

FRONTIER TELEPHONE OF ROCHESTER, INC.  
P.S.C. NO. 5 - TELEPHONE  
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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features

The Custom calling Features listed below are offered where technically available. The following features are available with flat and measured rate residential ports and measured rate business ports.

#### 9.1.1 Types of Service

- a. Call Forwarding – This provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.

Call Forwarding Busy Line – This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provision premises.

Call Forwarding Don't Answer – This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

Call Forwarding Busy Line/Don't Answer – a permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

- b. Call Forwarding-Plus - This feature includes Call Forwarding and Remote Activation of Call Forwarding. Call Forwarding allows an end user to reroute incoming calls to any telephone number as listed in Paragraph A.1.a. of this Section. Remote Activation of Call Forwarding allows the end user to activate the Call Forwarding feature from a remote location.
- c. Call Forwarding - Fixed - Allows end users to reroute incoming calls to a pre-designated telephone number. The end-user may choose one or both of the following types of forwarding:
  - 1. Transfer unanswered calls after a pre-designated number of rings.
  - 2. Transfer calls if the line is busy.

A Record Order change will apply if an end user wishes to change the pre-designated number or number of rings.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- d. Call Forward Multipath<sup>1</sup> – This feature provides a customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit. The feature is priced by the number of paths requested
- e. Call Hold - Allows an end user to put an in-progress call on hold and originate a second call. The held call cannot be added to the original call to create a conference call
- f. Call Waiting/Cancel Call Waiting - Allows the end user already on the telephone to know that another call is waiting. The end user can transfer to the new call while holding the original connection. Cancel Call Waiting allows an end user to disable the Call Waiting feature for the duration of a specific call. End users who have Call Waiting automatically receive Long Distance Alert Ring. In addition to the standard call waiting tone, when a long distance call is received, there will be a distinctive ring (short, long, short) to inform the end user that the call is long distance
- g. Call Waiting Whisper<sup>1</sup> - Allows the customer already on the telephone to know that another call is waiting and who the call is from. The name of the calling party is announced to the customer, in addition to the call waiting beep. A customer must subscribe to call waiting to have this feature. This service is available where technically feasible.
- h. Customized Ringing<sup>1</sup> - Allows an end user to have up to two additional directory numbers assigned to a single access line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.
- i. Speed Calling - Allows an end user to automatically dial one of (8 or 30) end user changeable preprogrammed telephone numbers by dialing the 1 or 2 digits representing the number to be called.
- j. Three-Way Calling - Allows an end user to hold a conversation with two other parties at the same time. See A.19 for regulations regarding per-activation of Three-Way calling.
- k. Call Transfer - Allows the end user to receive an incoming call, then transfer the calling party to any other number. This feature also includes the Three-Way Calling feature.

<sup>1</sup> This service is grandfathered.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- i. Distinctive Ringing - Allows an end user with more than one line to have a different ringing pattern on up to two additional lines.
- m. Busy Number Redial (\*66) - Automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.
- n. Call Return (\*69) - Allows a customer to identify and automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. An announcement will provide the number, date and time of the last incoming call, as well as an option to return the call immediately or hang up and call later. The customer is charged after receiving the information, regardless of whether or not they actually place the call. If a line is found busy, a 30-minute queuing process begins within which the Network automatically attempts to complete the call.
- o. Customer Originated Trace - Allows a called party to initiate an automatic trace of the last call received. After receiving the call which is to be traced, the end user activates a code and the traced telephone number is automatically sent to the Telephone Company. The end user calls the Customer and the Customer refers the Customer Originated Trace to the Telephone Company for further action. The end user originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to law enforcement authorities upon proper request by them. The Telephone Company is not liable for damage if a trace attempt is not successful. Customer originated trace is available on a usage basis only.

Storage of Customer Originated Trace activations will be as follows:

- 3 months if there is no customer follow-up with the Annoyance Call Bureau.
- 1 year if there is a customer follow-up with the Annoyance Call Bureau, but law enforcement authorities do not become actively involved.
- 7 years if an investigation is originated and referred to law enforcement authorities.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- p. Call ID<sup>1</sup> - Permits an end user to receive the calling telephone number for calls placed to that end user, if the call is not placed from outside of the Call ID area, or through an operator or via telephone credit card, and provided the calling party has not activated either the per call or all call restrict options.

Before placing an outgoing local telephone call, an end user with per call restrict may designate his/her number as private and prevent the delivery of his/her telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

An end user electing the all call restrict option may designate his/her number as private and prevent the delivery of his/her telephone number to the called party for ALL calls, unless before dialing a telephone number the all call restrict deactivation code is dialed.

End user of record when Call ID service is initiated, and any new end users which appear thereafter will be given free per call restrict unless the end user chooses all call restrict. End users are entitled to change restrict options two times during the six months after Call ID becomes available in their central office territory. End users electing to change their restrict option after the initial six-month period will incur a \$10.00 nonrecurring fee. New end users, who move into the territory after Call ID becomes available, are entitled to a six-month grace period to change restriction options from their initial service date.

All end users may activate Anonymous Call Rejection (ACR) by dialing an activation code. ACR allows end users to reject calls automatically if the calling party is using either per call restrict or all call restrict. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected. Upon customer request, ACR will be removed from an end user's line without charge. A Record Order Charge will apply to add ACR capability back onto an end user's line after it has been removed.

<sup>1</sup> As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of 7/19/96 may have this service.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- q. Call ID Plus Name - Permits an end user to receive the calling telephone number and associated name for calls placed to that end user, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or all call restrict options.

Before placing an outgoing telephone call, an end user with per call restrict may designate his/her number and name as private and prevent the delivery of his/her telephone number and name to the called party through the Call ID Plus Name feature for that call by dialing the Call ID restrict activation code.<sup>1</sup>

An end user electing the all call restrict may designate his/her number and name as private and prevent the delivery of his/her telephone number and name to the called party for calls, unless before dialing a telephone number the all call restrict deactivation code is dialed.<sup>1</sup>

End user of record when Call ID service is initiated, and new end users appearing thereafter will be given free per call restrict unless the end user chooses all call restrict. End users are entitled to change restrict options two times during the six months after Call ID becomes available in their central office territory. End users electing to change their restrict option after the initial six months or in excess of two changes within the six-month period will incur a \$10.00 nonrecurring fee. New end users, who move into the territory after Call ID becomes available, are entitled to a six-month grace period from their initial service date.

All end users may activate Anonymous Call Rejection (ACR) by dialing an activation code. ACR allows end users to reject calls automatically if the calling party is using either per call restrict or all call restrict. With ACR activated, the called party's phone will not ring, and the calling party will hear an announcement advising that the anonymous call will not be accepted. There will be no charge to the calling party for anonymous calls thus rejected. Upon customer request, ACR will be removed from an end user's line without charge. A Record Order Charge will apply to add ACR capability back onto an end user's line after it has been removed.

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<sup>1</sup> Calling Number Identification service-blocking options does not prevent the calling party's Automatic Number Identification (ANI) from being transmitted with the call. Therefore, Calling Number Identification Blocking does not prevent the delivery of calling party's telephone number to those parties that utilize ANI, such as calls made to emergency services (9-1-1), (3-1-1), or calls made to toll free service numbers (i.e. 800, 888, 877, 866 etc.).

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- q. Call ID Plus Name (Cont'd) - The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call ID, Call ID Plus Name, Call Return, Automatic Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Automatic Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third-party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call ID, Call ID Plus Name, Call Return, Automatic Redial or other similar services identified in this tariff.
- r. Selective Call Forward - Selective Call Forwarding allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is access by dialing \*63 or 1163 from a rotary telephone. After gaining access to the service, the customer can active or deactivate by dialing an activation/ deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.
- s. Selective Call Acceptance - Selective Call Acceptance allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing \*64 or 1164 on a rotary telephone.
- t. Selective Call Rejection - Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an unknown caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing \*60 or 1160 from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

- u. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI <sup>1</sup>.
- v. Priority Call - Priority Call allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.
- w. Talking Caller ID provides the functionality of Caller ID without requiring the Caller ID Box. This service receives the name that was delivered with the call and converts the name into speech to be spoken to the subscriber. If a caller's name is blocked or unavailable, then a phrase such as "name unavailable" or "name Blocked" is spoken to the subscriber. **Private numbers are announced as "private"**. The subscriber has the same choices for handling all incoming calls that Call Screening provides for blocked or unavailable calls.

(C)

Customers have the following options:

1. Press a digit to accept the call. The caller will then be connected.
2. Press a digit to reject the call. The service plays a message to the caller that the subscriber is unavailable and disconnects the call.
3. Press a digit to reject the call and request their name to be removed from the caller's phone list. The service plays a message to the caller of this request and disconnects the call.
4. Press a digit to send the call to their voice mail. The service connects the caller to the subscriber's voice mail system. This option is configured and can only be provided to subscribers with voice mail capabilities

<sup>1</sup> ISDN BRI is grandfathered and limited to existing customers at existing locations as of 03/28/2022. Moves, additions or changes will not be permitted.

(N)  
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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

##### x. Multiple Custom Calling Feature Discounts

1. Custom Calling Features (non-usage sensitive) in service on each access line.

#### Discount Percentage

- |   |   |
|---|---|
| a. 2 Features on each access line         | 1 |
| b. 3 or more Features on each access line | 1 |

2. Feature Packages

These feature packages include custom calling features, inTeleFeatures and voice mail products at a special package rate.

<u>Basic Max Pack (Business Only)</u>	<u>Max Pack (Business Only)</u>
Call ID Plus Name	Call ID Plus Name
Call Forwarding	Call Forwarding
Call Transfer	Call Transfer
Call Return	Call Return
Busy Redial	Busy Redial
Speed Call 8	Speed Call 8
	Call Waiting
<u>Frontier Freedom Pack – I <sup>2</sup> (Residence Only)</u>	<u>Frontier Freedom Pack – II <sup>2</sup> (Residence Only)</u>
Call ID Plus Name	Call ID Plus Name
Call Forwarding	Call Forwarding
Call Transfer	Call Transfer
Call Return	Call Return
Busy Redial	Busy Redial
Speed Call 8	Speed Call 8
Call Waiting	Call Waiting

<sup>1</sup> See Section 13, Rates for discounts currently in effect.

<sup>2</sup> Grandfathered as of May 11, 2019.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

##### x. Multiple Custom Calling Feature Discounts (Cont'd)

#### 2. Feature Packages (Cont'd)

Frontier Freedom Family Pack <sup>1</sup> (Residence Only)	Frontier Freedom Plus Pack <sup>1</sup> (Residence Only)
Call ID Plus Name Call Forwarding	Call ID Plus Name Call Forward Plus
Call Transfer Call Return Busy Redial Speed Call 30 Call Waiting	Call Transfer Call Return Call Waiting Busy Redial Speed Call 30
Max Pack Plus (Business Only)	In-Touch Pack (Residence & Business)
Call ID Plus Name Call Forward Plus Call Transfer Call Return Busy Redial Speed Call 8 Call Waiting	Call Waiting Call Return Call Transfer Busy Redial

<sup>1</sup> Grandfathered as of May 11, 2019.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

##### x. Multiple Custom Calling Feature Discounts (Cont'd)

#### 2. Feature Packages (Cont'd)

##### Family Max Pack <sup>2</sup> (Residential Only)

Call ID Plus Name  
Call Forwarding  
Call Transfer  
Call Return  
Busy Redial  
Speed Call 8  
Call Waiting

##### Max Pack Plus<sup>2</sup> (Residential Only)

Call ID Plus Name  
Call Forward Plus  
Call Transfer  
Call Return  
Busy Redial  
Speed Call 8  
Call Waiting

##### Max Pack <sup>1</sup> (Residence)

Call ID Plus Name  
Call Forwarding  
Call Transfer  
Call Return  
Busy Redial  
Speed Call 8  
Call Waiting

<sup>1</sup> As of April 13, 1998, this service is grandfathered. Only customers of record as of 4/13/98 may have this service.

