

Frontier Communications of Rochester, Inc.
P.S.C. No. 2 – Telephone
Effective Date: 12/30/2020

Section 1
Leaf: 1
Revision: 0
Superseding Revision:

GENERAL RULES AND REGULATIONS

FORWARD

Every service is furnished by Frontier Communications of Rochester, Inc. (henceforth known as "the Company"), subject to the rates, charges, rules and regulations from time to time in force and effect and the following provisions supplement the rates, charges, rules and regulations set forth in the other sections of the P.S.C. No. 2 – Telephone Tariff and/or Catalog.

The rates contained in this tariff are available only to end user customers of the Company.

A. APPLICATION OF RATES AND CHARGES

1. Application Form

Applicants for initial service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, rules and regulations from time to time in force and effect.

2. Business and Work@Home Rates

a. Business Rates apply to service furnished:

- 1) In office buildings, stores, factories and all other places of a business nature.
- 2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions, except when the station is located in a patient's room; and in churches except when the station is located in the clergyman's study.
- 3) At any location when the listing indicates a business or a profession except as provided in a.2) hereof.
- 4) At any location where the service includes a station which is at a location where business rates apply unless the station is restricted to incoming calls.
- 5) At any location where the substantial use of the service is occupational rather than domestic.

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A. APPLICATION OF RATES AND CHARGES (Cont'd)

2. Business and Work@Home Rates (Cont'd)

b. Work@Home rates apply to service furnished:

- 1) For the use of an employee to work at their residence provided charges are billed to their employer's business account.
- 2) For that portion of a business customer's service that relates to service furnished:
 - a) In a patient's room in a hospital or institution.
 - b) In the individual dwelling areas of a group home, fraternity or sorority house or similar group living arrangement where the individual phones services are billed with the underlying business account.
 - c) In the dwelling of a clergyman whose service is billed to the church.
 - d) In the office of a physician, surgeon, dentist, osteopath, chiropractor, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or practical nurse, provided that:
 - (1) The office is located in a part of the customer's domestic establishment.
 - (2) The listings are restricted to individual names of the customers and members of his domestic establishment. Such listings may indicate the customer's profession, but may not include the designation "office".
 - (3) Such service is furnished at one residence only, except that service may be furnished at an additional location for a vacation period.

c. All semi-public service is classified as business service regardless of the location.

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A. APPLICATION OF RATES AND CHARGES (Cont'd)

3. Flat Rate Service and Measured Rate Service on Same Premises

A customer may not have flat-rated service and measured service on the same premises.

4. Power Supply

The customer must provide the necessary electric power where and when needed. If there is a power failure, the Company is not responsible for interrupted service.

5. Special Charges

The Company may charge an extra installation or monthly rate, or both, if special construction, maintenance or expense is required to install or otherwise provide the service.

The customer may also have to pay more for work done after regular working hours at his/her request.

If the Company provides any service for which a tariff charge has not been specified, the charge to the customer will be based on what it costs the Company.

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B. USE OF SERVICE AND FACILITIES

1. Use of Service

Except as specified in B.2. following:

The use of business service and facilities is restricted to the customer, the agents and representatives of the customer and joint users except as otherwise provided by this Tariff.

The Company is not required to furnish any service if it would harm the efficiency of the Company's property or service.

2. Sharing of Service

a. General

The Company will permit the sharing of certain telephone services subject to the following terms and regulations:

- 1) "Sharing" is the provision of any portion of the customer's telephone service, leased to the customer by the Company, on a shared cost (non-profit) basis.
- 2) The Company's liability in connection with the provision of service which is resold or shared is limited to that contained in Sections 1.D. and 12 of this Tariff. The offer of service by a customer who shares service must include the following provision: "The offering of this service is subject to the rules and regulations of the Company which provides service. The limitations of liability as set forth in the Catalog apply with full force and effect to the provision of service hereunder."
- 3) Customers who share services shall indemnify (i.e., reimburse the Company for any amount the Company must pay as a result of), defend and save the Company harmless against any and all claims which may arise from or in connection with such sharing including, but not limited to, claims for libel, slander, infringement of copyright or patents, claims for injuries to person or property from voltages or currents, arising out of any act or omission of the customer in connection with facilities provided by the Company or its underlying carrier or the customer, claims for interruption of or deficiencies in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings. Such customers shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Company as an additional insured.

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B. USE OF SERVICE AND FACILITIES

2. Sharing of Service (Cont'd)

a. General (Cont'd)

4) The Company will not be responsible for the manner in which the use of service, or the associated charges are allocated to others by a customer who shares service. All applicable rates and charges for such service will be billed to and be the responsibility of the customer. Only orders placed by the customer will be accepted by the Company.

5) The Company retains the right to serve the ultimate user directly, if that user so chooses.

b. Directory listings for the customers of the Company's customers who share service will be provided at the rates for business additional listings, and subject to the terms and conditions as set forth in Section 4. Such customers will have responsibility for the composition and accuracy of these listings. All listing and related charges will be billed to and be the responsibility of such Company customers.

c. The Company shall not be required to permit sharing of service provided by the Company where the proposed use of the service or facilities could injuriously affect the efficiency of the Company's or its underlying carrier's plant, property or service.

d. The Company, upon notification of a customer's demand for interoffice circuits for sharing, will attempt to provide their requirements within the scope of its normal engineering interval.

e. Maintenance Service Charges as stated in Section 11 of the Catalog will apply as appropriate.

f. Non-compliance with the rules and regulations stated in this Tariff may cause termination of the customer's service.

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B. USE OF SERVICE AND FACILITIES (Cont'd)

3. Use and Ownership of Directories

Telephone directories distributed from time to time by the Company's underlying carrier remain its property. They must not be intentionally damaged, and they must be returned to the Company's underlying carrier upon request. No binder, cover, or attachment of any kind may be used with the directory which might damage it, or which might prevent access to important information.

4. Use of Service - Equipment Attachment

The lines and equipment furnished shall be carefully used, and unless otherwise provided for in the Tariffs, no equipment, apparatus, circuit or device not furnished by the Company or its underlying carrier shall be attached to or connected with or used in connection with the facilities furnished by the Company or its underlying carrier, whether physically, by induction or otherwise. Attachment or connection of customer owned and maintained equipment to facilities of the Company or its underlying carrier for the purpose of providing coin telephone service or use of facilities in violation of B.1. and B.2. of this Section is prohibited.

In case any such unauthorized attachment or connection is made, the Company may remove or disconnect the same, and may suspend or terminate the service. Equipment furnished by the Company shall remain its property and be returned to it, whenever requested, in as good condition as reasonable wear will permit.

5. Accessories

Customer provided accessories as defined in Section 1 of the Catalog may be used with the facilities furnished by the Company or its underlying carrier for exchange and message toll telecommunications service provided that such accessories are used in accordance with the regulations and criteria as specified in Section 13 of the Catalog.