

FRONTIER TELEPHONE OF ROCHESTER, INC.
P.S.C. NO. 5 - TELEPHONE
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11 OPERATOR SERVICES

11.1 Directory Assistance Service

11.1.1 General

Directory Assistance is a service provided by a Directory Assistance operator whereby an end user may obtain assistance in obtaining a telephone number.

11.1.2 Terms and Conditions

- a. There will be a charge for Directory Assistance as specified in Section 13, Rates. All requests for Directory Assistance will be charged with the exception of those circumstances listed in Paragraph 11.1.2.b.2. (below). There will be a monthly allowance as specified in Paragraph 11.1.2.b. (below).
- b. No charge applies for:
 1. Calls for Directory Assistance originating from coin telephones.
 2. Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the end user reports the wrong number to a Directory Assistance Operator.
 3. Requests for telephone numbers of non-published service, as defined by this Tariff.

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11 OPERATOR SERVICES

11.2 Directory Assistance Call Completion (DACC)

11.2.1 General

Where facilities permit, Directory Assistance Call Completion (DACC) allows end users the option to have their local or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

11.2.2 Terms and Conditions

- a. The regulations and charges apply to calls placed to Directory Assistance from within the Telephone Company's service area. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's applicable Tariffs.
- b. The DACC charge will apply only to completed calls.
- c. The Directory Assistance charge will apply in addition to the DACC charge as specified in Section 13, Rates.
- d. There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as specified in Paragraph A.2. above.
- e. Toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.
- f. Alternate billing is available for restricted lines, through Collect, Bill to Third, Person-to-person, or Calling Card options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area will also incur applicable message toll rates.

Restricted lines are IntraLATA identified as coin, hotels/motels, hospitals and colleges.

- g. DACC calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.
- h. Calls from COCOTS will be the standard DA announcement and DACC will not be offered.

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11 OPERATOR SERVICES

11.2 Directory Assistance Call Completion (DACC) (Cont'd)

11.2.2 Terms and Conditions (Cont'd)

- i. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.
- j. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with DACC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

11.2.3 Types of DACC

a. Fully-Automated DACC

1. The end user receives the requested directory number and accepts DACC. The DACC portion of the call will automatically be billed as shown in Section 13, Rates.

b. Operator-Handled DACC

1. The end user calls DA from the operator from a restricted line and receives the requested directory number and the operator then keys a different billing number for the DACC portion of the call.
2. Autocollect

Autocollect is an optional feature enhancement to Directory Assistance Call Completion. The Autocollect feature enhances the DACC service by allowing a directory listing subscriber to pay the call completion surcharge and any applicable intraLATA toll charges for all DACC eligible callers requesting their number.

The listing subscriber only pays the DACC per call charges for completed calls only. An additional monthly presubscription fee applies for this service.

Autocollect is available where technically feasible.

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11.3 Directory Assistance by Appointment Service

11.3.1 General

Directory Assistance by Appointment Service enables an end user to arrange a specific appointment with a Directory Assistance operator to obtain large quantities of telephone numbers through a single telephone call.

11.3.2 Terms and Conditions

- a. Telephone numbers will be obtained from the Telephone Company's Directory Assistance records.
- b. Non-published numbers will not be released, and the operator will inform the end user that the requested number is non-published.
- c. No credit shall apply for a completed search on a non-published number or an unsuccessful telephone number search.
- d. Collect calls to the appointment service will be denied.
- e. The caller will provide the operator names and addresses for the numbers requested.
- f. There will be specific charges for this service which are described below.
- g. Appointments will not be scheduled on less than 24 hours' notice or more than 30 days in advance.
- h. A single appointment set up charge will apply to all appointments made at one time. A maximum of ten appointments can be made for a 30-calendar day period.
- i. There are no exemptions from charges resulting from use of the Directory Operator by Appointment Service.
- j. Only telephone numbers within the Rochester LATA and connecting companies will be furnished under this service.

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11 OPERATOR SERVICES

11.4 Intercept Call Completion (ICC) Service

11.4.1 General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to an end user's new telephone number after receiving the intercept message. This service is available to end users that move within the Rochester, New York LATA.

11.4.2 Terms and Conditions

- a. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's applicable Tariffs.
- b. ICC is available where facilities are available, and conditions permit.
- c. The minimum service period for ICC is three months for residence and business end users. The service may be extended for an additional period by notifying the Telephone Company at least five business days prior to expiration of the initial service period.
- d. With ICC, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the ICC end user incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- e. Except with regard to the provision of ICC, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with it is invalid.
- f. Charges will be credited for completion of calls to wrong numbers, incomplete connections or calls with unsatisfactory transmission.
- g. IntraLATA calls completed through the use of ICC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.
- h. The Telephone Company reserves the right to waive any charges associated with ICC at any time upon 1 days' notice to the Commission.

Individual promotional periods will not exceed 120 days.

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11 OPERATOR SERVICES

11.5 Operator Assisted Local Calling Surcharges

The following charges will apply for completed local and intraLATA calls. These rates will apply for coin originated local calls, non-coin originated timed and untimed local calls, calling card, collect calls, third number and other station-to-station calls using the assistance of the operator. The following services are available. Charges are listed in Section 13, Rates in addition to the charges for the calls as set forth in various sections of this tariff.

