



20575 NW Von Neumann Dr. Suite 150
Beaverton, OR 97006

August 28, 2014

Advice Letter No. 1041

Ms. Joan Grindeland
Administrator, Regulatory Operations
Oregon Public Utility Commission
3930 Fairview Industrial Dr SE
Salem, OR 97302
Fax (503) 373-7752

RE: Frontier Communications Northwest Inc. – Pricing Flexibility

Dear Ms. Grindeland:

Frontier Communications Northwest Inc. (Frontier) hereby submits for filing the original of the revised tariff sheets for the Network Access Services Tariff P.U.C. OR No. 18.

The purpose of this filing is to move certain services authorized by Order 14-290 in Docket UM 1677 (approving a price plan for Frontier Communications Northwest Inc.) from the local tariff to the statewide price list.

As a result of the moves of services from the tariff into the price list, Frontier has moved material and made revisions to services designations, and has made minor corrections where such revisions were obviously needed (these are noted in Attachment A).

It is respectfully requested that this filing become effective on October 1, 2014.

Please return stamped tariff sheets to:

Frontier Communications
Linda Saldaña
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Any questions or notifications of action taken on this tariff filing should be directed to me at (503) 629-2459 or Renee.Willer@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Renee M. Willer".

Renee M. Willer
Manager, State Government & Regulatory Affairs

RMW:lms
Enclosures

Section I

3rd Revised Sheet 2
Canceling
2nd Revised Sheet 2

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IX	Enhanced 9-1-1 Emergency Telephone Service	(T)

(D)

(D)

Section I

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(M) Material has been moved from Sheet 4.

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Issued by Frontier Communications Northwest Inc.
By Jack Phillips, Director - Governmental & External Affairs

Effective: October 1, 2014

Section I

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(M) Item III has been moved to Sheet 3.		(N)
(M) Item IV has been moved from Sheet 5.		—
(D) Material has been moved to the Statewide Price List.		(N)

Section I

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Canceling
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(T)

Reserved For Future Use

(T)
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(M) Material has been moved to Sheet 4.

(D) Material has been moved to the Statewide Price List.

(N)
(N)

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(M) Call Trace has been moved from Section VII.		(N)
(D) Material has been moved to the Statewide Price List.		
(M) Section XVI has been moved to Section VII.		(N)
(M) Section XVII has been moved to Section VIII.		

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Section I

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4th Revised Sheet 7

EXPLANATION OF SYMBOLS

- C - To signify changed listing, condition, rule or regulation
- D - To signify discontinued material
- I - To signify increase
- M - To signify material transferred from one sheet to another sheet of the same or a different schedule
- N - To signify new material
- R - To signify reduction
- T - To signify change in text but no change in rate, condition, rule or regulation

(M)

(M)

(M) Material has been moved from Sheet 21.

(N)

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Section III

1st Revised Sheet A
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GENERAL REGULATIONS

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(M) Material has been moved to Sheet B.

(N)

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(M) Material has been moved from Sheet A.

(N)

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Section III

1st Revised Sheet 14
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GENERAL REGULATIONS

OBLIGATION OF THE COMPANY

Furnishing of Service

The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.

When a customer orders installation, moves or changes, which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Simple-Service overtime charges will be the difference between straight time and overtime and will be in addition to the normal installation, move, or change charge. Complex Service overtime charges are shown in Nonrecurring Charges and will be in addition to the normal installation, move, or change charge. The customer must agree to this provision before such overtime work will be performed.

When the construction of certain facilities is necessary for the furnishing of a service, except where otherwise noted in the tariff or Price List, the ownership of such facilities will be vested in the Company, even though all or a part of the cost of construction is borne by the customer.

(T)

The Company will determine the type of facilities to be provided for the furnishing of a service.

The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.

Section III

1st Revised Sheet 15
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GENERAL REGULATIONS

OBLIGATION OF THE COMPANY (Continued)

Maintenance and Repair

All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in this Tariff or Price List. (T)

The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction, neglect, carelessness, or any other cause except from fire or unavoidable accidents.

Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing, or removing any part of the Company's facilities.

Allowance for Interruptions

In the event of an interruption to the service, which is not due to the negligence of the customer, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Company.

The allowance will be the prorated portion of the monthly rate or monthly guarantee for the service or the portion of the service made inoperative.

Section III

2nd Revised Sheet 22
Canceling
1st Revised Sheet 22

GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and Limitation of Liability Provisions Relating to Specific Tariff Subjects

Alarm Signal Transport Service (Price List, Section 5)

(T)

The alarm company and the customer will indemnify and hold the Company harmless from claims, losses or liability asserted by the alarm company, customer, or any other party related to any personal injury or death of any person or any loss, damage, or destruction of any property resulting directly or indirectly from the installation, operation, or failure of operation of this service or the facilities connected therewith. The alarm company shall obtain a Letter of Authorization for this service from the customer which shall contain appropriate language in which the customer agrees to the limitation of the Company's liability as described in this tariff.

Call Restriction Service (Section VI)

The Company shall not be liable to any person for damages of any nature arising out of, resulting from, or in connection with the provision of Call Restriction Service offered herein, including without limitation the inability of the station user to access the operator for any purpose or any of the other restricted codes specified in the dialing options listed previously.

Detailed Billing Service (Price List, Section 5)

(T)

Liability for errors on the magnetic tape is limited to the monthly rate for the service in the month the error occurred.

Directory Assistance Plus (Price List, Section 4)

(T)

The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

Section III

2nd Revised Sheet 24
Canceling
1st Revised Sheet 24

GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and limitation of liability provisions relating to specific tariff subjects (Continued)

Enhanced 9-1-1 Emergency Telephone Service (Section VII)

(T)

The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section and in any sections of other tariffs, laws, statutes, or rules which apply to the provision of 9-1-1 service by the Company. In addition, the Company's liability for civil damages shall be limited as provided in ORS 401.715 and 401.765. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The 9-1-1 service offering does not include provision of specific caller location information where it is technically impossible to do so. Such technical reasons include, but are not limited to, the inability to provide subscriber information associated with multi-party lines, or private telecommunications systems, such as PBXs or shared tenant services or calls originating over Customized Multi-line Telephone Service lines. The Company does not undertake to obtain subscriber record information from private telecommunications systems, but will accept such information provided to it by the customer.

