

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 3
Leaf: 1
Revision: 0
Superseding Revision:

SERVICE CHARGES

A. SERVICE CHARGES

1. General

Service Charges are nonrecurring charges which apply to the following:

- a. the installation of a new service;
- b. the transfer of an existing service to a different location;
- c. a change from one class of service to another at the same or a different location.

The application of Service Charges is detailed below.

a. New Line Installation Charge

Applies per line to the installation of additional or new access lines. This charge does not apply to conversion of existing access lines from another local exchange carrier. New Line Installation Charges for lines converted from another local exchange carrier will be waived.

b. Service Order charge

Applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.

c. Premises Visit charge

Applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. One charge applies per premise visit. This charge also includes the first 30 minutes of labor.

d. Service Calls

When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. The charge for the initial 30 minutes is included in the premise visit charge. Additional time is billed in 15 minute increments.

e. Reconnection Charge

A Reconnection Charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed herein.

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A. SERVICE CHARGES (Cont'd)

1. General (Cont'd)

The application of Service Charges is detailed below. (Cont'd)

f. Directory Change Charge

A Directory Change Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- 1) addition of directory listings
- 2) change in listed name
- 3) change of address
- 4) change of billing party
- 5) change in listed service to non-published service, not involving a change of telephone number.

A Service Order Charge does not apply when a Directory Change Charge applies.

g. Premises Visit Charge

The customer may request an estimate, or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

h. Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit. The charges outlined in A.3 apply.

i. Primary Interexchange Carrier (PIC) Change Charge

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

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A. SERVICE CHARGES (Cont'd)

2. Exceptions to the Charge

- a. No charge applies to convert lines from another local exchange carrier.
- b. No service order charge applies to changes in service within 30 days of initial service installation.
- c. The Company may from time to time waive or reduce the charge as part of a promotion.

3. Rates and Charges

	<u>Nonrecurring Charge</u>
New Line Installation Charge, per line/trunk	*
Service Order charge, per service order	\$25.00
Premises Visit charge, per visit	\$20.00
Service Calls, per hour rate, per technician	\$80.00
Reconnection Charge	\$25.00
Directory Change Charge	\$10.00
Premises Visit Charge	\$20.00
Primary Interexchange Carrier (PIC) Change Charge	\$10.00

* Section 3, Service Charges, New Line Installation Charge apply.

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B. OTHER SERVICE CHARGES

1. Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$10.00.

2. Late Payment Charges

- a. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- b. Late payment charges do not apply to final accounts.
- c. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).
- d. Business customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed, excluding one month's local service charge, but including arrears and unpaid late payment charges.

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C. MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Service Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Including rearrangement or reclassification - of existing service at the same location.

D. NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed during the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, but at the customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

E. PRESUBSCRIBED INTEREXCHANGE, INTRALATA OR LOCAL EXCHANGE CARRIER FREEZE

The customer may at their discretion request that the Company provide a switch function commonly known as a preferred carrier freeze. This option allows the Customer the ability to prevent any unauthorized changing of their interexchange, intraLATA or local exchange telephone service.

This service is offered on a non-discriminatory basis and is at the sole discretion of the Customer. The Customer's request for this service must be clearly listed on a letter of agency or, if ordered via the Company's toll-free number, recorded on the Company's third-party verification system. There is no charge for this service.