Call Billed to a Third Number
Collect Call and All Others
Person-to-Person
Coin Station-to-Station sent Paid

Operator handled station-to-station calls include calling card, collect, 3rd number, requests to notify, time and charges and other station-to-station calls using the assistance of the operator, except that the additional charge for operator handled calls will not apply when the Telephone Company's operator:

- reestablishes a call which has been interrupted after the called number has been reached or,
- reaches the called telephone number where facilities are not available for end user dial completion or,
- establishes calls for handicapped persons who have been accorded "dial operator" privileges.

Calling Card calls and special billing calls on which the end user dials the called number are subject to a lower charge than other operator handled calls.

Calling Card calls which are exclusively operator handled will be charged the Collect Call/Third Number Surcharge.

Operator Assisted Local Calls originated from or billed to a flat rate service may result in messages being billed to flat rate end users.

When such calls are originated from or billed to a message rated service, the calls will not be applied against any monthly allowance for local calls.

These charges will appear in the toll section of a Customer's monthly bill. Each charge will include the surcharge plus any other applicable charge.

Collect calls to coin telephones and transfer of charges to third numbers which are coin telephones will not be accepted.

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11 OPERATOR SERVICES

11.6 Enhanced Directory Assistance Service

11.6.1 General

Enhanced Directory Assistance (EDA) Service allows customers to receive address and telephone number information on customers located outside of the Rochester LATA.

11.6.2 Regulations

- a. There will be a charge for Enhanced Directory Assistance.
- b. All requests for information on customers (outside the Rochester LATA) are chargeable.
- c. Requests for information from pay phones will be charged, in addition to all applicable pay phone charges.
- d. Enhanced Directory Assistance is available where technically feasible.
- e. The Telephone Company reserves the right to waive any or all of the charges associated with EDA at any time upon 1-day notice to the commission.
- f. The Telephone Company will make every reasonable effort not to release nonpublished listings except where a listing may be already disclosed in another telephone company published directory or directory database.

11.6.3 Rates

- a. Enhanced Directory Assistance (per request) rates are listed in Section 13, Rates.
- b. Annual contracts requiring usage will be provided on an individual case basis.

11.6.4 Residential Non-Basic Service Rate Offerings

On March 4, 2008, the New York Public Service Commission issued an Order in Case 07-C-0349 that changed the way the Commission set rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings. The rates for these services are shown on the attachment pages at the end of this tariff.

Directory Assistance

Enhanced Directory Assistance

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11 OPERATOR SERVICES

11.7 Enhanced Directory Assistance Call Completion Service

11.7.1 General

Enhanced Directory Assistance Call Completion Service (EDACC) allows customers the option to have their calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provided the requested directory number.

11.7.2 Regulations

- a. The regulations and charges apply to calls placed to Enhanced Directory Assistance. These regulations and charges are in addition to the regulations, rates and charges found elsewhere in the Telephone Company's tariff.
- b. The EDACC charges will apply only to completed calls.
- c. The EDA charge will apply in addition to the EDACC charge as specified in Section 13, Rates.
- d. EDACC charges will be rounded to the nearest one-half minute. For instance, a one minute 30 second call will be billed one and one-half times the EDACC rate. A one minute 31 second call will be billed two times the EDACC rate.
- e. EDACC is available where technically feasible.
- f. The Telephone Company reserves the right to waive any or all of the charges associated with EDACC at any time upon 1-day notice to the commission.

11.7.3 Rates

Enhanced Directory Assistance Call Completion, (per minute) rates listed in Section 13, Rates.

- a. First minute or fraction thereof
- b. Each additional minute
- c. Annual contracts requiring usage will be provided on an individual case basis.

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11.8 Reverse Directory Assistance

11.8.1 General

Where technically feasible, Reverse Directory Assistance (RDA) allows customers to call Directory Assistance to obtain a subscriber's name and address. The customer gives the operator the subscriber's telephone number and is given the subscriber's name and address listed in the Company's Directory or Nortel Networks National Directory Assistance Service.

11.8.2 Regulations

- a. The regulation and charges apply to calls placed to the designated RDA telephone number from within the Company's service area. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable tariffs.
- b. Each request is chargeable at the rates specified in Section 13, Rates.
- c. Names and addresses of non-published telephone numbers will not be given out to RDA customers.

11.8.3 Limitation of Liability

The Telephone Company will not be liable for any economic harm, personal injury, invasion of any right of privacy from any person, or any other harm, loss of injury, caused or claimed to be caused, directly or indirectly, by the Telephone Company's delivery or failure to deliver the service described in this section

11.8.4 Rates

- a. Rates are listed in Section 13, Rates are in addition to all rates and charges for service with which Customer Name and Address may be furnished.

1. Reverse Directory Assistance

The Company reserve the right to waive any charges associated with RDA at any time upon 1-day notice to the Commission.

Individual promotional periods will not exceed 120 days.

2. Enhanced Reverse Directory Assistance