Section III

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GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and limitation of liability provisions relating to specific tariff subjects (Continued)

Enhanced 9-1-1 Emergency Telephone Service (Section VII) (Continued)

(T)

The Company does not undertake any responsibility with regard to the attachment of any equipment or linkage of any software by a customer to Company facilities or systems. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or link software to the equipment, network facilities or systems provided by the Company. Said attachments and linkages must meet all applicable federal and state registration or certification standards. The Company may refuse to consent to attachments or linkages, which it determines may degrade the 9-1-1 system or other Company facilities or otherwise affect the Company's operations.

Should allowed attachments or linkages thereafter degrade the 9-1-1 system or the Company's other facilities or operations, the Company may direct the customer to remove the attachment or disconnect the linkage or take any other action the Company deems advisable to restore the operation of the 9-1-1 system or other facilities.

It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

Section III

1st Revised Sheet 26
Canceling
Original Sheet 26

GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and limitation of liability provisions relating to specific tariff subjects (Continued)

Digital (ISDN) Single Line Services (Price List, Section 9)

(T)

The Company makes no guarantee and assumes no liability for any type of line sharing or shared tenant arrangement by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud. The customer of record is billed and is responsible for payment.

Enhanced Services (Price List, Section 13)

(T)

The Company extends no warranties, expressed or implied, including any warranty of merchantability or fitness for a particular purpose, with respect to enhanced services. The Company's liability for any failure or defect in any enhanced service shall be limited to a refund of the service charges for the time over which the service failed to perform. The Company assumes no responsibility for any unauthorized use of an enhanced service. The Company shall not be liable for special, consequential, or incidental damages which may arise in connection with the provision or use of enhanced services. The charges for enhanced services have been established on this basis. By accepting and using these services, the customer agrees to the limitation of liability.

Interconnecting Company Facilities Used in Provision of Service

Refer to general liability statement in Section III.

(T)

National Directory Assistance/Customer Name and Address Service (Price List, Section 4)

(T)

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

Section III

1st Revised Sheet 27
Canceling
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GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and limitation of liability provisions relating to specific tariff subjects (Continued)

Nonpublished or Nonlisted Directory Service (Section V)

When nonpublished or nonlisted service is furnished, the customer will hold the Company harmless from, because of the nonpublished or nonlisted arrangement.

Options for Providing Enhanced Services (Price List, Section 13)

(T)

Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this tariff or Price List or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

(T)

Public Access Line (Price List, Section 3)

(T)

The Company is not responsible for coin collection or return, for fraudulent use of the customer's service by the public, or for restrictions to line usage imposed by limitations of the customer-provided telephone.

Section III

1st Revised Sheet 28
Canceling
Original Sheet 28

GENERAL REGULATIONS

LIABILITIES (Continued)

Indemnification and limitation of liability provisions relating to specific tariff subjects (Continued)

Restricted Secondary Line Service (Price List, Section 16)

(T)

The Company shall not be liable to any person for damages of any nature arising out of, resulting from, or in connection with the provision of RSLs offered herein, including the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing options listed previously.

Construction of Outside Plant Facilities (Price List, Section 3)

(T)

The Company is not liable for any defacement of or damage to the customer's premises resulting from the furnishing of facilities, or from the installation or removal thereof unless such defacement or damage is the result of the gross negligence of the Company or its agents.

Telephone Answering Service (Price List, Section 5)

(T)

The Company is not responsible for the quality of transmission or supervision, which may result from the connection of a client's line to a customer's network access line made in an emergency.

Custom Routing Service (CRS) (Price List, Section 16)

(T)

The Company does not guarantee the availability or reliability of CRS in the event of a network affecting disaster. Depending upon what part of the network is affected and how serious the effect is, CRS may function normally, may not function at all, or may function unpredictably.

The Company shall not be liable for any losses or damages resulting from the unavailability of CRS.

Section IV

2nd Revised Sheet A
 Canceling
 1st Revised Sheet A

LOCAL SERVICE

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General	83	(M)
Application	83	(N)
Rates	86	(N)
Native American Lifeline	87	(M)
General	87	(N)
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(M) Material has been moved from Sheet B.
 (D) Material has been moved to the Statewide Price List.

Section IV

2nd Revised Sheet B
 Canceling
 1st Revised Sheet B

LOCAL SERVICE

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(M) Material has been moved to Sheet A.

(D) Material has been moved to the Statewide Price List.

(N)
 (N)

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 By Jack Phillips, Director – Governmental & External Affairs

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Section IV

1st Revised Sheet 11
Canceling
Original Sheet 11

LOCAL SERVICE

NETWORK ACCESS RATES

MEASURED USAGE RATES

Measured Usage is only available on one party lines. Flat Rate service offers unlimited calling at a premium monthly rate to points within an exchange, including EAS, while Local Service Options with Measured Usage offer a lower monthly rate with measured usage charges billed on all exchange and EAS calls or just EAS calls, depending on the service option chosen. These local call usage charges encompass the frequency and duration of completed outgoing calls based on the distance of the called point and the time at which the call is placed.

RATES ¹

Usage Rates:	Per Minute
Zone 0 (Intra-Exchange)	\$.02
Zone 1 (Inter-Exchange)	.04

Usage will not be charged on calls placed to Operators, 911 (Emergency Service), Directory Assistance (tariffed and/or Price Listed rate applies), Company Service or Repair Offices, nor on calls that access Interexchange Carrier lines/trunks that have been registered with the Company for the purpose of placing long distance calls.

(T)
(T)

¹ These rates are not applicable to Public Access Line (PAL) Service.

Section IV

2nd Revised Sheet 12
Canceling
1st Revised Sheet 12

LOCAL SERVICE

NETWORK ACCESS RATES

MEASURED USAGE RATES

DISCOUNT PERIODS

The preceding Measured Usage Rates are in effect at all times other than the particular Discount Periods shown below:

	<u>RATE</u>
Weekdays:	
9:00 p.m. to 7:59 a.m.	50% Discount
Saturdays, Sundays and Holidays (New Year's Day, Independence Day, Labor Day, Thanksgiving, Christmas):	
8:00 a.m. to 8:59 p.m.	50% Discount
9:00 p.m. to 7:59 a.m.	50% Discount

OPERATOR SERVICE CHARGES

Operator Service Charges described below are applicable to each local outgoing message billed. Rates are listed in the Price List, Section 4. The discount rates listed above do not apply to Operator Service Charges.

