

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

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SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES

1. Definitions

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment and other telephone facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

a. Service Order Charge -

1. Service order activity is classified as either initial or subsequent. The charges are applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connections of service (Initial Order Charge applies), to each order for a move, change, addition to existing service or records change (Subsequent Order Charge applies).
2. A single service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same account and for the same premises. Service Ordering Charges apply separately where business and residence service are located on the same premises.

b. Line Connection Charge - Applicable to any work performed in the central office and extending to the protector at the customer's premises.

c. Travel Charge - In addition to the Line Connection charge when a Company employee is dispatched in connection with rearrangement or installation of regulated equipment. This charge only applies to work done outside a customer's premises up to the point of demarcation.

d. Restoration Charge - Applicable for restoration of service following a temporary suspension of such service.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 2
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications

a. General

1. Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the move of service from one premise to another.
2. Changes in locations of existing stations or terminations to points outside the subscriber's premises are considered new installations at the new location.
3. The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and foreign exchanges.
4. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified in below.
5. Incorporated in this section is the assumption that the subscriber will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the subscriber insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the subscriber will be charged for as specified in Schedule of Charges. Other activity necessitated by requests of the subscriber such as work during other than normal business hours or provision of concealed wiring will be charged for at levels not to exceed differential costs of labor and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff and in the company catalog.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 3
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

a. General (cont'd)

6. If the customer is known to be a credit risk to the Company, payment of service charges may be required before the work is begun.
7. Residence customers may elect to pay their service connection initial, installation, move, substitution and other non-recurring charges associated with service orders including restoration charges and maintenance service charges in monthly installments for up to a 12 month period. When installment billing is requested, it will be applied to all non-recurring charges associated with a given service order, subject to the following:
 - a. Installment billing may be used only by residence customers.
 - b. Charges will be billed in twelve monthly installments unless the customer chooses a shorter payment period.
 - c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
 - d. More than one installment plan may be in effect for the same customer at the same time. However, only one installment plan for restoration charges may be in effect at the same time.
 - e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill.
 - f. Installment billing payments will continue even though an account is temporarily suspended.
 - g. No interest or carrying charges will be applied.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 4
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

a. General (cont'd)

8. Service charges do not apply for:

- a. An upgrade or downgrade of exchange service. (However, seasonal customers who change their grade of service may be required to pay service charges in accordance with the seasonal service regulations).
- b. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, normal maintenance and repair of the Company equipment and service and corrections required due to Company errors, etc.
- c. Record orders issued for correction purposes.
- d. No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service.
- e. Service charges do not apply for the re-establishment of service, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for re-establishment of service at the same location for other than the previous subscriber.
- f. When all required service facilities are already in place, a service charge does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of Part 68 of FCC Rules and Regulations. If additional facilities are required or requested, the appropriate service charge(s) will apply.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 5
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

b. Service Order Charge

Only one service order charge is applicable for all requests for the same subscriber made at one time, for service at one premise, with the same requested completion date. No additional service order charge will apply when mileage circuits terminate on different premises.

1. Initial service order charge
 - a. Applicable only for initial connection of telephone service.
2. Subsequent service order charge
 - a. Applicable to all other customer requests for changes to telephone service.

c. Line Connection Charge

1. The line connection charge applies to work performed in the central office and extending to the protector at the customer's premises. The charge applies for work including but not limited to:
 - a. Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises station lines, and local tie lines (one charge per item).
 - b. Number change on a local exchange central office line or trunk (one charge per item).
 - c. Restoration of service.
 - d. Establishment of a Trap Trace Circuit
2. Charges, if any, applicable to central office work in exchange(s) of other companies are those applicable for that company.
3. The line connection charge does not apply for:
 - a. The establishment of touch calling service.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 6
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

d. Travel Charge

1. A travel charge is applicable on a per order basis whenever a Company employee is dispatched to connect, move or change a service or equipment at the request of the customer.
2. The term "per order" means all work, service, and equipment requested (1) during the same contact or by the same communication and (2) for completion or provision on the same due date.
3. A travel charge does not apply for:
 - a. Removal of equipment or service.
 - b. Restoration of service.