<sup>2</sup> As of September 4, 1998, this service is grandfathered. Only customers of record as of 9/4/98 may have this service.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.1 Types of Service (Cont'd)

##### x. Multiple Custom Calling Feature Discounts (Cont'd)

#### 2. Feature Packages (Cont'd)

##### Frontier Choices <sup>1</sup> (Residential Only)

Call Forwarding  
Call Forward – Plus  
Call Forwarding – Fixed  
Call Waiting/Cancel Call Waiting  
Customized Ringing  
Speed Dialing (8) Number List  
Speed Dialing (30) Number List  
3-Way Calling  
Call Transfer  
Automatic Redial  
Call Return  
Call ID Plus Name or Talking Caller ID  
Message Waiting Indication  
Long Distance Alert Ring  
Anonymous Call Rejection  
Call Waiting Whisper

##### Frontier Choices <sup>1</sup> (Business Only)

Call Forwarding  
Call Forward – Plus  
Call Forwarding – Fixed  
Call Waiting/Cancel Call Waiting  
Customized Ringing  
Speed Dialing (8) Number List  
Speed Dialing (30) Number List  
3-Way Calling  
Call Transfer  
Automatic Redial  
Call Return  
Call ID Plus Name or Talking Caller ID  
Message Waiting Indication  
Long Distance Alert Ring  
Anonymous Call Rejection  
Call Waiting Whisper

<sup>1</sup> The Frontier Choices Package is a feature package available to customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.1 Custom Calling Features (Cont'd)**

#### **9.1.1 Types of Service (Cont'd)**

##### **x. Multiple Custom Calling Feature Discounts (Cont'd)**

#### **2. Feature Packages (Cont'd)**

##### **Frontier Feature5 Package (Small Business Only)**

The Frontier Feature5 Package is a feature package available to small business customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

##### **Constant Features**

Caller ID Plus Name  
Call Forwarding  
Call Forwarding - Fixed

##### **Choice of 3 Custom Calling features from the following**

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Dialing (8) Number List	Multiline Hunting
Automatic Redial	

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.1 Custom Calling Features (Cont'd)

#### 9.1.2 Per Activation Regulation

##### a. Call Return (\*69), Busy Number Redial (\*66) and Three-Way Calling)

Call Return (\*69), Busy Number Redial (\*66) and Three-Way Calling are available to end users either on a subscription basis or on an alternative per activation basis. A cap of \$15.00 will be provided to all customers utilizing Busy Number Redial (\*66), Call Return (\*69) and Three-Way calling on a per activation basis. (For Centrex lines, the cap is twice the monthly charge for the feature on a regular business line.)

The activation charge for Call Return (\*69), Busy Number Redial (\*66) and Three-Way Calling is not applied when the call is not completed. Non-Subscription end users will be charged the activation charge for completed calls without any specific prior request for the feature.

Upon customer request, Call Return (\*69), Busy Number Redial (\*66) or Three-Way Calling will be removed from an end user's port without charge. A Record Order Charge will apply to add per activation capability back onto an end user's port after it has been removed.

The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Call ID, Call ID Plus Name, Call Return (\*69), Busy Number Redial (\*66) services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Busy Number Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third-party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call ID, Call ID Plus Name, Call Return (\*69), Busy Number Redial (\*66) or other similar services identified in this tariff.

##### b. Long Distance Alert Ring (LDA) - Allows the end user to have an audible indications of a long-distance call with a distinctive ring (short, long, short) when the phone is not in use. Any number which does not come in via SS7, which includes cellular calls, Frontier Telephone of Rochester, Inc. intraLATA toll calls, as wells as calls initiated from a company with a PBX will also ring with the Long-Distance Alert.

End users can have both customized ringing as well as LDA, however LDA takes first priority. This means no matter which number is dialed, if the call falls into the category of LDA, it will ring with the LDA ring.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.2 Remote Call Forwarding Service (RCF)

#### 9.2.1 General

Remote Call Forwarding Service (RCF) - This feature is a local exchange service that utilizes a telephone number and central office facilities in the RCF local calling area to automatically forward all incoming calls dialed to the RCF telephone number to another telephone number in the same exchange as the RCF number or in a different exchange.

#### 9.2.2 Rate and Charges

##### a. Rearrangements and Changes

	Per Occasion <u>Charge</u>
1. Change of telephone number to which calls are forwarded	Additional Line Charge applies. Rates can be found in Section 13, Rates
2. Change of Directory Listing	Record order charge. Rates can be found in Section 13, Rates
3. Change of Interexchange Carrier	See Access Service Tariff (F.C.C. #1), Section 4.9(c)

In addition, the subscriber to Remote Call Forwarding is responsible for station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for service in the RCF central office will apply. No allowance for local calls is included in the RCF monthly rate.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.2 Remote Call Forwarding Service (RCF) (Cont'd)**

#### **9.2.3 Terms and Conditions**

- a. Remote Call Forwarding service is offered subject to the availability of necessary equipment and facilities.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups; only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- d. Identification of the originating telephone number is not provided to the remote end user.
- e. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forward call.
- f. Remote Call Forwarding is not represented as suitable for the transmission of data.
- g. Call Forwarding will not be offered as a feature at the RCF terminating station.
- h. Remote Call Forwarding is provided on condition that the end user subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF end user without interfering with or impairing any other services offered by the Telephone Company.
- i. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection charge.
- j. Appropriate charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- k. Each RCF group is entitled to one alphabetical listing and one classified listing (for business end-users only) at no charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.2 Remote Call Forwarding Service (RCF) (Cont'd)**

#### **9.2.4 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Remote Call Forwarding Service.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Remote Call Forwarding Service at any time upon 1-day 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 Remote Call Forwarding Service for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Remote Call Forwarding Service may be waived for a 60-day period for new customers.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.3 Centrex Features

#### 9.3.1 Description of Features

- a. Add-on Consultation Hold-Incoming Only - Provides three way calling restricted to incoming DID calls.
- b. Automatic Callback - Allows an end user, after reaching a busy station, to dial a code to activate automatic callback. When the busy station becomes available, the end user is rung back. Upon answer of the originating caller, the previously busy station is rung.
- c. Call Forward-Variable - Allows an end user to reroute incoming calls to another specified telephone number. The end user must activate and deactivate.
- d. Call Forward-Busy - Automatically reroutes incoming calls to a pre-specified telephone number when the called line is busy.
- e. Call Forward-Don't Answer - Automatically reroutes incoming calls to a pre-specified telephone number when the called number does not answer after a specified period of time.
- f. Call Pickup - Allows an end user to answer another user's telephone from his/her set (within the same Centrex group).
- g. Call Waiting - Allows an end user already on the telephone to know that another call is waiting. The end user can transfer to the new call while holding the original connection.
- h. Cancel Call Waiting - Allows an end user with Call Waiting to disable the feature for the duration of a specific call.
- i. Speed Calling - Allows an end user to automatically dial one of 30 end user changeable preprogrammed telephone numbers by dialing the 2 digits representing the number to be called.
- j. Call Hold - Allows an end user to "hold" a call-in progress. This frees the line for originating another call or answering a waiting call. A held call cannot be added to another call.
- k. Call Transfer - Allows an end user to pass on an established call to another station.
- l. Distinctive Ringing - Applies a distinctive ringing pattern that enables an end user to determine the source of an incoming call - from within a business or from outside the business.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.3 Centrex Features (Cont'd)

#### 9.3.1 Description of Features (Cont'd)

- m. Three-Way Calling - Allows an end user to hold a conversation with two other parties at the same time.

Transmission may not be satisfactory on all three-way and call forward connections.

- n. Station-to-Station Calling - Allows conversations between users with Centrex service. This is accomplished by dialing an abbreviated number (usually 4 digits).
- o. Multiline Hunting - Allows incoming calls placed to one number to be rung on other lines if the preceding line is busy. The hunting process may be circular, regular or uniform hunting.
- p. Call Transfer - Internal Only - Allows an end user to pass on an established call to another station in the Centrex group.
- q. Call Transfer - Outside - Allows an end user to transfer a call from outside the Centrex group to an external call.
- r. Call Transfer - Individual - Incoming Only - Allows an end user to transfer an incoming call to another station in the same Centrex group.
- s. Call Transfer - Individual - All Calls - Allows an end user to transfer only established call to another station within or outside Centrex group.
- t. Direct Inward Dialing - Allows an incoming call from the Telephone Company's network to reach a specific Centrex station line without attendant assistance.
- u. Direct Outward Dialing - Allows calls to be placed to the Telephone Company's network without attendant assistance.
- v. Directed Call Pickup with Barge-In - Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, a barge-in alert tone is provided, and a 3-way call is established.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.3 Centrex Features (Cont'd)

#### 9.3.1 Description of Features (Cont'd)

- w. Directed Call Pickup Without Barge-In - Allows a Centrex user to answer calls directed to a specific line from any other station line in the end user group. The end user accomplishes this by dialing a unique answer code and the extension number of the line to be answered. If the call has already been answered by the called party, the Call Pickup user receives a reorder tone, and a 3-Way call is NOT established.
- x. Group Call Pickup Originating - Allows a Centrex end user to answer any incoming call within an associated preset pickup group.
- y. Group Call Pickup Termination - Designates which lines can be picked up using the Group Call Pickup Originating feature.
- z. Group Number Plan - Reserves a range of numbers for Centrex Customers.
- aa. Speed Calling Shared - Allows multiple users to access a common speed call list.
- bb. Station Line Hunting - Allows telephone numbers to be grouped into a prearranged ordered list. When calls are placed to a busy line in the group, it will search for an idle line.
- cc. Call Forwarding - Within Group Only - Allows calls only to be transferred to stations within the Centrex group.
- dd. Call Waiting - Incoming only - alerts an end user already on the telephone that a call from outside the Centrex group is waiting.
- ee. Call Waiting - Originating - Allows a Centrex group station end user to direct a call waiting tone toward a busy called station in the same Centrex group (even if the user does not in fact have the call waiting feature).
- ff. Code Calling - Allows attendants and station end users to dial an access code and a 2- or 3-digit called party code to activate signaling devices (bells, gongs, horns etc.) with a coded signal corresponding to the called code.
- gg. Conference Calling - 6-Way \* - Allows a station end user to establish a conference call involving up to 5 other parties without attendant assistance. This service is available to Business end users only.

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<sup>1</sup> As of November 8, 1996, Conference Calling - 6-Way service for residential end users is grandfathered. Only customers of record as of 11/8/96 may have this service.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.3 Centrex Features (Cont'd)

#### 9.3.1 Description of Features (Cont'd)

- hh. Dial Call Waiting - Allows origination Centrex group stations to invoke call waiting service on selected intragroup calls by dialing an access code followed by the extension number of the station to receive the call waiting tone.
- ii. Loudspeaker Paging - Allows dial access to end user-owned loudspeaker paging equipment. (The called party can dial an access code from any station in the Centrex group to be connected to the paging party.) End user must provide necessary on-premises equipment for this feature.
- jj. Radio Paging Access - Allows attendants and station end users to access radio paging equipment and page individuals carrying pocket radio receivers. The paged party, upon receiving the page, establishes a voice connection with the paging party by dialing a unique answering code from any station in the Centrex group. End user must provide any necessary on-premises equipment for this feature.
- kk. Selective Control of Facilities - Allows the end user to busy out private facilities and thereby deny all originating access.
- ll. Tandem Tie Line Dialing - Allows routing of calls over multiple private facilities uniform dialing requirements.
- mm. Terminal Group Restriction (Originating and Terminating) - Allows for individual stations to be restricted from dialing or receiving certain types of calls (i.e.: outgoing/incoming calls to or from outside the Centrex group).
- nn. Automatic Redial - See 9.1.1 of this section.
- oo. Call Return - See 9.1.1 of this section.
- pp. Call Tracing - See 9.1.1 of this section.
- qq. Remote Activation of Call Forwarding - See 9.1.1 of this section.
- rr. Call ID - See 9.1.1 of this section.
- ss. Call ID Plus Name - See 9.1.1 of this section.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services**

These services are basic voice and data capabilities which can be combined on a single access line. The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High-Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data. Up to three basic service capabilities may be furnished for each digital service line.