(T)
(T)

Operator Handled Station-to-Station calls - For calls completed with the assistance of an operator and may include calls billed to a third number, or sent collect.

Operator Handled Person-to-Person - Allows the caller to speak to a particular person or extension number. The operator insures that the person or extension requested is on the line before the call and related charges begin.

Corrections Collect Station-to-Station - For calls originating from a correctional facility using special restricted corrections service. See Section 4 of the Price List for rates and charges.

(T)

LOCAL USAGE BILLING DETAIL

Set-up Charge, per order	\$5.00
Recurring Charge, per month - per account	1.80
Detailed Usage list(s), per page	.11

Section IV

1st Revised Sheet 72
Canceling
Original Sheet 72

LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

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Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

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Canceling
1st Revised Sheet 74

LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

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Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

1st Revised Sheet 76
Canceling
Original Sheet 76

LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

1st Revised Sheet 77
Canceling
Original Sheet 77

LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

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Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

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Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

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(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

1st Revised Sheet 80
Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

1st Revised Sheet 81
Canceling
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LOCAL SERVICE

RESERVED FOR FUTURE USE

(T)

(D)

(D)

(D) Material has been moved to the Statewide Price List.

(N)

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Section IV

3rd Revised Sheet 86
Canceling
2nd Revised Sheet 86

LOCAL SERVICE

LIFELINE SERVICE
(OREGON TELEPHONE ASSISTANCE PROGRAM)

RATES

A total credit amount applies to the Lifeline customer's monthly bill as follows:

	<u>Monthly Rate</u>
Federal Baseline Amount (off set to EUSLC)	As set by FCC
Federal and State Lifeline Credits for a One-Party Line:	
Federal Lifeline Support Credit (includes Federal End User common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service)	\$9.25
State Amount Funded by OTAP	3.50 ¹

With the exception of the initial installation charges, see Tribal Link Up (under Nonrecurring Charges), all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed and/or Price Listed rates.

(T)
(T)

When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified above will be discontinued and regular tariffed rates and charges will apply.

¹ Set by the OPUC for OTAP in Docket UM 731 and per Order No. 97-491.

Section IV

3rd Revised Sheet 87
Canceling
2nd Revised Sheet 87

LOCAL SERVICE

(D)
(D)

NATIVE AMERICAN LIFELINE

GENERAL

Residential customers who reside on federally recognized reservations are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on reservations shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in this section, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- National School Lunch Program's (free lunch program)
- Medicaid
- Food Distribution Program on Indian Reservations (FDPIR)
- Supplemental Security Income
-
- Low-Income Home Energy Assistance Program
- Supplemental Nutrition Assistance Program
- Income at or below 135% of the Federally Recognized Poverty Guidelines

If a resident of a federally recognized reservation satisfies the state's Lifeline eligibility criteria as defined in this section, the resident will receive the state support, as well as the additional enhanced federal support.

APPLICATION

The additional enhanced federal credit, will be available to Lifeline customers who reside on reservations in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>
Confederated Tribes of Coos, Lower Umpqua & Suislaw Indians	Coos Bay/North Bend
Coquille Indian Tribe	Coos Bay/North Bend Bandon Coquille Myrtle Point

Customers who live on federally recognized reservations and meet the Lifeline eligibility criteria described above are also eligible for federal assistance. See Tribal Link Up Service (under this Section IV, Sheet 88).

(T)

Section IV

1st Revised Sheet 90
Canceling
Original Sheet 90

LOCAL SERVICE

NONRECURRING CHARGES

(M)

CONDITIONS

Nonrecurring charges have application as follows:

Complex Service - Telephone service arrangements that have a requirement for common equipment, plus Wide Area Telephone Service (WATS), Private Line Telephone Service and Data Service arrangements which, by nature, are complex but may not necessarily require common equipment.

Simple Service - Telephone service arrangements that have no requirement for common equipment.

Billable Time and Material Charges - Time and Material spent by a Company representative on a customer's premises exclusive of work required to establish network access.

Other Changes of a Network Access Line - Included in this category are reconnection of service after a temporary disconnection, and other miscellaneous changes or rearrangements of a Network Access Line.

Nonrecurring Charges apply for the establishment of telephone service, making moves and changes at customer's request, reconnecting service, which has been temporarily disconnected for nonpayment, installing supplemental equipment, and establishing miscellaneous services.

Nonrecurring Charges are waived for conversions from Premium Calling Service to Measured Usage following the initial offering of Basic and/or Community Calling Service in a central office serving area.

Nonrecurring charges are waived for six months following implementation of an EAS Region adopted in a Commission proceeding. Customers may change from measured or EAS service options during that time without incurring the NRC for change in service.

The Nonrecurring Charge applies once for all installations, moves, and changes at the request of a customer in one contact for one due date. The Time Nonrecurring Charge applies once for each customer premises upon which work will be done as a result of a request. Upon request of the customer, installment-billing plans can be arranged for payment of the above nonrecurring charges.

Charges for customer requested moves and changes are not to exceed the sum of the charges that would apply to a new installation of the same service and facilities at the time of the customer's request.

Installation charges shown in other schedules in this tariff are in addition to applicable charges in this schedule. The installation charges also apply when equipment is moved.

(M)

(M) Material has been moved from Sheet 99.

(N)

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Section IV

1st Revised Sheet 91
Canceling
Original Sheet 91

LOCAL SERVICE

NONRECURRING CHARGES

CONDITIONS (Continued)

In cases of disruption in service due to disaster (fire, accident, natural catastrophe), the applicable NRC for Fixed Call Forwarding Services(s) will be waived for a 60 day period when the service is used to aid victims to receive calls while seeking new or temporary location.

When service which has been disrupted by fire, accident, or natural catastrophe is reestablished within 60 days of the disruption for the customer at either its original location, a temporary location, or a new location, Nonrecurring Charges will not apply for the installation of the Network Access line(s) and Standard Network Interface that were in place prior to the disaster. Subsequent moves of such re-established services will be done at the normal Nonrecurring Charges.

When service has been disrupted due to unauthorized change to another telecommunications carrier (slamming), see General Regulations, Section III, for billing of Nonrecurring Charges to re-establish service with the authorized carrier.

Network Access Line Connection and Rearrangement Charges apply to work associated with the Network Access Line extending from the central office to the protector or other point of separation on the customer's premises. This includes connection of new Network Access Lines, and the rearrangements of existing Network Access Lines including off-premises station lines.

