

PSC NO: 4 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: February 22, 2015

Section: 8 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES

1. Business and Residence Rates

Determination as to whether subscriber service (as distinguished from public telephone service and exclusive of semi-public telephone service) should be classified as business or residence service is based on the character of the use to be made of the service.

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or advertised for business purposes. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.

An important index of the character of use of a service is found in the application of the subscriber as to the form of the directory listing desired. In any case where other than a residence designation is desired except as qualified in "a." below, the use is presumed to be of an occupational nature. Except for the residential Work @ Home Program which makes all Yellow Leaf No.s products available to any residential participant in the Program. The Work @ Home Program provides the following features:

- No White Leaf No.s listing of business name
- No free semi-bold listing in the Yellow Leaf No.s
- Business name not listed in directory assistance
- A credit application is required on every Work @ Home account

Where the Company reasonably believes that residence rates are being charged for service for which business rate properly apply, the Company shall so notify the customer, who must make arrangements for conversion of the service to business rates, or demonstrate that residence rates are properly applicable. In disputed cases, the customer must make reasonable accommodation for the company to observe the use of service at the location.

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 subscriber's domestic establishment and no business listings are provided; colleges, college fraternity or sorority houses, hospitals and other institutions; and in churches except when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church.

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SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Continued)

1. Business and Residence Rates (Continued)

a. Business rates apply to service furnished: (Continued)

3. At any location when the listing, public advertising, or display of a business sign indicates a business, profession or office except as otherwise provided in this catalog.
4. At any location where the service includes an extension, which is at a location where business rates apply unless, the extension is restricted to incoming calls.
5. At any location where the substantial use of the service is occupational rather than domestic.
6. At any location where the customer resells or shares exchange service.
7. Public Access Line Service. This service is classified as a business service regardless of the location.
8. At any location where zoning does not permit residential use.

b. Consideration for Business Rates

Business rates apply to service provided at any location used for business purposes. Indetermination whether a location is used for business purpose the Company may consider, among all item in (a) above and the following

1. The number of telephone lines servicing the location.
2. The type(s) of service(s) provided to the location.
3. The activities conducted at the location, as observed by or disclosed to Company employees.
4. The type and quantity of telephone equipment used at the location.
5. Employment information provided by the customer or applicant for service.

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SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Continued)

1. Business and Residence Rates (Continued)

c. Residence rates apply at the following locations:

1. In private residences or residential apartments of hotels and apartment houses for domestic use and not for substantial occupational use.
2. For service provided to individual members of clergy at a church when business service is already established at the church and the purpose of the residential service is for personal use.
3. In college fraternity or sorority houses, convents and monasteries for domestic, rather than occupational, use in residential quarters.
4. To the residential portion of a location used for both residence and business purposes, where the use of the service is for domestic purposes and where the business use, if any, is occasional.

d. Residence rates do not apply to service furnished:

1. In residential locations if the listing indicates a business or profession, except as otherwise provided by this catalog.
2. In residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

2. Flat Rate Service and Message Rate Service on Same Premises Flat rate service and message rate service will not be furnished on the same premises except as follows:

- a. Flat rate service for the exclusive use of the subscriber may be furnished to a subscriber to semi-public service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients.
- b. Flat rate service and message rate service may be furnished on the same premises only where the services are furnished from different exchanges.
- c. Flat rate service for the exclusive use of the subscriber may be furnished to a reseller of service that subscribes to message rate or measured service for resale to its customers.

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SECTION 9 – GENERAL REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

a. Business and Residence Service

The use of business service and facilities is restricted to the subscriber, and the customers of resellers of service in accordance with this catalog.

The use of residence service and facilities is restricted to the subscriber, the members of the subscriber's domestic establishment except as otherwise provided by this catalog.

Services and facilities to which mileage rates apply are furnished only for communications in which the subscriber and the aforementioned persons have a direct interest and shall not be used for collection, transmission or delivery of communications for others except as otherwise provided by this Catalog.

The Telephone Company shall not be required to furnish service or facilities where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

2. Dishonored Checks

If a business subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account will remain unpaid and the Company is not required to issue any additional notice before discontinuing service. When a check received from a residence customer is dishonored, the Company will make an attempt to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer previously has not submitted a dishonored check within the past 12 months.