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports:

- a. Circuit Switched Data - up to 64 kbps circuit mode used for data information calls.
- b. Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data used alternately for voice information or data information calls.
- c. Low Speed Packet Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the 16 kbps D Channel.
- d. High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B Channel at speeds up to 64 kbps.
- e. Alternate Circuit Switched Voice/Packet Switched Data - Circuit switched voice and packet switched data used alternately for voice information or data information calls.
- f. Multipoint - Multipoint ISDN allows multiple terminals or users access to one ISDN basic rate interface access line. Terminals on the multipoint share the available 2B + D Channels. When one terminal is active on a circuit switched B-Channel call, no other terminal may use that B-Channel. When both B-Channels are in use, no other terminal may use them. The D-Channel may be shared among all users, although throughput may be affected with high usage. This service will be available at a standard number of two terminals per ISDN access line.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

- g. Enhanced Digital Telephone Service (EDTS) - Is comprised of several features which provide end users with the functionality of a key system, from the central office, thereby eliminating the need for controlling equipment and complex wiring on the end user premises. ISDN terminals must be obtained independent of this service by the end user.

The customized features available with EDTS are:

- Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Predefined standard configuration groups are provided with the EDTS system. The end user has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges section following.
- Feature Access - Provides use of optional features via button/key assignments or feature access codes.
- Multiple Directory Numbers - Allows for more than one directory number to be assigned to call appearances on single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.
- Terminal Management - Allows certain functions associated with call appearance to be performed automatically as specified by the end user. A call appearance is the designated button or equivalent on the ISDN terminal where EDTS provides for the termination of directory numbers. The options are:
- Idle Call Appearance Preference - The switch determined which call appearance, previously indicated by the end user, is to be employed when the end user goes off-hook without first manually selecting an appearance.
- Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.
- Automatic Hold/Drop Preference - The switch will automatically determine, according to the end user's previously indicated preference, how to treat a call-in progress on a call appearance when the end user shifts to another appearance without manually placing the call on hold.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

#### **9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)**

##### **g. (Cont'd)**

- Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the end user has pressed the conference or transfer button.
- Button Management - The switch follows the end user's definition of which ISDN terminal buttons are used for call appearances and activated features within the limits of the configuration group.
- Delayed Ringing - End user selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the end user.
- Abbreviated Ringing - Ringing is provided on incoming calls for an end user specified interval only.
- Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call-in progress.
- Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.
  - Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.
  - Bridging with Shared Call Appearances - This feature allows third party-initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.
  - Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows an end user to handle more than one call on a single directory number.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)

h. Flexible Packet Service

The following customized features are available with any of the Basic Packet Switching Service capabilities at no charge.

- Flow Control Parameter Negotiation - Permits negotiation, on a per call basis, of the flow control parameters (window size and packet size).
- Throughput Class Negotiation - Allows negotiation, on a per call basis, of the throughput calls (speed or baud rate) for each direction of data transfer associated with a virtual call.
- Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.
- Fast Select, Fast Select Acceptance - Allows an end user to send up to 128 bytes of user data in the call request packet.
- Reverse Charge Request - Permits an end user, on a per call basis, to request the Packet Switch to assign billing charge to the called terminal rather than the calling data terminal.
- Reverse Charge Acceptance - Permits an end user, on a per call basis, to accept billing charges for a terminating call.



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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

#### **9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)**

- i. Display Service - Provides group call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. The features available are:

##### **Basic Display Service**

- Outgoing Called Line Identification (OCLID) - Provides the terminal user with information about the originating call.
  - Call Status
  - Time and Date Information
  - Call ID Service - See description in part A of this section.
  - Inspect for ISDN Station Sets - Enables the ISDN terminal user to display call related information about calls placed on hold.
- j. Packet Switching Service Optional Features - The following optional features are available with any of the Basic Packet Switching Service Capabilities.
    - 1. Permanent Virtual Circuits - Allows an end user to establish a dedicated logical channel between two digital service lines equipped for packet service without needing call setup or clearing.
    - 2. Additional Virtual Circuits - Those circuits that an end user subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the end user specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.
    - 3. Closed User Group - Provides an end user with the capability to form closed sub-networks within the end user's group of ISDN terminals and thus control user access.
    - 4. Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

#### **9.4.1 The following services are available with Basic Rate ISDN and ISDN Centrex ports: (Cont'd)**

##### **k. Miscellaneous Optional Features for Basic Rate ISDN and ISDN Centrex ports.**

1. Additional Directory Numbers - per end user request, a second directory number will be provided per ISDN terminal at no charge.
2. ISDN Centrex Service also includes the following features at no charge:
  - Direct Inward Dialing (DID)
  - Direct Outward Dialing (DOD)
  - Directed Call Pick-Up
  - Group Numbering Plan
  - Identified Outward Dialing (IOD)
  - Speed Calling
  - Station Busy-Camp On
  - Station Line Hunting
  - Station-to-Station Calling on Circuit Switched Voice & Data Calls
  - Tie Line Access
  - ISDN Centrex Group - Allows up to eight primary directory numbers to appear on a single ISDN Centrex terminal.
  - ISDN Centrex Group Coverage for Analog Lines - Allows an analog station set to share call appearances with an ISDN Centrex group terminal. Suitable terminal equipment is required.

NOTE: Packet Switched Data calls within the Centrex group are billable at the rates listed in Section 13, Rates.

##### **3. Multifrequency Switched Digital Data Access Service**

Allows for an access connection between a subscriber's premises and a suitably equipped central office that is equipped to transmit digital data at the speed of 56 Kbps per second over the switched network. This service is only available for use in conjunction with a specially provisioned Interexchange Carrier Feature Group D switched access service trunk.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.4 ISDN Features and Services (Cont'd)**

#### **9.4.2 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both in order to promote the sale of ISDN.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the nonrecurring charges, recurring charges, or both associated with ISDN at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Appropriate notification of waived charges will be made to eligible customers.

### **9.5 ISDN Centrex Features**

#### **9.5.1 Refer to Links (Section 5) of this tariff.**

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.6 Call Handling**

9.6.1 Call Handling Service provides end users with call distribution of incoming calls.

The following Call Handling options are available to Residential access lines, Metered Business lines, PBX trunks, and Direct Inward Dialed Trunks:

- a. Series Completion Hunting - Allows an end user to group up to 13 lines or trunks into a hunt group. When a call is placed to a busy number, the call will hunt to the next available line in the hunt group. Busy tone is returned if the last line is reached without finding an idle line.
- b. Multiline Hunting - Provides a search for an idle terminal within a hunt group. The end user can group 14 or more lines or trunks into a hunt group.
  1. Regular - The call will hunt in the same manner as series completion hunting.
  2. Circular Hunting - Hunting starts at the terminal associated with the dialed number and continues through the last terminal in the hunt group, then proceeds to the first terminal in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the called terminal is reached without finding one that is idle.
  3. Hunting/Non-Hunting Number - If the lead number of the hunt group is called, the non-hunt number will be part of multiline hunt group. If the non-hunting number is called directly, the call will not hunt to the next terminal if this line is busy.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.6 Call Handling (Cont'd)**

#### **9.6.2 Uniform Call Distribution is available to business end users:**

- a. Uniform Call Distribution - A multiline hunt service that provides for the uniform distribution of incoming calls, in order of their arrival, among the available members of a hunt group.
- b. Call Queuing Options - The following call queuing options are available to Uniform Call Distribution hunt groups. If all lines in the hunt group are busy, the incoming call will be queued. If the number of calls in a queue reaches the maximum number of calls permitted in that queue, subsequent calls to the hunt group will receive a busy signal. Calls will be released from the queue to the available lines in the approximate order of their arrival.
  1. Ringing - While in the queue, the calling party will hear the telephone ringing.
  2. Generic Announcement - A standard announcement is provided to incoming calls while waiting for an available line.
  3. Personalized Announcement - A personalized announcement is provided to incoming calls while waiting for an available line. This feature is offered with either a 12 or 24 second announcement.
  4. Personalized Announcement Change - An end user is allowed to change the personalized announcement at any time.
  5. Queue Number Change - An end user may change the number of calls allowed in the Queue at any time.

#### **9.6.3 Terms and Conditions**

- a. Call Handling Service is available where equipment and facilities permit.
- b. Personalized announcement can be either male or female voices.
- c. The Telephone Company must be informed 20 working days prior to when a personalized announcement change is scheduled to be effective.
- d. The Telephone Company will not permit obscene announcements.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.6 Call Handling (Cont'd)**

#### **9.6.4 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Call Handling.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Call Handling at any time upon 1-day 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 Call Handling for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Call Handling may be waived for a 60-day period for new customers.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.7 Message Waiting Indication Feature**

#### **9.7.1 General**

Message Waiting Indication service allow the Telephone Company's central office switch to provide an indication to an end user that he/she has a message waiting to be retrieved. Two types of indicators are available:

- a. Audible Message Waiting Indication - the Telephone Company's central office switch provides an indication tone (stutter dial tone) when the end user goes off hook.
- b. Visual Message Waiting Indication - the Telephone Company's central office switch activates a message waiting indication lamp on the station set.

Once the end user retrieves the messages, the message waiting indication is deactivated.

#### **9.7.2 Terms and Conditions**

- a. End users subscribing to Message Waiting Indication must also subscribe to a vendor that provides voice mail service. This may be a vendor different from the end users presubscribed local/intraLATA provider.
- b. Customers subscribing to Message Waiting Indication must convey to the Telephone Company which voice mail vendor they will be utilizing.
- c. Message Waiting Indication is offered only from a No. 5ESS central office containing at least one Integrated Services Digital Network (ISDN) Switch Module.
- d. End users that wish to utilize the Visual Message Waiting Indication feature must provide the end user premises equipment needed to support this feature.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.8 Simplified Message Service Interface**

#### **9.8.1 Description and Definition of Customer**

- a. Simplified Message Service Interface (SMSI) enables a Voice Mail provider to connect its own system, via an Applications Processor Link, to a No. 5ESS central office which serves the Voice Mail provider's end users. When a call is placed to an end user, the Applications Processor Link simultaneously transmits the called number (end user's telephone number).
- b. An audible or visual Message Waiting Indication may be activated or deactivated by the Customer via Simplified Message Service Interface to indicate to the end user that a message has been taken.
- c. Customer - refers to voice mail provider (vendor).
- d. End user refers to endorser - Voice mail customer.

#### **9.8.2 Rules and Regulations**

- a. SMSI is offered only from a No. 5ESS central office containing at least one Integrated Services Digital Network (ISDN) Switch Module.
- b. A voice mail vendor who wishes to offer this service to its end users must link the appropriate hardware and software (Applications Processor) to the 5ESS central office. At least one ISDN switch module, must be equipped with the appropriate software to provide this service, provided that the central office has the technical capability to do so. The Customer is responsible for their equipment and any fees associated with installation and maintenance of the equipment. The Customer must make payment for services associated with this equipment as specified elsewhere in this tariff.
- c. The voice mail vendor must use an Applications Processor Link to communicate with the No. 5ESS central office switch.