SPECIAL TELEPHONE NUMBERS

Special Telephone Numbers are numbers that cannot be randomly assigned from a mechanized system. Examples include requests for specific telephone numbers or choice of telephone numbers.

The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move or change of a service. One nonrecurring charge will apply for each lead number of a trunk-hunting group in which a Special Telephone Number is assigned.

The rights to these telephone numbers remain those of the Company's as stated in General Regulations, Section III, of this tariff. In the event the Special Telephone Number must be changed due to Company initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

(M)

(M)

(M) Material has been moved from Sheet 100.

(N)

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Section IV

1st Revised Sheet 92
Canceling
Original Sheet 92

LOCAL SERVICE

NONRECURRING CHARGES

(M)

CONDITIONS (Continued)

REPAIR CHARGES

Time and Material charges are applicable to each service call by the Company where a trouble report results from customer-provided equipment and/or facilities. The Company will repair, adjust, and/or perform any work on the customer-provided equipment and/or facilities at non-regulated rates and charges.

Repair Charges do not apply if the repair is initiated by the Company or if the trouble is isolated to the network.

The Time and Material Charges are applicable only to work performed on the customer's premises for regulated terminal equipment. Where applicable, the following conditions and rules apply:

Total Time and Material Charges are based on the installation labor time and miscellaneous materials required to complete the installation on the customer's premises.

Time Charges will be billed in 15-minute time segments. A five-minute allowance into the next time increment will be granted.

Residence customers utilizing PBX or key equipment are subject to applicable Complex Time and Material charges.

Time and Material charges do not apply to the following work:

To move or change a customer's telephone service or equipment if required or initiated by the Company.

To install, move, or change telephone equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.

The "from" portion of work involved in a transfer of service and equipment from one premises to another.

Disconnection and/or removal of the following items of service or equipment:

(M) Main or extension station lines

(M) Access line services and custom calling services.

(M)

(M) Material has been moved from Sheet 101.

(N)

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Section IV

Original Sheet 93

LOCAL SERVICE

NONRECURRING CHARGES

(M)

INSTALLATION, MOVE, AND CHANGE CHARGE	<u>Charge</u>
Each Network Access Line connected:	
Business	\$40.00
Central Office Located Trunk	20.00
Residence	30.00 ¹
Time and Material Charges ²	
Premise Visit - Simple Service	
Minimum Time Charge - first 15 minutes or fraction thereof of billable time.	25.00
Additional Time Charge - each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period.	9.00
Material	At Cost
Premise Visit - Complex Service	
Minimum Time Charge - First 15 minutes or fraction thereof of billable time.	40.00
Additional Time Charge - each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period.	10.00
Material	At Cost

¹ Certain applicants for new service may qualify for a waiver of service commencement nonrecurring. See Tribal Link Up Service in this section for qualifications.

² The Charges apply for work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m.

(M)

(M) Material has been moved from Sheet 102.

(N)

Section IV

1st Revised Sheet 94
Canceling
Original Sheet 94

LOCAL SERVICE

NONRECURRING CHARGES

INSTALLATION, MOVE, AND CHANGE CHARGES (Continued)

Time and Material Charges (Continued)

Work requested to be performed Monday through Friday between 5:00 p.m. and 8:00 a.m., or work performed on Saturdays, Sundays or holidays, if agreed to by the Company will be subject to the charges shown below, on both the Minimum and Additional Time Charges.

	<u>Charge</u>
Overtime Monday - Friday	50%
Saturdays	50%
Sundays and Holidays	100%
Special Telephone Number	
Business	\$60.00
Residence	35.00
Miscellaneous:	
Change of class, type or grade of service, each Network Access Line	25.00
Change in directory listing	5.00
Change of telephone number initiated by the customer	20.00
Other changes of a Network Access Line, each	25.00
Supersedure of service	20.00

(M)

(M)

(M) Material has been moved from Sheet 103.

(N)

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Section V

3rd Revised Sheet A
 Canceling
 2nd Revised Sheet A

DIRECTORY SERVICES

(T)

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Application of Rates	3	—
Rates and Charges	4	(N)
		(D)
		—
		(D)
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		(D)
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		(D)
		(D)
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Nonlisted Service	7	(N)

(D) Material has been moved to the Statewide Price List.

(N)

Section V

2nd Revised Sheet 1
Canceling
1st Revised Sheet 1

DIRECTORY SERVICES

(T)

BUSY VERIFICATION AND INTERRUPT SERVICE

CONDITIONS

Busy Verification and Interrupt Service provides a calling party with:

- Information about the status of a line as to whether it is available to be called.
- The ability to interrupt a conversation already in progress in emergency situations.

A Busy Verification or Interrupt Charge is applicable only on lines verified as having a conversation in progress or as available to be called.

A charge will not be applicable for the following reasons:

- Requests originated from outside the local calling area of the line being verified.
- Requests for verification of a line when the line is determined to have a maintenance problem.
- Requests may be billed to a third number and, in addition, interrupt service may be billed collect.

RATES

	<u>Charge</u>
Each completed request to verify the availability status of a line	\$.80
Each completed request to verify the status and to interrupt a conversation on a line	1.50

Section V

1st Revised Sheet 2
Canceling
Original Sheet 2

DIRECTORY SERVICES

(T)

CALL REFERRAL SERVICE

GENERAL

Call Referral Service is offered to customers who have moved to a new location, disconnected telephone service or requested a telephone number change. Calls to the intercepted telephone number are referred to an operator or they are routed to a pre-recorded message that informs the caller of the status of that number. At the customer's request, the new number may be included in the basic recording, and if a customized option is selected, additional information can be included. This service is available where resources permit. No charges apply when Call Referral is provided due to a Company error.

SERVICE DESCRIPTION

Basic Call Referral

This level of service provides a pre-recorded announcement stating that the called number has been disconnected or changed. At the customer's request, the new number may be included in the recording. Basic Call Referral Service is provided free of charge for 30 days to both Residence and Business customers.

Extended Basic Call Referral

This optional level of service includes the features of Basic Call Referral as described above and provides customers the ability to extend the Basic Referral service beyond the initial 30-day period. The minimum period is an additional one month, to a maximum of 11 additional months.

Internet Call Messenger Service / New Number Call Routing

Internet Call Messenger Service / New Number Call Routing is a customized operator intercept service available to business or residence customers who have relocated or changed telephone numbers and require more than the standard referral of calls to a new number. The customer may design an intercept message up to 240 characters. Typical messages include status of the new line, name(s), new telephone number(s), new address(es), zip code(s), business hours, etc.