e. Changes in Telephone Number

1. For requests for changes in telephone number of central office lines or trunks, one subsequent service order charge plus, for each number changed, a line connection charge will apply.
2. For changes in telephone number of other than central office lines or trunks, one subsequent service order charge and one travel charge, as appropriate, will apply plus \$2.00 per PBX station line changed.
3. The above charges do not apply when, in the judgment of the Company, changes in telephone number are necessary for continuation of satisfactory service.

f. Restoration of Service

1. In the event service is temporarily suspended for nonpayment of charges, such service will be restored upon payment of:
 - a. All charges due or, at the discretion of the Company, a substantial portion thereof.
 - b. The charges listed following.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 7
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

f. Restoration of Service (cont'd)

2. When at the request of the customer, service is temporarily suspended, the subsequent service order charge applies for the subsequent restoration of that service. The subsequent service order charge does not apply for seasonal service.
3. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premises station line, the subsequent service order charge, line connection charge(s) and travel charge if appropriate will apply.

3. Schedule of Charges All Service Areas

	<u>Business</u>	<u>Residence</u>
a. Service Order Charges		
1. Initial	\$44.15	\$28.30
2. Subsequent	21.80	12.00
b. Line Connection Charge, per line	10.90	10.90
c. Travel Charge	16.00	16.00

4. Restoration of Service

	<u>Business</u>	<u>Residence</u>
a. Requests received before 4:00 P.M. Monday thru Friday	33.50	18.00
b. Requests for reconnects after 4:00 P.M. on weekends and holidays	50.00	33.75

Section: 2 Leaf: 8
Revision: 0
Superseding Revision:

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 9
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

B. OTHER SERVICE CHARGES (cont'd)

2. Late Payment Charge

- a. If the company does not receive the entire amount billed prior to the next billing date a late payment fee will apply. Residential customers will incur a late payment charge of 1.5% of the unpaid balance or \$5.00 whichever is greater will be assessed on the unpaid balance. Business Customers will incur a late payment charge of 1.5%.
- b. Customer bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.
- c. If payment is not made within 23 days of the date of the bill, a late payment charge will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- d. Collection procedures and requirements for deposit are not affected by application of late payment charges
- e. Late payment charges do not apply to unpaid balances 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.
- f. The late payment charge does not apply to final accounts.
- g. The late payment charge does 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 X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 10
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

B. OTHER SERVICE CHARGES (cont'd)

3. Touch Calling

1. General

- a. Touch Calling service provides for the origination of telephone calls through the use of telephones equipped with push buttons, each of which generates distinctive tones for the origination of calls. Telephones may be customer or company provided. Touch Calling central office lines have the capability of receiving standard DTMF signaling.
- b. All telephone stations on a Touch Calling line do not have to be converted to Touch Calling.
- c. All lines served by dial-type switching equipment terminating in the same Touch Calling telephone station must be arranged for Touch Calling.
- d. Touch Calling service requires special central office equipment and is furnished only from those central offices where this equipment is available.

2. Rates	<u>Monthly Rate</u>
Residence	
Per central office line equipped for Touch Calling	\$0.00
Business - Non-System **	
Per central office line equipped for Touch Calling	0.00

** Refer to the applicable section for Touch Calling for Key Systems and Private Automatic Branch Exchange Systems.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 11
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES

1. Line Extension Charges

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

1. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
2. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
3. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

b. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

1. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
2. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
3. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
4. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 12
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES (cont'd)

1. Line Extension Charges (cont'd)

b. Real Estate Developments, Subdivisions and Apartment Complexes (Cont'd)

5. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

2. Special Construction Charges

- a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.
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PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 13
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES (cont'd)

3. Service Drops

1. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

- a. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs or catalog.
- b. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

2. Facilities Provided of Different Type Than 1. Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

- a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in G.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

PSC NO: 3 TELEPHONE
Citizens Telecommunications Company of New York, Inc.
d/b/a Frontier Communications of New York
Initial Effective Date: October 15, 2014

Section: 2 Leaf: 14
Revision: 0
Superseding Revision:

SECTION 2 – SERVICE CHARGES

D. MAINTENANCE OF SERVICE CHARGE

The customer shall be responsible for the payment of the charges indicated below for visits by the Telephone Company to the customer's premises:

- where a service difficulty or trouble report results from other than Telephone Company equipment and line.
- where, at the customer's request, a technician verifies the internet speed on a voice grade service. The Telephone Company does not guarantee any specific internet speed on a voice grade circuit.

All Service Areas \$41.00