An Applications Processor Link is a specially provisioned ISDN line that is used to transport data for enhanced capabilities such as SMSI.

- d. The rates specified for the Applications Processor Link contemplate the availability of existing compatible facilities from the normal serving central office. If such facilities are not available, or if changes to existing facilities are required to provide SMSI, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a non-recurring and/or monthly charge.



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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.8 Simplified Message Service Interface (Cont'd)**

#### **9.8.2 Rules and Regulations (Cont'd)**

- e. The end user must authorize the Telephone Company in writing, to deliver data on the end user's calls.
- f. To ensure satisfactory operation, the terminal equipment provided by the Customer must be compatible with the facilities provided by the Telephone Company.
- g. The Telephone Company is not responsible for data lost between the No. 5ESS switch and the Customer's equipment due to power failures, retrofits, back up procedures, link failures, etc.
- h. The Telephone Company will not provide a transaction history to the Customer or end user.

#### **9.8.3 Payment Arrangements and Credit Allowances**

- a. The minimum period for which service is furnished and which charges are applicable is one year.
- b. Termination charges will apply for the unrecovered amount of contracted service.
- c. Suspension of service is not allowed.
- d. Rates for Simplified Message Service Interface and the applications processor link can be found in Section 13, Rates.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.9 Hotline Service**

#### **9.9.1 General**

Hotline Service permits a telephone access line to be programmed to automatically establish a pre-designated connection the moment the calling line goes off-hook.

#### **9.9.2 Terms and Conditions**

- a. Hotline Service can be used for intra or inter Central Office calls.
- b. Calls may be terminated on the line.
- c. An end user cannot override the Hotline feature. The Customer must call the Telephone Company to change the pre-designated number.
- d. Hotline service is not available to ISDN access lines and coin phones.

#### **9.9.3 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Hotline Service.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Hotline Service at any time upon 1-day 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 Hotline Service for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Hotline Service may be waived for a 60-day period for new customers.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.10 Blocking Service

#### 9.10.1 General

Blocking Service is a feature that permits end users to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business end users:

- a. 900, 700 Service Access Code Blocking - Allows an end user to block all calls beginning with the 900 and 700 NPA (i.e. 900-XXX-XXXX) and 333 NXX from being placed.
- b. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).
- c. Central Office Code Blocking - Allows an end user to block placement of all calls to a particular central office code.
- d. Third Number Billed and Collect Call Restriction - Provides an end user with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- e. Toll Restriction and Blocking - Provides an end user with local dialing capabilities but blocks any end user-dialed call that has a long-distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+800 (Toll Free), and operator assisted toll calls.

- f. Toll Restriction Plus - Provides an end user with Toll Restriction, as described in paragraph H.1.d. of this Section and blocking of 411 calls.
- g. Toll, Operator, Other – Provides an end user with the ability to block all calls beginning with 0+, 1+, 800, 877, 866, 888, 500, 700, 900, 971, 411 and 333.
- h. Direct Inward Dialing Blocking (Third Party and Collect Call) - permits business end users who subscribe to DID Service as described in Section 13, Rates of this tariff to have Third Party and Collect Call Blocking on their number ranges.
- i. Customized Blocking Services - Provides subscribers with the ability to customize their blocking feature by allowing them to specify individual numbers in their blocking schemes. Blocking schemes can either block all calls except to the specified numbers or call allow all calls except to the specified number. The charges are based on the number of lines that are allowed or blocked.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.10 Blocking Service (Cont'd)**

#### **9.10.1 General (Cont'd)**

- j. Limited Local Service Blocking Option-Providers subscribers with toll restriction on their line where they will be limited to having the ability to make: 0-, 911, 311, 8YY or 611 outgoing calls only and have unlimited incoming calls.

#### **9.10.2 Blocking Due to Non-payment by End Users**

Frontier Telephone of Rochester, Inc. will provide blocking services for Customers whose end users are in default of their payments. Blocking of third number and collect calls will be made within 48 hours of the request, excluding weekends and holidays.

The Telephone Company's liability or failure to carry out such instructions is limited to the tariffed charge for this blocking service. In addition, the customers will defend and hold the Telephone Company harmless from any claims of any damages alleged by its end users as a result of such blocking.

The following options are available:

- a. Deny Service One Way - Blocks all outgoing calls except 911 calls. Customer may still make third number, collect and calling card calls.
- b. Deny Service Two Ways - Blocks all incoming and outgoing calls except 911 calls. This will be done 10 days after the Deny One-Way is added unless Customer informs the Telephone Company that the end user should be restored. The line will be totally disconnected by the end of the following business day. Customer may still make third number, collect and calling card calls until the account is canceled.
- c. Deny for Protection - Blocks all incoming and outgoing calls. This blocking is mainly used by customers who suspect fraud on the part of their end users, as opposed to an end user simply not paying. Another application may be when mail is returned by the post office. The line will be totally disconnected within 10 business days. Customer may still make third number, collect and calling card calls until the account is canceled.
- d. IntraLATA Toll Restrict - Blocks the following types of intraLATA calls: Calls to 411, Collect calls, Third Party calls, Calls prefixed by 10XXX, calls to numbers beginning with 971 and 974, 1+ calls, 0+ calls, and 800 number calls.
- e. InterLATA Toll Restrict - Blocks the following types of interLATA calls: Collect calls, Third Party calls, Calls prefixed by 10XXX, 1+ calls, 0+ calls, and 800, 900, 500 and 700 number calls. Also blocks intraLATA calls to numbers beginning with 971 and 974.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.10 Blocking Service (Cont'd)**

#### **9.10.2 Blocking Due to Non-payment by End Users (Cont'd)**

- f. InterLATA and IntraLATA Toll Restrict - Provides the blocking associated with both InterLATA Toll Restrict and IntraLATA Toll Restrict.
- g. Selective Unblocking - Allows an interexchange carrier to remove the interLATA 1+ blocking on an end user's port for calls placed by that interexchange carrier only. Requests for this type of blocking will not be accepted from Customers.
- h. Feature Blocking - Provides blocking of some or all of the custom calling features on an end user's line.

Customers will be charged a Record Order charge (described in Section 1, with rates listed in Section 13, Rates) for toll and feature blocking each time blocking is added or removed from an end user's port. A deny service charge will apply for one way and two way denies. If a customer requests more than one type of blocking on one port, only one Record Order charge will apply.

#### **9.10.3 Terms and Conditions**

- a. The Telephone Company will not be liable for any charge incurred due to a third or collect call being placed to a third and collect blocked line by any carrier other than the Telephone Company.
- b. Blocking Service is available where equipment and facilities permit.

### **9.11 Coin Line Features**

The following features are available with basic coin line ports. Rates are listed in Section 13, Rates.

**Outward Call Screening** - This feature is designed to prevent fraudulent use of a COCOT by placing calls on an operator assisted basis without depositing coins, or without using a calling card.

**Outgoing Only Service** - This feature will prevent the completion of incoming calls to COCOT equipment.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.12 Feature Plus Service

Feature Plus Service provides business end users the ability to add a specified set of features to their business ports. End users may choose any one of three feature packages for any or all lines. Feature Plus is available where technically feasible.

The Feature Plus packages listed below are available. Touch Phone Service is required for Feature Plus and is included in the package rate. Rates for Feature Plus packages can be found in Section 13, Rates.

Recurring rates and installation, termination and other non-recurring charges apply according to the appropriate schedules outlined elsewhere in this tariff.

#### Package A

Call Hold	Station-to-Station Calling
Call Transfer	Call Forward-All Calls
Three-way Calling	

#### Package B

Package A Features	Speed Calling - 30
Call Pick-up	Distinctive Ringing
Call Forward-Busy	Call Forward-Don't Answer
Automatic Call Back (from Feature Plus lines)	

#### Package C

Package A Features	Call Forward-Don't Answer
Call Pick-up	Speed Calling - 30
Call Waiting	Distinctive Ringing
Cancel Call Waiting	Automatic Call Back (from Feature Plus lines)

#### Package D

Package A Features	Distinctive Ringing
Call Pick-up	Automatic Call Back (from Feature Plus lines)
Speed Calling - 30	Multiline Hunting

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.13 Conditioning for Leased Channels for Data Transmission**

#### **9.13.1 General**

These channels are similar in transmission characteristics to channels furnished for private line service. Terminal equipment required to condition the signals generated by the subscriber-provided data processing equipment to signals suitable for transmission and to condition the signals received from such a channel to signals suitable for delivery to subscriber -provided data processing equipment shall be provided by the subscriber.

#### **9.13.2 Rates and Charges**

- a. The charges for conditioning in Section 13, Rates are in addition to the rates for links and ports required to provide service.
- b. Channel Conditioning, for data leased channeled to meet subscriber's specifications for transmission characteristics.

Type C1 - The envelope delay distortion shall not exceed:  
between 1,000 and 2,400 Hertz, a maximum difference of 1,000 mcs.  
- The loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:  
between 1,000 and 2,400 Hertz, -1db to +3db  
between 300 and 2,700 Hertz, -2db to +6db  
(+ means more loss)  
For each terminal

Type C2 - The envelope delay distortion shall not exceed:  
between 1,000 and 2,600 Hertz, a maximum difference of 500 mcs.  
between 600 and 2,600 Hertz, a maximum difference of 1,500 mcs.  
between 500 and 2,800 Hertz, a maximum difference of 3,000 mcs.  
- the loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:  
between 500 and 2,800 Hertz, -1db to +3db  
- between 300 and 3,000 hertz, -2db to +6db  
(+ means more loss)  
For each terminal

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.13 Conditioning for Leased Channels for Data Transmission (Cont'd)

#### 9.13.2 Rates and Charges (Cont'd)

##### b. (Cont'd)

- Type C4 - The envelope delay distortion shall not exceed:
- between 1,000 and 2,600 Hertz, a maximum difference of 300 mcs.
  - between 800 and 2,800 Hertz, a maximum difference of 500 mcs.
  - between 600 and 3,000 Hertz, a maximum difference of 1,500 mcs.
  - between 500 and 3,000 Hertz, a maximum difference of 3,000 mcs.
- the loss deviation with frequency (from 1,000 Hertz reference) shall not exceed:
- between 500 and 3,000 Hertz, -2db to +3db;
  - between 300 and 3,200 Hertz, -2db to +6db
- (+ means more loss)  
For each terminal

##### c. Private Line Channel for Protective Relaying (Type C6 Conditioning)

This conditioning is furnished only to power companies for protection of high voltage transmission line sections. It is furnished for use with 4-wire channels.

#### 1. Transmission Specifications

The loss deviation (reference 1,000 Hz) shall not exceed the following limits:

300-3,000 Hertz-2db	+6db
500-2,800 Hertz-1db	+3db

(+ means more loss)

The envelope delay distortion shall not exceed 2,000 mcs between 800 and 2,600 Hertz.

The resistance unbalance of the local channel cable pairs provided for protective relaying channels will be one percent or less.

#### 2. Conditioning Channels Between Two Points



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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.13 Conditioning for Leased Channels for Data Transmission (Cont'd)**

#### **9.13.2 Rates and Charges (Cont'd)**

- d. Bridging Arrangement furnished in the central office to provide Multi-Point Leased Channels for Data Transmission. Each bridging arrangement has a capacity of six terminations.

Each segment of a multi-point data leased channel is measured from the subscriber's location to the central office building where the bridging arrangement is located or between bridging arrangements in difference central office buildings and is rated separately.

Channel conditioning charges specified in a. preceding, where applicable, apply only at the terminations of the channels at the subscriber's location.