In the case of multiple customers needing a referral from the same number, New Number Call Routing can be made. A customized recording is created giving out each party's name and associated new number as directed by the customers.

Internet Call Messenger Service or New Number Call Routing services are offered for a minimum of 1 month and a maximum of 12 months.

Section V

2nd Revised Sheet 3
Canceling
1st Revised Sheet 3

DIRECTORY SERVICES

(T)

CALL REFERRAL SERVICE

CONDITIONS

The Company reserves the right to refuse any customer's requested message that it deems to be in violation of the General Regulations section of this tariff. Messages must also be in compliance with all administrative rules, state statutes, and public policy considerations.

Personalized recorded message services such as Extended Basic Referral, Internet Call Messenger Service, or New Number Call Routing will not be provided to customers who have been disconnected for nonpayment.

All applicable charges for Call Referral Services will be billed in advance as a one-time charge. Customers will be billed for the total requested Call Referral Service time period on their next billing statement.

Internet Call Messenger Service / New Number Call Routing may be requested when a disconnected number has been in use by more than one customer (e.g., partnership in a firm, members of the same household, etc.), and each party wishes to receive calls at their new number. The announcement will provide the names and forwarding telephone numbers of all parties listed in the message.

Basic Call Referral and Extended Basic Call Referral are available for Customized Multi-line Telephone Service or Custom Line Telephone Service customers.

Call Referral Service in this Section is not applicable for Direct Inward Dialing (DID) customers. Extended Basic Referral service for DID customers is set forth in General Services, Section 5 of the Price List.

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APPLICATION OF RATES

The rates and charges following are in addition to any other applicable rates and charges.

In addition to the monthly nonrecurring charge for Internet Call Messenger Service or New Number Call Routing, a Customized Recording Set-up Fee will apply.

The Customized Recording Set-up Fee applies to all initial and subsequent orders for Internet Call Messenger Service or New Number Call Routing.

Section V

1st Revised Sheet 4
Canceling
Original Sheet 4

DIRECTORY SERVICES

(T)

CALL REFERRAL SERVICE

RATES AND CHARGES

	<u>Non-Recurring Charge</u>	
	<u>Residential/Business</u>	
Basic Call Referral First 30 days	No charge	
Extended Basic Call Referral		
1 month additional - minimum order	\$20.00	
Each additional month or fraction thereof - Maximum order is 12 months, including the first 30 days offered under Basic Call Referral above	10.00	
	<u>Residential</u>	<u>Business</u>
Customized Internet Call Messenger Service / New Number Call Routing		
Each month or fraction thereof (no free period) 1 month minimum/12 month maximum	\$15.00	\$25.00
Customized Recording Set-up Fee (Initial or Subsequent order)	25.00	25.00

Section V

2nd Revised Sheet 5
Canceling
1st Revised Sheet 5

DIRECTORY SERVICES

DIRECTORY SERVICE

CONDITIONS

Primary Listing

The Primary Listing, which will include the name and telephone number and may include the address of the customer, will be furnished at no charge in the alphabetical section of the directory. Each business customer will also receive one listing at no charge in the classified section of the directory under a classification of the customer's choice. Such listings will be provided for each Network Access Line, Private Branch Exchange, or Customized Multi-line Telephone Service.

The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

Listings will be limited to such information as is necessary for proper identification. The Company may refuse to insert any listing that, in its judgment, does not facilitate the use of the directory.

Dual (joint) name Primary Listings will be provided at no charge for customers subscribing to Residence Service who share the same surname and reside at the same address, for surviving spouses, and for persons known by more than one given name, provided that the surname is the same.

No nonrecurring charge will apply for the change to dual name primary listing.

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(D)

(M) Material has been moved from Sheet 13.

(D) Material has been moved to the Statewide Price List.

(N)

(N)

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Section V

2nd Revised Sheet 6
Canceling
1st Revised Sheet 6

DIRECTORY SERVICES

(T)

DIRECTORY SERVICE

(M)

CONDITIONS (Continued)

Nonpublished/Nonlisted Services

Nonpublished service is an arrangement whereby a customer's telephone number is omitted from both the alphabetic white page directory and the directory assistance database.

Nonlisted service is an arrangement whereby a customer's telephone number is omitted from the alphabetic white page directory but not from the directory assistance database.

Nonpublished telephone numbers may be displayed to customers who subscribe to Calling Number Identification Delivery service when the nonpublished customer elects not to utilize Cancel Calling Number Identification Delivery service per call or per line.

The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories. The Company will not disclose the number, except when required by law, to any person other than representatives of law enforcement agencies; its own employees or representatives, or those of other telephone companies; to other customers who are billed for calls placed to or from nonpublished numbers; or as specified elsewhere in these conditions.

Customer information, whether published or nonpublished, will be released to governmental agencies or other entities responding to requests for emergency assistance by virtue of the 911 service.

Subscribers to nonpublished and nonlisted service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.

Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

Refer to General Regulations, Section III, Nonpublished or Nonlisted Directory Service, for Company liability statement.

Application of rates for nonpublished and nonlisted services:

Customer with a Published Listing

If a customer has both published and nonpublished/nonlisted listings for different telephone numbers with the same class of service at the same address, the nonpublished/nonlisted monthly recurring charge will not apply.

Customer with a Nonpublished/Nonlisted Listing

If a customer has a nonpublished/nonlisted listing, only one monthly recurring charge will be applied for any nonpublished and/or nonlisted listings for the same customer with the same class of service at the same address. If the customer has a combination of nonpublished and nonlisted listings for different telephone numbers at the same address, the nonlisted monthly recurring charge will apply.

(M)

(M) Material has been moved from Sheet 15 AND 16.

(N)

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Section V

1st Revised Sheet 7
 Canceling
 Original Sheet 7

DIRECTORY SERVICES

(T)

DIRECTORY SERVICE

(M)

CONDITIONS (Continued)

Nonpublished/Nonlisted Services (Continued)

The rate for nonpublished and nonlisted services does not apply to the following:

Pay Telephone Service

Special Reversed Long Distance Service

Foreign Exchange/Zone Service

Temporary Service (service provided for a period not more than 30 days)

Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communications.

Local Exchange Service for a customer living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.

