVICE CHARGES

### C. CHANGES IN TYPE OR CLASS OF SERVICE

#### 1. Definitions

Types of service: message, measured and flat.

Grades of service: individual and PBX service.

Classes of service: residence (including access line service), business (including semi-public service and access line service) and public telephone service.

#### 2. Charges

- |    |   |   |
|----|---|---|
| a. | Changes to business service or to a different type or grade of business service.  | Service Charges, and for each line, in excess of one changed, an Additional Line Charge shall apply as specified for Business Service in Section 6.   |
| b. | Changes to residence service or to a different type or grade of residence service (including changes from message rate service with an allowance to message rate service without an allowance or vice versa). | Service Charges, and for each line, in excess of one changed, an Additional Line Charge shall apply as specified for Residence Service in Section 6.  |
| c. | Changes requiring installation of a semi-public coin telephone.<br>An Additional Line Charge and for each Semi-Public Coin Station connected, Installation Charges shall apply.                               | Service Charges, and for each line in excess of one changed, as specified in Section 6.   |
| d. | Changes requiring replacement of a coin telephone by a non-coin telephone.  | Service Charges, and for each line, in excess of one changed, an Additional Line Charge, and for each station connected, Installation Charges shall apply as specified for Business Service in Section 6. |

#### Exceptions:

The charge for a change in type or grade of service will not apply for a change made within 60 days after the effective date of this Tariff.

No charge applies for one change in type or grade of residence service, or both, provided that the change is ordered within 60 days of the connection of the customer's exchange service.

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## SERVICE CHARGES

### D. SUSPENSION OF SERVICE AT SUBSCRIBER'S REQUEST

#### 1. General

If the customer requests it, the Telephone 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 Telephone 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 subscriber occupies the premises. Suspension of service may continue only as long as the subscriber 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 and each 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)

### E. SUBSCRIBER INITIATED TELEPHONE NUMBER CHANGES

#### 1. General

If a customer requests it, and the required Telephone Corporation facilities are available, the Telephone Company will change his/her telephone number. Such a change is subject to the regulations specified in Section 2, subsection E., of the Retail Catalog.

#### 2. Charges

For residence and business services - Service Charges apply, and for each number in excess of one change, an Additional Line Charge applies as specified for residence and business service in Section 6, subsection A.2.

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## SERVICE CHARGES

### F. CONSTRUCTION CHARGES

#### 1. Line Extension Charges

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

##### a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

- 1) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
- 2) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- 3) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

##### b. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

- 1) "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
- 2) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
- 3) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.

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

#### 1. Line Extension Charges (Cont'd)

##### b. Real Estate Developments, Subdivisions and Apartment Complexes (Cont'd)

- 4) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- 5) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

##### c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

##### d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

#### 2. Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)

(N)

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## SERVICE CHARGES

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

#### 3. Special Construction Charges (T)

- a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual Service Charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

#### 4. Service Drops (T)

##### a. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in a.2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

1. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250-foot allowance, a facility charge may apply.
2. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter

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## SERVICE CHARGES

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

#### 4. Service Drops (Cont'd)

(T)

##### b. Facilities Provided of Different Type Than 3.a.1. preceding

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.