Bridging Arrangements are furnished, subject to the availability of facilities only in the central offices listed below.

Field  
Geneseo  
Pixley  
Plymouth

### **9.14 Direct Inward Dial Station Numbers**

A charge applies for each group of 100 Direct Inward Dialed Station Numbers. This charge can be found in Section 13, Rates.

### **9.15 Digital Data Service Bridging**

Digital Data Service bridging (used with low speed digital service) is a service which allows an end user the ability to bridge either 2.4, 4.8, 9.6, 19.2 or 56 Kbs data circuit using a multi junction unit. The control leg of the circuit transmits and receives from all of the branch legs. The branch legs transmit to and receive from the control leg only and not other branch legs. This service is only available between a customer premises and the Telephone Company's designated digital node.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.16 Automatic Route Selection**

#### **9.16.1 General**

Automatic Route Selection (ARS) is a Centrex/ISDN Centrex optional feature, available where facilities permit, that allows end users, to automatically select the preferred routing pattern for network toll calls.

Two different ARS dialing plans are available, the LATA Dialing Plan and the Custom Dialing Plan.

#### **9.16.2 Description**

- a. The LATA Dialing Plan allows the end user to designate a preferred routing pattern for each of the following call categories:
  - 1. IntraLATA Toll - All toll calls terminating in the Rochester LATA.
  - 2. NYS InterLATA Toll - All toll calls terminating outside of the Rochester LATA within NYS.
  - 3. Interstate Toll - All toll calls terminating outside NYS.
- b. The Custom Dialing Plan routes calls based on a pre-defined list of NPA, NXX and country codes supplied by the end user.

#### **9.16.3 Regulations**

- a. Automatic Route Selection is offered only to Centrex/ISDN Centrex end users served from central offices equipped to furnish this feature.
- b. Preferred routing patterns must be specified by the end user. A pattern is a group of up to 5 different routes, arranged to be automatically selected in sequence to complete calls.
- c. The customer may select either the Direct Distance Dialing (DDD) Network or an overflow tone as the final route.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.16 Automatic Route Selection (Cont'd)**

#### **9.16.3 Regulations (Cont'd)**

- d. Final routing to an overflow tone will be offered only if an end user has subscribed to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.
- e. Under the LATA Dialing Plan, all international calls will be routed to the DDD Network.  
  
International call routing is available with the Custom Dialing Plan. The end user has the option of routing either all international calls or only calls to specific countries.
- f. 555-1212, 411, 900, 971, 974, 700, 800 and 911 calls are not included in ARS routing.
- g. The end user is responsible for providing the Telephone Company with any modifications to the routing pattern. This includes modifications that may be necessary when a new NPA/NXX opens.
- h. All rates and charges specified for Automatic Route Selection are in addition to the rates and charges for the associated facilities.
- i. The rates specified in Section 13, Rates are per ARS routing pattern. Should an end user request more than one routing pattern within the terminal group, additional charges will apply.
- j. The Telephone Company is not liable for any charges associated with a toll call that does not follow the end user specified preferred routing pattern.  
  
Should a call not follow the end user specified preferred routing pattern, the end user is responsible for providing the Telephone Company with the pertinent information needed to correct the pattern.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.17 Centrex Management System (CMS)

#### 9.17.1 General

##### a. Description

1. The Centrex Management System (CMS) allows Centrex end users to manage and control their Centrex lines and certain features. End users may transmit, via a dial-up terminal, request for line feature changes and inside rearrangements of single lines where all wiring and central office equipment is in place.
2. The CMS utilizes an AT&T system which is marketed under the name MACSTAR.
3. Customer premises equipment is required for the CMS. The Centrex end user must provide a terminal and modem, compatible with the Telephone Company's equipment. Feature changes are initiated by the end user through end user provided and maintained equipment interfacing with equipment on the Telephone Company's premises.
4. The CMS is a time share system which provides access to end users on shared facilities. Depending upon the number of end users trying to simultaneously access the CMS, end users may occasionally incur a busy condition.

##### b. Definitions

1. **Feature Change.** A feature change is when the end user adds, deletes or alters the information in an alphanumeric field for a voice or data calling feature associated with a telephone number. (i.e., the idle telephone number field for the Call Forwarding Don't Answer feature).
2. **Line Rearrangement.** A Line Rearrangement is when the end user swaps or rotates a telephone number with other telephone numbers.
  - a. **Line Swap.** A line swap is when the end user moves one telephone number and all its associated calling features to another telephone's number physical location. The second telephone number and all its associated calling features are simultaneously moved to the first telephone's number original physical location.
  - b. **Line Rotation.** A Line Rotation is when a telephone number is swapped with two or more telephone numbers. The telephone numbers are rotated in a closed loop.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.17 Centrex Management System (CMS) (Cont'd)**

#### **9.17.2 Rules and Regulations**

- a. The CMS is offered only where the end user's location is served by a No. 5ESS central office that is linked to an applications processor with the CMS software.
- b. The CMS is subject to the availability of the equipment and the Telephone Company's capacity to provide the system.
- c. The Telephone Company reserves the right to withhold the offering of this system if it is determined that the end user's equipment is incompatible with the Telephone Company's equipment.
- d. End user terminal equipment requires the use of a dial-up modem to run at a speed acceptable to the Telephone Company.
- e. If an end user has more than one service address/location served by the same Centrex Terminal Group, line rearrangements may be denied between these service addresses/locations.

Line rearrangements may be made only to lines within the same Centrex Terminal Group.

If an end user is served by more than one Centrex Terminal Group, features removed from a line in one Terminal Group cannot be added to a line in another Terminal Group.

- f. End users may not exclude any Centrex lines within a Centrex Terminal Group from being included in the CMS.
- g. The Telephone Company reserves the right to establish the features that may be changed by an end user.
- h. The Telephone Company reserves the right to exclude certain lines from the CMS and/or to restrict changes to certain lines, such as lines terminated on an attendant position, lines equipped with special hardware or software configurations (eg. multiline hunt groups, ground start, make busy, stop hunt, etc.) The end user may view line features on restricted lines.
- i. An end user may request certain lines to be restricted.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.17 Centrex Management System (CMS) (Cont'd)**

#### **9.17.2 Rules and Regulations (Cont'd)**

- j. The Telephone Company reserves the right to temporarily restrict the end user from accessing the CMS when service conditions, including routine maintenance and backup procedures, affecting the central office or CMS exist.
- k. The Telephone Company reserves the right to determine and change the time of day and/or day of the week that the end user can access the CMS.
- l. The Telephone Company reserves the right to establish and change the time interval for releasing transactions to the CMS and No. 5ESS central office switch.

Changes will normally take effect within 24 hours of the release of transactions to the CMS.

- m. The Telephone Company reserves the right to limit the number of feature changes and line rearrangements per session and/or per day.
- n. Periodically, the software generic of the No. 5ESS central office switch will be upgraded. When this occurs, the end user may experience a period of service degradation until the corresponding software upgrade of the CMS takes place.
- o. A password is required to access the CMS. The end user shall be fully responsible for the security of the CMS system. The end user recognizes that while the CMS system requires password access, the system does not require periodic password changes. The Telephone Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to the end user's failure to periodically change the access password or otherwise to keep the system secure.
- p. In the event the end user uses CMS to swap or rotate directory numbers, all other FTR databases, including FTR's 911 Emergency System, will be updated within a reasonable period of time within the Telephone Company's discretion. The Telephone Company shall bear no responsibility for any loss of service, other loss, damage or inconvenience to end user arising directly out of the swap or rotation during the interim period until all databases are updated. The end user will be liable for all calls made from all swapped and rotated directory numbers during such period.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.17 Centrex Management System (CMS) (Cont'd)**

#### **9.17.2 Rules and Regulations (Cont'd)**

- q. The parties recognize and agree that CMS is not intended to support and will not support the following types of lines:
  - 1. Multiline Hunt groups (MLHG, UCD, ACD, etc.)
  - 2. Attendant Consoles
  - 3. Ground Starts
  - 4. Any other line requiring special hardware

#### **9.17.3 Responsibility of the Telephone Company**

- a. The Telephone Company is responsible for determining if the end user's password is a valid password when the customer dials into the CMS.
- b. The Telephone Company is not responsible for adjusting differences in charges to Billing Numbers caused by line rearrangements.
- c. In the event the system is unavailable for over 2 consecutive business working days, the Telephone Company will process the customer's transactions through normal operating procedures at no charge. The number of changes processed in this manner are limited to 30 per day for each day the system is unavailable.

#### **9.17.4 Responsibility of End User**

- a. The end user must provide and maintain all necessary end user equipment.
- b. The end user is responsible for the administration and security of the password. The end user is also responsible for any charges associated with the unauthorized use of the password.
- c. The end user is required to change their password a minimum of one time every 90 days.
- d. The end user must maintain a backup record of all transactions performed through the CMS.
- e. The end user must assign at least one employee as the CMS administrator. This person will maintain the customer's CMS data base.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.17 Centrex Management System (CMS) (Cont'd)**

#### **9.17.4 Responsibility of End User (Cont'd)**

- f. To resolve feature related problems, the end user's employees must contact the end user's CMS administrator.
- g. The end user is responsible for loading, maintaining and updating the discretionary/remarks data field on the CMS.
- h. CMS end users will be responsible for initiating changes to any information pertaining to Directory Listings, Location Addresses, Billing Telephone Number, etc., that changed as a result of a Telephone Number swap through CMS.
- i. Customers will pay the Telephone Company to load the end user's data base, with the end user telephone numbers and associated features, into the CMS.
- j. Once access to the CMS has been established, there is a fixed monthly charge, an additional per line monthly charge, and a usage charge for each feature or line rearrangement change. Restricted lines will be included in the line count.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.18 Station Message Detail Recording (SMDR)

#### 9.18.1 General

##### a. Description

1. Station Message Detail Recording (SMDR) is an enhanced service for Centrex and measured business lines. SMDR is the collection of call detail information on a station by station basis which provides the end user the data to perform a wide variety of reporting and manipulation functions.
2. Additional customer premises equipment is required to retrieve SMDR data. The equipment will consist of a software package that is installed in the end user's personal computer. Information is accessed via a dial-up modem which collects data from the central office message processor in order to produce reports.
3. Account codes can only be used in conjunction with SMDR. These account codes would allow the tracking of call information on an individual basis. Two types of account code services will be available to the end user; Deluxe and Restricted. The Deluxe system would allow the end user to voluntarily assign account codes to specific call detail on an individual user basis. The Restricted system would mandate account codes on all call information for specific lines placed on this system. The Account Code service is provided by the 5ESS and is accessed through the message monitor. The Deluxe system is activated at the end user premises and the Restricted system is activated at the switch.

##### b. Definitions

1. Monitor. The Monitor consists of the Message Processor and the Administrator Processor.
2. Message Processor. The Message Processor is a rack mounted microprocessor system used for high speed, high volume recording. It is necessary to have one message processor for each Central Office that is chosen to have SMDR capability.
3. Administrator Processor. The Administrator Processor is a workstation that configures and monitors up to 500 message processors located at the various Central Offices.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.18 Station Message Detail Recording (SMDR) (Cont'd)**

#### **9.18.2 Rules and Regulations**

- a. SMDR is offered only where the end user's location is served by a 5ESS central office that is equipped with a message processor and linked to an administrative processor.
- b. SMDR is subject to the availability of the equipment and the Telephone Company's capacity to provide the system.
- c. Intra Centrex and terminating (DID) call records currently cannot be provided.
- d. The Telephone Company reserves the right to temporarily restrict the end user from accessing SMDR when service conditions, including routine maintenance and backup procedures, affecting the Central Office warrant interruption in service.
- e. A password is required to access the SMDR system. The end user shall be fully responsible for the security of the SMDR system. The Telephone Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to end user's failure to periodically change the access password or otherwise to keep the system secure.
- f. SMDR is not represented or intended to be used as a provision for obtaining detail of billing records. The Telephone Company is not liable for any actions caused by discrepancies between SMDR data and billing data.