New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

Residential customers who have obtained a court restraining order and have provided the Company with a signed affidavit indicating their inability to pay for nonpublished service.

RATES

Monthly Rate
Business/Residence

(M)

Primary Listing

-

(D)

(D)

(M)

Nonpublished Service

\$1.25

(M)

Nonlisted Service

1.25

(D)

(M) Material has been moved from Sheet 16.

(M) Rates have been moved from Sheet 17.

(D) Material has been moved to the Statewide Price List.

(D)

(N)

(N)

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Section VI

2nd Revised Sheet A
 Canceling
 1st Revised Sheet A

GENERAL SERVICES

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Rates Per Line	5	(N)
Call Trace	7	(M)
Feature Description	8	(N)
Rates	8	(N)

(M) Material has been moved from Section VII. (N)
 (D) Material has been moved to the Statewide Price List. (N)

Advice No. 1041

Section VI

2nd Revised Sheet Sheet 1
Canceling
1st Revised Sheet 1

GENERAL SERVICES

CALL RESTRICTION SERVICE

(M)

DEFINITION

Call Restriction Service (CRS) provides the capability to block outgoing dialed calls to selected numbers or prefixes. The service is provided in the central office.

DESCRIPTION

Call Restriction Service (CRS) prevents access to the toll network. CRS blocks access to 900 type and 976 type information services. CRS prevents 1-plus, 0-plus, and 0-minus calls. Local directory assistance calls may be blocked, depending on the CRS option selected. CRS does not block calls to 800, 866, 877, and 888 type of toll service. When customers dial a number that is blocked by CRS the call will be diverted to a Company-provided intercept announcement.

All CRS packages permit calls to the following

- 911
- 1+800, 1+866, 1+877, 1+888 (except for CRS 5)
- Local Calls, including EAS where available
- Listed toll free numbers for Telephone Company (Repair, Billing, etc.)

CRS 1 - Limited Restriction

- Blocks calls to 1+ and 0+(900)
- Blocks intrastate calls to 1+976

CRS 2 - Maximum Restriction

- Blocks calls to: Same numbers as CRS 1
- Points accessed by 0-, 0+, 01+, 011+ and 1+ dialing with the exception of 1+800, 1+866, 1+877, and 1+888.

CRS 3 - Split 1+DDD Restriction

- Blocks calls to 101XXXX+.

(M)

(M) Material has been moved from Sheet 10.

(N)

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Section VI

1st Revised Sheet 2
Canceling
Original Sheet 2

GENERAL SERVICES

CALL RESTRICTION SERVICE

DESCRIPTION

CRS 4 - 976 Call Restriction

Blocks intrastate calls to 1+976.

CRS 5 - 1 + Toll Restriction

Blocks but is not limited to:
1+, 1+555, and 1+800, 1+866, 1+877, and 1+888

CRS 6 - Toll/Code Restriction

Allows the customer to prevent stations from completing calls to specified destinations.

CRS 7 - Outgoing Call Screening

Allows the Company at the customer's request to screen (block) directory assistance, seven-digit, and ten-digit telephone numbers. Screening of 911 is not permitted.

(M)

(M)

(M) Material has been moved from Sheet 11.

(N)

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Section VI

1st Revised Sheet 3
Canceling
Original Sheet 3

GENERAL SERVICES

CALL RESTRICTION SERVICE

CONDITIONS

Call Restriction Service (CRS) is offered in all Company exchanges.

CRS is available only on one-party residence and business network access lines.

With the exception of CRS 5 (1 + Toll Restriction), access to 800, 866, 877, and 888 type toll service will not be denied.

CRS is not foolproof. With the exception of CRS 5 (1 + Toll Restriction), CRS may be bypassed since some long distance carriers (IXCs) use 800, 866, 877 or 888 type numbers, or Feature Group A numbers, for access to their toll service. Provision of CRS does not alleviate customers' responsibility for payment of completed toll calls.

CRS may normally be placed on the customer's lines within three business days after an order for the service is accepted by the Company.

CRS is a service designed to prevent certain types of toll calls. CRS does not prevent toll charges, which may have been incurred, from being billed to the customer.

The provisions of each CRS are as stated previously in this tariff. No substitutions of any features are permitted.

CRS does not include Billed Number Screening. The customer retains the capability of accepting third number billed and collect calls on any CRS. The customer is responsible for these calls, billed to his/her account.

CRS will be removed only upon written request from the customer.

0-minus access is not permitted under some options of CRS as provided in this tariff. Therefore, where 911 emergency access is not available, it is the responsibility of the customer to notify its station users that operator access is not available.

The nonrecurring charge will apply on a per order basis when a customer requests a change in the type of CRS service on the line or when the service is installed on a line that is not covered.

(M)

(M)

(M) Material has been moved from Sheet 12.

(N)

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Section VI

2nd Revised Sheet 4
Canceling
1st Revised Sheet 4

GENERAL SERVICES

CALL RESTRICTION SERVICE

(M)

CONDITIONS (Continued)

Nonrecurring Charges are waived in establishing or changing Call Restriction Services in the following situations:

Ordered and installed at the same time as the basic network access service

Ordered and installed at the same time as another change on the network access line in which Nonrecurring Charges found elsewhere in this tariff apply.

CRS 1 (Limited Restriction) and CRS 4 (976 Call Restriction) Nonrecurring Charges shall be waived upon initial request for single line nonhunting service. If the customer subsequently removes CRS 1 or CRS 4 blocking and then orders it reinstated on the same line, appropriate Nonrecurring Charges will apply.

Refer to General Regulations, Section III, Call Restriction Service, for Company liability statement.

Split 1+DDD Blocking

This blocking service is offered to aggregators upon request, on a per line or trunk basis. An aggregator is any individual, partnership, association, joint-stock company, trust or corporation that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises.

(M)

(M) Material has been moved from Sheet 13.

(N)

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Section VI

1st Revised Sheet 5
 Canceling
 Original Sheet 5

GENERAL SERVICES

CALL RESTRICTION SERVICE

RATES

RATES PER LINE	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
CRS 1 - Limited Restriction		
Initial Installation		
Individual Network Access Lines	--	--
Complex Network Access Lines	--	\$10.00
Additional lines, same order	--	4.00
Subsequent Installation		
Individual Network Access Lines	--	10.00
Complex Network Access Lines	--	10.00
Additional lines, same order	--	4.00
CRS 2 - Maximum Restriction	\$3.40	10.00
CRS 3 - Split 1+DDD Restriction	5.00	26.00

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(M) Material has been moved from Sheet 14.