#### **9.18.3 Responsibility of the Telephone Company**

- a. The Telephone Company will conduct an initial training session for up to two SMDR customer administrators. This administrator will be trained on how to retrieve the data provided by SMDR.
- b. The Telephone Company will make every effort to keep the SMDR system operational at all times. However, the Telephone Company reserves the right to temporarily restrict service due to maintenance or system upgrades. Customers will receive prior notice for planned system outages.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.18 Station Message Detail Recording (SMDR) (Cont'd)**

#### **9.18.4 Responsibility of the End User**

- a. The end user must provide and maintain all necessary end user equipment.
- b. The end user is responsible for the administration and security of the password. The end user is also responsible for any charges associated with the unauthorized use of the password.
- c. Once access to SMDR has been established, there will be a fixed monthly charge and an additional per line monthly charge.

### **9.19 Audio Teleconferencing Service**

#### **9.19.1 General**

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more stations.

#### **9.19.2 Definitions**

- a. End User - The entity requesting the Audio Teleconferencing Service
- b. Conferee - A participant in an Audio Teleconference call.

#### **9.19.3 Description**

Audio Teleconferencing Service (ATS) provides the capability to establish a teleconference between multiple voice stations.

An end user with Touch Phone Service, or its equivalent, can either establish and control the teleconference or elect to have the teleconference established through an operator. After the call is established, control of the teleconference is transferred from the operator to the end user. An end user with rotary signaling must use the operator to establish the teleconference and will not have access to the control features of this service. Conferees may have either rotary or touch type telephones.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.19 Audio Teleconferencing Service (Cont'd)**

#### **9.19.4 Types of Audio Teleconferencing Service**

- a. We Call You - Conferees are called by a Conference Coordinator to establish the teleconference.
- b. Meet-Me - An end user may establish a teleconference by having each conferee call a specified telephone number.
- c. Combination Calling - Some Conferees may be called by a Conference Coordinator while other conferees may call a specified telephone number to establish the teleconference.
- d. Meet-Me-Unattended - A Customer may establish a teleconference by having each conferee call a specified telephone number. A Conference Coordinator is not available to the conferees during the conference.

#### **9.19.5 ATS Features**

The end user can establish and/or control the teleconference utilizing Touch Tone signaling or its equivalent for ATS features.

ATS features enable end users to:

- Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference or during an unattended teleconference).
- Add additional stations
- Transfer control of the teleconference to another station
- Restore a station which has been disconnected from the teleconference
- Terminate the teleconference
- Arrange to have an operator provide the capability in which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior to the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.19 Audio Teleconferencing Service (Cont'd)**

#### **9.19.6 Availability**

- a. ATS and associated features are furnished subject to the availability of components and billing capability.
- b. ATS and associated features are not limited to the Telephone Company's local exchange territory.
- c. A customer may request an ATS arrangement on a reservation basis up to twelve months in advance. Reservations will be honored in the order received. All reservations are made subject to the availability of the ATS capacity.
- d. Collect and Coin Station Sent-Paid Calls are not permitted.

#### **9.19.7 Regulations**

- a. All charges incurred for the conference call will be billed against the originating telephone number unless arrangements are made to bill the teleconference to a Bank Credit Card.
- b. For end user dialed calls only, chargeable time for the Usage Charge, for the initially specified ports used in a teleconference, starts when the originating station is connected. During the teleconference, if all initially specified ATS ports are in use and additional ATS ports are added, the chargeable time starts for each additional ATS port when the ATS port is added to the teleconference.
- c. Chargeable time for the Usage Charge for the ATS ports ordered on a reservation basis starts at the end user requested conference start time. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time.
- d. Chargeable time for ATS arrangements will stop when each conferee hangs up.
- e. A fractional minute of use for the Usage Charge is rounded to the next highest whole minute.
- f. A reservation or Meet-Me type teleconference other than Operator Assisted calls may be changed or canceled at any time prior to 30 minutes of the start time. If a Customer changes or cancels the order within 30 minutes of the start time, or does not use the teleconference, the Customer will be liable for the Cancellation Fee specified in Section 13, Rates. In addition, for a Meet-Me type teleconference, the Customer is liable for the non-recurring charge as specified in Section 13, Rates.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.19 Audio Teleconferencing Service (Cont'd)**

#### **9.19.7 Regulations (Cont'd)**

- g. Chargeable time for an Operator Assisted conference call begins when connection is established for each of the stations on the conference call.
- h. Chargeable time for an Operator Assisted call ends on any connection of a conference call when each station hangs up.

#### **9.19.8 Rates and Charges**

##### **a. General**

Rates for Audio Teleconference Service calls may include: 1) Usage charges, 2) Set-up charges. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The Usage charge will be billed for all ports used by the end user. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time. A Set-Up Charge also applies if the teleconference is established with operator assistance.

##### **b. Rates:**

1. Usage Charge - When a teleconference is initiated, the end user must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for each port specified by the end user. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is canceled at least 30 minutes prior to the scheduled conference time.

The Usage Charge applies for each port minute of use. To determine the port minutes of use, multiply the number of ports by the duration of the total teleconference. If ports are subsequently added to the teleconference, a Usage Charge will apply for the time that each additional port is connected.

2. Additional services requested such as Conference Recording, Transcription and Participant Pre-Notification will be priced on an individual case basis.
3. Rates can be found in Section 13, Rates.
4. Annual contracts requiring usage will be provided on an individual case basis.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.19 Audio Teleconferencing Service (Cont'd)**

#### **9.19.9 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Audio Teleconferencing Service.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Audio Teleconferencing Service at any time upon 1 days' notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. The Telephone Company reserves the right to provide one free Audio Teleconferencing call to Customers who have never used the service.
4. Appropriate notification of waived charges will be made to eligible customers.

### **9.20 Recorded Announcement Service Company Sponsored**

#### **9.20.1 General**

Recorded Announcement Service Company Sponsored consists of facilities whereby end users may, by calling a particular central office designation and number, obtain recorded messages.

#### **9.20.2 Types of Recorded Announcement Service**

- a. Basic - End users call a specified telephone number for each topic and receive information on that (single) topic. The topics are: State Lottery, Off Track Betting and Time and Temperature.
- b. Enhanced (Infoline) - Is no longer available to end users.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.20 Recorded Announcement Service Company Sponsored (Cont'd)**

#### **9.20.3 Regulations**

- a. Recorded Announcement Service Company Sponsored is available where technically feasible.
- b. Recorded Announcement Service Company Sponsored, including the content of the recorded messages, is furnished at the Telephone Company's option. Messages may be withdrawn at any time.
- c. The Telephone Company will furnish and maintain all the facilities required for Recorded Announcement Service Company Sponsored.
- d. Recorded Announcement Service Company Sponsored is not available from coin telephones.

9.20.4 Charges applicable to Customers can be found in Section 13, Rates.

#### **9.20.5 Demonstration Period**

##### **a. General**

The Demonstration Period gives the Telephone Company the option of waiving charges, in order to promote the sale of Recorded Announcement Service Company Sponsored.

##### **b. Regulations**

1. The Telephone Company reserves the right to waive any or all of the associated charges for Recorded Announcement Service Company Sponsored at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Within a promotional period, end users may be offered the use of Recorded Announcement Service Company Sponsored for a 60-day free trial period. The purpose of this offering is to acquaint end users with the benefits of this service.



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## **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.)

### **9.21.1 General**

Interactive Information Network Services (IINS) consists of service and facilities whereby end users, by calling a particular central office designation and number, can obtain a subscriber-provided pre-recorded announcement or interactive program. An interactive program is a program whereby an end user, by the use of a touchphone telephone or similar device, can communicate with the subscriber's equipment for the purpose of sending or receiving information. A subscriber to the IINS is an Information Provider (IP) who provides the program. An end user is a person who makes a call to an IINS number and is responsible for the payment of the Subscriber Selected Price (SSP) for such a call. The Telephone Company provides to the subscriber (Information Providers), IINS access lines and transport over the telephone network.

Information Providers must categorize their program, in writing, as either decent or indecent. The Telephone Company will block access to indecent programs and permit access only to those customers who request (presubscribe) such access in writing. Blocking of decent programs is available upon customer request.

### **9.21.2 Regulations**

- a. Connection to and transport of Interactive Information Network Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.
- b. The Telephone Company will furnish, install, and maintain the Interactive Information Network Service access lines subject to the rates and charges specified in section 1, Rates.
- c. IINS access lines are provided as incoming service only.
- d. The choice as to which central office in any geographic area will be used to serve an IINS subscriber is at the sole discretion of the Telephone Company.
- e. Company coin-originated, operator assisted and calling card calls cannot access the IINS.
- f. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service. The Telephone Company may withdraw or temporarily suspend service from the subscriber forthwith if such injurious effects are experienced.

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### **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

#### **9.21.2 Regulations (Cont'd)**

- g. The Telephone Company shall not be liable for the lack of available IINS facilities or for calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Telephone Company.
- h. Connection to the IINS may take up to twelve (12) months.
- i. Connection to the IINS serving Central Office will only be provided to subscriber locations within the Telephone Company's serving area of the Rochester LATA.
- j. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Telephone Company, the subscriber may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or to pay an installation charge or construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside regular working hours at the request of the subscriber.
- k. Upon termination of service, telephone numbers assigned to the subscriber will not be reassigned for at least six (6) months, unless written authorization is received from the immediately preceding subscriber.
- l. One alphabetical directory listing per billing number will be furnished without charge in Frontier's "Official Rochester White Pages" White Pages directory.
- m. The assignment of a telephone number for an IINS program is at the sole discretion of the Telephone Company.
- n. Subscribers who request telephone numbers other than those randomly offered by the Telephone Company, will be subject to the rates, regulations and charges applicable to Preferential Telephone Number Service as specified in Section 10 of this tariff.
- o. Decent programs and indecent programs will be placed on separate exchanges.
- p. The Telephone Company will provide to the general public, upon written request, the name, address, and telephone numbers of the subscribers to IINS.
- q. IINS access lines are analog and are provided as either a line or trunk connection.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

### **9.21.2 Regulations (Cont'd)**

- r. This tariff shall not be interpreted to mean that the provision of any particular IINS program by a subscriber shall preclude another subscriber from providing the same or similar IINS program.
- s. All subscribers to the IINS will be required to pay all installation charges set forth in Section 13, Rates prior to the connection of their service.
- t. A program that directs an end user to another program must include the Subscriber Selected Price for that program, including the initial minute and additional minute rates.
- u. Calls made from WATS lines to the IINS will be billed the full Subscriber Selected Price.
- v. Calls made from toll points will be billed the full Subscriber Selected Price.
- w. The Telephone Company will block access to indecent programs and permit access only to those adult end users who request (presubscribe) such access in writing.
- x. Calls to decent programs may be blocked subject to the provisions for Blocking Service as specified in Section 9 of this tariff.

### **9.21.3 Obligations of the Subscriber**

- a. The subscriber is responsible for providing the program and all necessary premises equipment in connection with its program.
- b. Prior to the connection of service, the subscriber must provide the Telephone Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the average message length of each program.
- c. Any equipment connected to a telephone line or trunk must comply with the Federal Communications Commission's Rules and Regulations, Part 68, "Connection of Terminal Equipment to the Telephone Network".
- d. The subscriber will provide continuous and uninterrupted program service.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

### **9.21.3 Obligations of the Subscriber (Cont'd)**

- e. The subscriber is responsible for the provisioning of the program and shall be responsible for its content and quality. The Telephone Company assumes no liability for the content or quality of the program. In the event that any program is found to be unlawful, the Telephone Company reserves the right to terminate service.
- f. The subscriber shall indemnify and save the Telephone Company harmless against any and all claims, damages, or other penalties associated with the subscriber's program, including, but not limited to, those for libel arising from the material transmitted over facilities furnished in connection with IINS, and against all claims, damages, or other penalties arising out of any act or omission of the subscriber in connection with IINS, or of the telephone user in connection with the subscriber's program.
- g. The subscriber assumes all financial responsibility for all costs involved in providing its program, including but not limited to the subscriber premises equipment, the development of programs, advertising, and promotional expenses for its programs.
- h. The subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases, and all other rights from all persons whose work, statements or performance are used in connection with its' programs, and from all holders of copyrights, trademarks, and patents used in connection with its' programs.
- i. Each IINS advertisement, publication, or other communication, including another IINS or Mass Announcement Network Service program containing the IINS telephone number to be called, shall designate the IINS geographic serving area and the current Subscriber Selected Price rate as well as any planned Subscriber Selected Price rate change for calls within the area. A clearly discernible audio announcement of this information is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling.
- j. The subscriber must submit a tape or transcript of the announcement or interactive program and a copy of any promotional material associated with the program.
- k. Subscribers must categorize their program, in writing, as either decent or indecent.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

### **9.21.3 Obligations of the Subscriber (Cont'd)**

- i. The subscriber must notify the Telephone Company one month prior to any program change. If the type of program has been altered, the Telephone Company reserves the right to change the telephone number of that program.
- m. The subscriber is responsible for establishing the IINS Subscriber Selected Price (SSP) applicable to the end user.

The subscriber is required to place a message on the IINS program informing the end users of the new call rate for at least two weeks prior to the effective date of the rate change.

- n. The subscriber must order a sufficient number of IINS access lines to adequately handle the volume of calls placed to its program without interfering with any of the services offered by the Telephone Company. If, in the judgement of the Telephone Company, there are excessive overflows (busies) to a program, the subscriber will be required to order additional access lines to relieve the overflow condition, as facilities permit. Failure to do so within two weeks after written notification from the Telephone Company may result in disconnection of the listed number for the program and its associated access lines.
- o. Failure by the subscriber to comply with any of these regulations may result in disconnection of the listed number for the program and its associated access lines.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

9.21 Interactive Information Network Service (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

### **9.21.4 Charges applicable to Telephone Users:**

The charge for each call to the IINS number is established by the subscriber in an amount divisible by \$.10 and may be changed in one or more \$.10 increments. The Telephone Company does not establish the charge per call.

If the subscriber elects to charge in excess of \$2.00 per call, it must provide at the beginning of each call, an announcement stating the price charged by the subscriber and informing the telephone user that he or she has the option to disconnect within 20 seconds at no charge. There is no charge to the telephone user who disconnects within 20 seconds. The subscriber will be billed for Customer Optional Disconnects.

The announcement must be stated as follows:

"You have reached XXX-XXXX (program number). The price for this call is (Subscriber Selected Price). You may hang up now and not be charged for this call."

If a flat rate applies to a program, that rate must be quoted. If per minute rates are charged, the initial minute rate and additional minute rate must be quoted. The announcement must be clearly articulated, be of a volume level equal to that of the subscriber's program and must be completed within 10 seconds.

Rates can be found in Section 13, Rates.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.22 Testing Charge**

A testing charge, found in Section 13, Rates, will apply when a trouble is referred to the Telephone Company and the Telephone Company tests and concludes that the trouble is not within its network. If a dispatch of personnel is required, then Time Charges for Field Work applies.

### **9.23 Premium Installation Service**

#### **9.23.1 General**

When placing an order for special service circuits, loops, lines or services a customer may request an in-service date that is prior to the standard interval date specified in Paragraph 9.23.3. following. A customer may also request that a pending standard interval be modified to reflect an expedited in-service date. Premium Installation Service is offered where facilities are available.

When service is provided on an expedited basis, a premium installation charge applies as specified in Section 13, Rates. This charge is applied per circuit loops, lines or services on a per diem basis for each day by which the standard interval is requested to be shortened, except as provided in paragraph 9.23.2.b. following. This premium installation charge applies in addition to all other applicable charges.

#### **9.23.2 Regulations**

- a. The Telephone Company reserves the right to limit the number and/or the number of days it will accept for expedited installation.
- b. If the Telephone Company is unable to meet an agreed upon service date, no premium installation charge applies. If a missed service date is caused by the end user, his agent or patron, or the customer, the entire premium installation charge applies.
- c. If the end user or customer requests that out-of-hours work be performed in connection with Premium Installation Service, the Telephone Company will develop and quote an estimate of the costs for such work to the customer and bill the customer in accordance with Section 1 of this tariff. These charges will apply in addition to the premium installation charge and other applicable charges. Out-of-hours work is defined as work requested by a customer or end user outside of the Telephone Company's normal business hours.
- d. Premium Installation Service is furnished subject to availability of facilities.
- e. The terms diem and days used herein exclude Saturdays, Sundays and "Company honored" holidays.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.23 Premium Installation Service (Cont'd)

#### 9.23.3 Service and Associated Intervals

The following intervals apply only for situation in which facilities are in place.

	Standard Interval ( <u>Work Days</u> )
2 Wire Services	7 Days
4 Wire Services	7 Days
1.544 Mbps Services	8 Days

#### 9.23.4 Application of Rates

The nonrecurring charges found in Section 13, Rates are applied per two-point circuit for each day by which the standard interval is shortened at the customer's or end user's request. Each segment of a multi-point circuit is considered a two-point circuit for the application of these charges.



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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.24 Frontier Emergency Connect Service**

#### **9.24.1 General**

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

#### **9.24.2 Regulations**

- a. This service is available where technically feasible and subject to availability of existing facilities.
- b. All attempted inbound calls will receive a recording saying the number is not in service.
- c. Customers will not be given a telephone number of the service and no directory listing services will be available.
- d. The customer only has the following dialing options:
  - 911 and
  - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
  - All other calling patterns will receive re-order tone.
- e. The call origination telephone number (All information) going to the 911 center will indicate NO CALL BACK allowed.
- f. Applicable Non-Recurring charges may apply.
- g. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

#### **9.24.3 Rates and Charges in Section 13, Rates**

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.25 Duplicate Bill Charges**

#### **9.25.1 General**

Duplicate Bill copies are furnished upon the request of the customer or the customer's authorized agent, subject to the provisions listed below. Customers and their agents are the only parties that can request copies of a bill. Copies will be sent directly to the customer or authorized agent.

#### **9.25.2 Regulations**

The duplicate bill charge applies for each duplicate copy of a telephone bill that is supplied.

The duplicate bill charge will not apply when the customer's bill was never received. Requests for an additional copy of a bill that was never received must be made within one year of the original issue date.

Requests for copies of bills issued before the most recent bill will be completed to the extent the Company's billing system allows.

No information about an individual subscriber's billing will be furnished to anyone outside the company other than the subscriber unless proper written authorization has been received and verified.

#### **9.25.3 Rates in Section 13, Rates**

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.26 Busy Study of Traffic**

#### **9.26.1 General**

A busy study counts the number of incoming calls per hour for a given time frame. The study registers calls received, and calls received that reach a busy signal. It is done at the customer's request and is done in a one-week interval. Rates for the service are found in Section 13, Rates.

#### **9.26.2 Regulations**

- a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- b. A separate traffic study report is required for each access line, hunt line, or trunk group.
- c. Business Traffic Study Service is available to business customers and only where technically feasible.
- d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- f. Studies are done in 7-day intervals.
- g. Types of studies include (but are not limited to):
  - Line or Trunk Study
  - Remote Call Forwarding Study
  - Multiline Hunt Group Study

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services

#### 9.27.1 FrontTIER Choices Bundles <sup>1</sup>

##### a. General

The FrontTIER Choices Bundles are several package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding – Plus and Fixed	Call ID Plus Name or Talking Call ID
Speed Dialing (8) Number List	Customized Ringing
3-Way Calling	Speed Dialing (30) Number List
Automatic Redial	Call Transfer
Message Waiting Indicator	Call Return
Anonymous Call Rejection	Long Distance Alert
10 Local Directory Assistance Calls	Call Waiting Whisper

##### Additional Line Bundle

Access Line	Additional Access Line
Call Waiting/Cancel Call Waiting	Call Forwarding – Plus and Fixed
Call ID Plus Name or Talking Call ID	Speed Dialing (8) Number List
Customized Ringing	3-Way Calling
Speed Dialing (30) Number List	Automatic Redial
Call Transfer	Message Waiting Indicator
Call Return	Anonymous Call Rejection
Long Distance Alert	10 Local Directory Assistance Calls
Call Waiting Whisper	

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.1 FrontTIER Choices Bundles <sup>1</sup> (Cont'd)**

##### **b. Regulations**

1. The FrontTIER Choices Bundles are available where technically feasible.
2. The bundled rates are based on the current access line rate groups.
3. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
4. It is the responsibility of the subscriber to enroll in the package.
5. Residential customers currently subscribing to all services in the FrontTIER Choices Bundle package may request billing at the package price.
6. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
7. Customers may add or delete any features offered in the package without a service order charge.
8. Customers may change bundles without incurring a service order charge.
9. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The free directory assistance calls encompass any free DA offering that may be available.
11. CALC charges will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.1 FrontTIER Choices Bundles <sup>1</sup> (Cont'd)

##### c. Demonstration Period

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.
2. Regulations
  - a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.
  - b. Individual promotional periods will not exceed 120 days.
  - c. Appropriate notification of waived charges will be made to eligible customers.

##### d. Rates – Rates listed in Section 13, Rates

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Three-Way Calling: The customer pays for calls placed from his/her telephone to the other telephone(s) on the connection.

##### Basic Bundle – Rate Group

Group 1	Group 4
Group 2	Group 5
Group 3	Group 9

##### Additional Line Bundle - Rate Group

Group 1	Group 4
Group 2	Group 5
Group 3	Group 9

\*The service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.2 Frontier Digital Phone Silver <sup>1</sup>+

##### a. General

The Frontier Digital Phone Silver is a package offering that gives residential customers a combination of local services. The package includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

#### Basic Bundle

Access Line  
Call Waiting/Cancel Call Waiting  
Call Forwarding Busy & Call Forward No Answer  
Call ID Plus Name

#### Frontier Digital Phone Silver Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.4 Rates.

Automatic Redial	Speed Dialing 30 number list
Call Return	Call Forwarding
3-way Calling	

##### b. Regulations

1. The Frontier Digital Phone Silver is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. It is the responsibility of the subscriber to enroll in the package.
4. Residential customers currently subscribing to all services in the Frontier Digital Phone Silver package may request billing at the package price.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.2 Frontier Digital Phone Silver <sup>1</sup>+ (Cont'd)**

##### **b. Regulations (Cont'd)**

5. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply
9. The bundles are offered on a month-to-month, one-year term and two-year contract.
10. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.
11. For the one and two-year terms, the early termination liability charges shall be at a rate of \$200.00 (two hundred) for a one year and a \$250.00 (two hundred and fifty) termination liability for a two year.
12. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.

##### **c. Demonstration Period**

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.
2. Regulations
  - a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.2 Frontier Digital Phone Silver <sup>1</sup>+ (Cont'd)

##### c. Demonstration Period (Cont'd)

##### 2. Regulations (Cont'd)

- b. Individual promotional periods will not exceed 120 days.
- c. Appropriate notification of waived charges will be made to eligible customers.
- d. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Silver while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the CALC.
  - 7. This service does not change any other terms and conditions of the product.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier UnlimitedNY.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019

##### a. General

The Frontier Digital Phone Service Bundle is a package offering that gives residential customers a combination of local services. The package includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

#### Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name

#### Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.4 Rates.