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Section VI

1st Revised Sheet 6
 Canceling
 Original Sheet 6

GENERAL SERVICES

CALL RESTRICTION SERVICE

RATES (Continued)

RATES PER LINE (Continued)	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
CRS 4 - 976 Call Restriction		
Initial Installation		
Individual Network Access Lines	--	--
Complex Network Access Lines	--	\$10.00
Additional lines, same order	--	4.00
Subsequent Installation		
Individual Network Access Lines	--	10.00
Complex Network Access Line	--	10.00
Additional lines, same order	--	4.00
CRS 5 - 1 + Toll Restriction	\$3.40	10.00
CRS 6 - Toll/Code Restriction	1.50	10.00
CRS 7 - Outgoing Call Screening	1.50	10.00

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(M) Material has been moved from Sheet 15.

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Section VI

1st Revised Sheet 7
Canceling
Original Sheet 7

GENERAL SERVICES

CALL TRACE

FEATURE DESCRIPTION

Call Trace - Allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Trace performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the service, customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s).

RATES

	<u>Residence</u>	<u>Business</u>
Call Trace, per activation	\$1.00	\$1.00

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(M) Material has been moved from Section VII.

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Section VII

4th Revised Sheet A
Canceling
3rd Revised Sheet A

COMPETITIVE RESPONSE

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Section VII

1st Revised Sheet 1
Canceling
Original Sheet 1

COMPETITIVE RESPONSE

(M)

Residence Customer Incentive Program

GENERAL

The Residence Customer Incentive Program ("RCIP") provides for offers to potential new residence local exchange customers and to existing residence customers to induce the acquisition or continuation of services by those customers.

CONDITIONS

An RCIP offer may be extended to potential new Frontier Communications Northwest Inc. residence local exchange customers. In addition, the Company may extend an RCIP offer to any existing residence customer who has retained a service for some period of time.

For potential new residence customers, the Company may provide an RCIP offer no more than once to a customer in any continuous twelve-month period. In retention situations, with respect to any particular service or feature, the Company may provide an RCIP offer no more often than once in any continuous twelve-month period to a customer.

The recipients of an RCIP offer and the amount of an RCIP offer shall be in the sole discretion of the Company, but the value of the offer benefit may not exceed the maximum benefit as explained in the Rates section following.

For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in Rates following.

The Company shall determine the particular details of an RCIP offer, including but not limited to periods and duration, class of eligible customers, services, amounts, terms and conditions, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of the Tariff and the amount does not exceed the maximum benefit permitted as explained in Rates following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

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Section VII

1st Revised Sheet 2
Canceling
Original Sheet 2

COMPETITIVE RESPONSE

(M)

Residence Customer Incentive Program (Continued)

CONDITIONS (Cont'd)

RCIP offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

1. The sales channel through which the products are sold.
2. A specific geographic area.
3. Existing customers who request to have one or more products disconnected.
4. Customers who identify a better competitive offer is available to them. Frontier representatives may present to these customers multiple offers up to the maximum benefit as described under Rates following.
5. Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.

The Company reserves the right to discontinue this offer.

RATES

The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

1. A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
2. A waiver of up to three months of the recurring rates, or
3. A waiver of 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s) or
4. A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the as the sum of Rates 3. above shall be used.

The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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(M) Material has been moved from Section XVI.

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By Jack Phillips, Director - Governmental & External Affairs

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Section VII

1st Revised Sheet 3
Canceling
Original Sheet 3

COMPETITIVE RESPONSE

(M)

Business Customer Incentive Program

GENERAL

The Business Customer Incentive Program ("BCIP") provides for offers to potential new business local exchange customers and to existing business customers to induce the acquisition or continuation of services by those customers.

CONDITIONS

A BCIP offer may be extended to potential new Frontier Communications Northwest Inc. business local exchange customers. In addition, the Company may extend a BCIP offer to any existing business customer who has retained a service for some period of time.

For potential new business customers, the Company may provide a BCIP offer no more than once to a customer in any continuous twelve-month period. In retention situations, with respect to any particular service or feature, the Company may provide a BCIP offer no more often than once in any continuous twelve-month period to a customer.

The recipients of a BCIP offer and the amount of a BCIP offer shall be in the sole discretion of the Company, but the value of the offer benefit may not exceed the maximum benefit as explained in the Rates section following.

For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

The Company shall determine the particular details of a BCIP offer, including but not limited to periods and duration, class of eligible customers, services, amounts, terms and conditions, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of the Tariff and the amount does not exceed the maximum benefit permitted as explained in Rates following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

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Section VII

2nd Revised Sheet 4
Canceling
1st Revised Sheet 4

COMPETITIVE RESPONSE

(M)

Business Customer Incentive Program (Continued)

CONDITIONS (Cont'd)

BCIP offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

1. The sales channel through which the products are sold.
2. A specific geographic area.
3. Existing customers who request to have one or more products disconnected.
4. Customers who identify a better competitive offer is available to them. Frontier representatives may present to these customers multiple offers up to the maximum benefit as described under Rates following.
5. Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.

The Company reserves the right to discontinue this offer.

RATES

The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

1. A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
2. A waiver of up to three months of the recurring rates, or
3. A waiver of 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charges(s), or
4. A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the as the sum of Rates 3. above shall be used.

The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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Section VII

2nd Revised Sheet 5
Canceling
1st Revised Sheet 5

COMPETITIVE RESPONSE

(M)

Voice Discount Plan

GENERAL

The Voice Discount Plan provides discounted offers for Regional Calling Value and Regional Essentials to qualifying residential customers.

CONDITIONS

Qualifying residential customers are those who call Frontier and either:

- (a) Indicate that they intend to disconnect their Frontier primary lines, and subsequently agree to retain their service, or
- (b) Indicate an interest in changing their local service from another service provider to Frontier and subsequently do so as a result of this offer, or
- (c) Change their local service from another provider to Frontier and within 30 days of that change call Frontier and specifically request these discounts as a response to direct mailings, advertising or other Frontier marketing activities, or
- (d) Have Frontier Online high speed internet service or FIOS Internet service but no local service from Frontier Communications Northwest Inc. and accept this offer in response to a direct mailing, advertising, or other Frontier marketing activity, or
- (e) Contact Frontier citing competitor's offers or otherwise indicate potential future disconnection based on price, or
- (f) Subscribe to Frontier local service as a result of this offer, or
- (g) Subscribe to Regional Essentials or Regional Calling Value as a result of this offer when they previously did not have a package plan.