3-way Calling	Automatic Call Return	Call Forwarding Plus
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Call Waiting	Caller Waiting ID	Call Forwarding Do Not Answer
Call Acceptance/Selective	Distinctive Ring	Speed Calling 30
Anonymous Call Rejection	Calls Rejection-Selective	Speed Call 08
VIP Alert		

##### b. Regulations

1. The Frontier Digital Phone Service Bundle is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. It is the responsibility of the subscriber to enroll in the package.
4. Residential customers currently subscribing to all services in the Frontier Digital Phone Service Bundle package may request billing at the package price.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019 (Cont'd)**

##### **b. Regulations (Cont'd)**

5. When the customer changes or disconnects any component of the bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundles are offered on a month-to-month, one-year term and two-year contract.
10. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.
11. For the one and two-year terms, the early termination liability charges shall be at a rate of \$200.00 (two hundred) for a one year and a \$250.00 (two hundred and fifty) termination liability for a two year.
12. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.
13. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

##### **c. Demonstration Period**

1. The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the bundle services.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.3 Frontier Digital Phone Service - Grandfathered as of May 11, 2019 (Cont'd)**

##### **c. Demonstration Period (Cont'd)**

##### **2. Regulations**

- a. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle's product at any time upon 1 days' notice to the Commission.
- b. Individual promotional periods will not exceed 120 days.
- c. Appropriate notification of waived charges will be made to eligible customers.
- d. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
  1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service
  3. Customer's line will be available for 911 calls only at the time of suspension.
  4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  6. The cost of the service includes the CALC.
  7. This service does not change any other terms and conditions of the product.

##### **e. Rates**

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.4 Frontier Digital Phone Bronze <sup>1</sup>+

##### a. General

The Frontier Digital Phone Bronze is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Flat Rate Access Line  
Call ID Plus Name

Call Waiting/Cancel Call Waiting

##### Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in I.3 Rates.

Automatic Redial  
Call Return  
3-way Calling

Speed Dialing 30 number list  
Call Forwarding

##### b. Regulations

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier Digital Phone Essentials.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.4 Frontier Digital Phone Bronze <sup>1</sup>+ (Cont'd)

##### b. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
  8. The bundles are offered on a month to month.
  9. The bundle will appear as a single line item on the bill.
  10. Voice Mail Essentials will be offered as an add on to this bundle.
- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service
  3. Customer's line will be available for 911 calls only at the time of suspension.
  4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  6. The cost of the service includes the CALC.
  7. This service does not change any other terms and conditions of the product.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

<sup>1</sup> The service offering is limited to all existing subscribers at their existing locations.

+ The bundle was previously called Frontier Digital Phone Essentials.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.5 Frontier Digital Phone Plus Service - Grandfathered as of May 11, 2019

##### a. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers that subscribe to flat rate service. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

##### Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8	

##### Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Call Waiting	Caller Waiting ID	Distinctive Ring
Call Acceptance/Selective	Speed Call 08	Call Forwarding Plus
Calls Rejection-Selective	Speed Calling 30	VIP Alert
Call Forwarding Do Not Answer		

##### b. Regulations

1. The Frontier Digital Phone Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.5 Frontier Digital Phone Plus Service - Grandfathered as of May 11, 2019 (Cont'd)**

##### **b. Regulations (Cont'd)**

6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month-to-month basis.
  - a. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

##### **c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.**

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the CALC.
7. This service does not change any other terms and conditions of the product.

##### **d. Rates**

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.6 FRONTEIR DIGITAL PHONE 100 <sup>1</sup> - Grandfathered as of May 11, 2019

##### a. General

The Frontier Digital Phone 100\* is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Tone

##### b. Regulations

1. The Frontier Digital Phone 100 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

<sup>1</sup> This bundle was previously called Frontier Digital Phone Essentials.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.6 FRONTEIR DIGITAL PHONE 100 <sup>1</sup> - Grandfathered as of May 11, 2019 (Cont'd)

##### b. Regulations (Cont'd)

9. Features will be available to the Digital Phone 100 at a special price. The following features are available:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Caller Waiting ID	Call Waiting	Distinctive Ring
Call Acceptance/Selective	Calls Rejection-Selective	Speed Call 08
VIP Alert	Call Forwarding Plus	Speed Calling 30
Call Forwarding Do Not Answer		

- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100\* service while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. Customer's line will be available for 911 calls only at the time of suspension.
  4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

The cost of the service includes the CALC.

This service does not change any other terms and conditions of the product.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

<sup>1</sup> This bundle was previously called Frontier Digital Phone Essentials.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.7 Frontier Unlimited State - Grandfathered as of May 11, 2019

##### a. General

The Frontier Unlimited State is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

<u>Basic Bundle</u>	
Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone

##### b. Regulations

1. The Frontier Unlimited State is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.7 Frontier Unlimited State - Grandfathered as of May 11, 2019 (Cont'd)

##### b. Regulations (Cont'd)

9. Features will be available to the Frontier Unlimited State bundle at a special price. The following features are available:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Caller ID
Caller ID Name/Number	Call Forwarding-Variable	Call Forwarding Fixed
Caller Waiting ID	Call Waiting	Distinctive Ring
Call Acceptance/Selective	Calls Rejection-Selective	Speed Calling 30
Call Forwarding Plus	Speed Call 08	VIP Alert
Call Forwarding Do Not Answer		

- c. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. Customer's line will be available for 911 calls only at the time of suspension.
  4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  6. The cost of the service includes the CALC.
  7. This service does not change any other terms and conditions of the product.
- d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.8 Frontier Digital Phone Essentials 4 – 2010 <sup>1</sup>

##### a. General

The Frontier Digital Phone Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

##### Basic Bundle

Flat Rate Access Line	Call ID Plus Name
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone

##### Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 4 bundle at a special price. The following features are available:

3-way Calling	Distinctive Ring
Automatic Busy Redial	Calls Rejection-Selective
Call Acceptance/Selective	Call Forwarding Plus
Speed Call 08	Automatic Call Return
VIP Alert	Caller ID
Anonymous Call Rejection	Call Forwarding Fixed
Call Tracing Service	Call Waiting
Call Forwarding-Variable	Speed Calling 30
Call Forwarding Do Not Answer	

##### b. Regulations

1. The Frontier Digital Phone Essentials 4 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.8 Frontier Digital Phone Essentials 4 – 2010 <sup>1</sup> (Cont'd)

##### b. Regulations (Cont'd)

5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. The bundles are offered on a month to month basis.
9. The bundle will appear as a single line item on the bill.

##### c. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the SLC.
7. This service does not change any other terms and conditions of the product.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.9 Frontier Digital State Unlimited with Essentials 4 <sup>1</sup>

##### a. General

The Frontier Digital State Unlimited with Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

##### Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Tone
Caller ID plus Name	Call Waiting ID
Call Forwarding	

##### b. Regulations

1. The Frontier Digital State Unlimited with Essentials 4 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 4 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Rejection
Anonymous Call Acceptance	Call Trace
Call Forward Plus	3-Way Calling
Remote Call Forwarding	Call Return
Automatic Redial	Speed Call 8

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.9 Frontier Digital State Unlimited with Essentials 4 <sup>1</sup> (Cont'd)**

- c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
  - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.
- d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.10 Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010 <sup>1</sup>

##### a. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 4 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

#### Features and Services

Call Forward Busy/No Answer (Variable)      Call Waiting/Cancel Call Waiting  
Caller ID - Name and Number  
Voice Mail with Message Waiting Indication (non-regulated)

#### Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 3.

Speed Calling 30	Remote Call Forwarding
Call Forwarding Busy/No Answer (Fixed)	3-Way Calling
Call Forwarding Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

##### b. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.10 Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010 <sup>1</sup> (Cont'd)**

##### **b. Regulations (Cont'd)**

5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

##### **c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.**

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

##### **d. Rates and Charges**

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.11 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 <sup>1</sup>

##### a. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

#### Features and Services

Call Forward Busy/No Answer (Variable)      Caller ID - Name and Number  
Call Waiting/Cancel Call Waiting  
Voice Mail with Message Waiting Indication (non-regulated)

#### Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Attachment A.

Speed Calling 30	Remote Call Forwarding
Call Forwarding Busy/No Answer (Fixed)	3-Way Calling
Call Forwarding Busy Line (Fixed)	Automatic Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	Call Return

##### b. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.11 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010 <sup>1</sup> (Cont'd)**

##### **b. Regulations (Cont'd)**

5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

##### **c. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.**

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.

##### **d. Rates and Charges**

These services are flexibly priced per Case 05-C-0616. The effective rates are listed in Section 13, Rates.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.12 Frontier Digital Phone Essentials

##### a. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

##### Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Call ID Plus Name
Touch Tone	Call Waiting/Cancel Call Waiting

##### Feature Package

Three Way Calling	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring
Basic or Deluxe Voicemail	

##### b. Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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## **9 FEATURES AND MISCELLANEOUS SERVICES**

### **9.27 Bundled Services (Cont'd)**

#### **9.27.12 Frontier Digital Phone Essentials (Cont'd)**

##### **b. Regulations (Cont'd)**

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
  8. The bundles are offered on a month to month basis.
  9. The bundle will appear as a single line item on the bill.
  10. Frontier Digital Phone Essentials is available to residential customers only.
- c. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do not apply.
  2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  3. Customer's line will be available for 911 calls only at the time of suspension.
  4. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.
  5. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.
  6. The cost of the service includes the Subscriber Line Charge.
  7. This service does not change any other terms and conditions of the product.
  8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

##### **d. Rates**

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.13 Frontier Digital Phone Unlimited

##### a. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

##### Basic Bundle

Call Waiting ID  
Call Waiting/Cancel Call Waiting  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

Caller ID - Name and Number

##### Feature Package

Call Waiting	Three Way Calling
Call Forward	Speed Call 8 or 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Call Forward Variable or Fixed
Call Forward Busy	Selective Call Forwarding
Selective Call Rejection	Selective Call Acceptance
Automatic Busy Redial	Call Return

##### b. Regulations

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.13 Frontier Digital Phone Unlimited (Cont'd)

##### c. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. Nonrecurring Service Order Charges as specified in Section 14 do not apply.
9. The bundles are offered on a month to month basis.
10. The bundle will appear as a single line item on the bill.

##### c. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.



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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.14 Frontier Digital Phone Unlimited Plus

##### a. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

##### Basic Bundle

Call Waiting ID  
Caller ID - Name and Number  
Call Waiting/Cancel Call Waiting  
Voice Mail with Message Waiting Indication and Call Forward (non-regulated)

##### Feature Package

Call Waiting	Three Way Calling
Call Forward	Distinctive Ring
Anonymous Call Rejection	Priority Ring
Call Forward Busy	Call Forward Variable or Fixed
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Speed Call 8 or 30
Automatic Busy Redial	Call Return

##### b. Regulations

1. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

Issued By: Leslie Zink, Pricing and Tariff Manager, 21 West Ave, Spencerport, NY 14559

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## 9 FEATURES AND MISCELLANEOUS SERVICES

### 9.27 Bundled Services (Cont'd)

#### 9.27.14 Frontier Digital Phone Unlimited Plus (Cont'd)

##### b. Regulations (Cont'd)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. Nonrecurring Service Order Charges as specified in Section 14 do not apply.
9. The bundles are offered on a month to month basis.
10. The bundle will appear as a single line item on the bill.

##### c. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

##### d. Rates

These services are flexibly priced per Case 05-C-0616. The effective dates are listed in Section 13, Rates.

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 1, 2020.