Discounts may vary depending upon whether a customer has a existing package* plan or not.

Customers participating in this offer are not eligible to participate in other Frontier Communications Northwest Inc. discount offers or promotions on the same dial-ton line.

The offers are not available to employees of Frontier.

The offers are not transferable or redeemable for cash.

If prior to the end of the 12-month term the customer removes the qualifying product from their account, the customer will lose the associated discount.

After the initial 12-month term, customers will automatically renew at the renewal rates specified herein on a month-to-month basis.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions as found in the Frontier Communications Online and Long Distance Product Guide.

- * Package services include Local Calling, Frontier Local Calling Plan Plus, Frontier Regional Calling Plan, Regional Calling Extra, Regional Calling Value and Regional Essentials.

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Section VII

2nd Revised Sheet 6
Canceling
1st Revised Sheet 6

COMPETITIVE RESPONSE

(M)

Voice Discount Plan (Continued)

RATES

	<u>Monthly Discount</u>
Regional Calling Value	\$20.05*
Regional Calling Value ¹	18.00*
Regional Essentials ¹	10.00

Customers who subscribed to the Regional Calling Value and Regional Essentials Retention and Winback Offer² prior to April 12, 2008 may receive the month-to-month discount listed below upon expiration of their initial 12-month discount. Customers who subscribed to the Regional Calling Value or the Regional Essentials offer as a promotion will also be eligible for the monthly credit listed below after their 12-month promotional discounts expire.

	<u>Renewal Discount</u>
Regional Calling Value	\$10.05*
Regional Calling Value ¹	15.00*
Regional Essentials ¹	7.00

Customers who subscribed to the Regional Calling Value and Regional Essentials Retention and Winback Offer² beginning April 12, 2008 may receive the month-to-month discount listed below upon expiration of their initial 12-month discount.

	<u>Renewal Discount</u>
Regional Calling Value	\$20.05*
Regional Calling Value ¹	18.00*
Regional Essentials ¹	10.00

Customers subscribing to the Voice Discount Plan on or after March 1, 2010.

	<u>Monthly Discount</u>
Regional Calling Value	\$20.05
Regional Calling Value ¹	13.00
Regional Calling Value ^{1,3}	8.00
Regional Essentials ¹	5.00

* To be implemented on a full bill period basis on or after November 1, 2009.

¹ Bundled with a qualifying unlimited domestic long distance calling plan.

² Effective March 1, 2010, the name of the Regional Calling Value and Regional Essentials Retention and Winback Offer was changed to the Voice Discount Plan.

³ Retention offer for customers currently subscribed to a Frontier package. Package service includes Local Calling, Frontier Local Calling Plan Plus, Regional Calling, Regional Calling Extra, Regional Calling Value and Regional Essentials.

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By Jack Phillips, Director - Governmental & External Affairs

Section VII

1st Revised Sheet 7
Canceling
Original Sheet 7

COMPETITIVE RESPONSE

(M)

Residence \$50 Reconnect Offer

GENERAL

The Residence \$50 Reconnect Offer provides a one-time incentive of \$50 to residence customers for the purpose of reconnecting their local service with Frontier or changing their local service from another provider to Frontier. The incentives may be provided in the form of a bill credit or gift card.

CONDITIONS

Customers are eligible for the Residence \$50 Reconnect Offer if they have voluntarily disconnected their Frontier local service, or if they have another carrier for local service and are responding to a Frontier direct mailing, advertisement, or other Frontier marketing activity offering this benefit.

The \$50 offer is not available to residence customers with Basic Calling Service or Community Calling Service.

The offer is not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to customers must be redeemed prior to the expiration date specified in the mailing.

This offer is limited to one per customer and cannot be combined with other discount or promotional offers except as authorized by Frontier.

RATES

For customers meeting the specific criteria set forth in Conditions, above:

Customers will receive a credit on their Frontier local service bill of \$50, or a gift card with a \$50 value.

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Section VII

1st Revised Sheet 8
Canceling
Original Sheet 8

COMPETITIVE RESPONSE

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Digital Phone Value Price Guarantee Offer

GENERAL

The Digital Phone Value Price Guarantee Offer provides a discounted offer for Regional Calling Value to qualifying residential customers.

CONDITIONS

Qualify residential customers are those customers who meet all of the following:

- (a) Must be a new residential customer; or be an existing local customer who calls Frontier to disconnect their telephone service and agree to retain their service based on this offer;
- (b) Must reside in a service area not eligible for Frontier Broadband or Frontier FIOS products;
- (c) Must subscribe to Regional Calling Value service; and
- (d) Must subscribe to a qualifying unlimited long distance calling plan.

The monthly rate is guaranteed for as long as the customer: (i) remains at the same service address.

Discontinuance of any one of the qualifying services will result in immediate termination of this offer.

Each service must be billed by Frontier Communications Northwest Inc.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Communications Online and Long Distance Posted Rates, Terms and Conditions.

RATES

For customers meeting all of the specific criteria set forth in Conditions, above:

Customers will be eligible to receive Regional Calling Value for a monthly rate of \$17.04.

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Section VIII

2nd Revised Sheet 1
Canceling
1st Revised Sheet 1

PROMOTIONS

1. Custom Value Business Promotion

Effective September 14, 2011 through December 12, 2011, offering new business customers an additional credit for the length of the term for the following services.

	<u>Monthly Credit</u>
Single Line Business 1 year term	\$1.01
Unlimited Custom Line Telephone Service Basic Packages 3 year	\$12.01
Expansion Line with Unlimited Calling	\$15.01
Unlimited Dial Tone Basic Package 3 year	\$17.01
Unlimited Customer Line Telephone Service Basic Package 1 year	\$21.01
Unlimited Custom Line Telephone Service Basic Packages 1 year	\$26.01

2. Custom Value Business Promotion

Effective December 13, 2011 through February 1, 2012, offering new business customers an additional credit for the length of the term for the following services.

	<u>Monthly Credit</u>
Single Line Business 1 year term	\$1.01
Unlimited Custom Line Telephone Service Basic Packages 3 year	\$12.01
Expansion Line with Unlimited Calling	\$15.01
Unlimited Dial Tone Basic Package 3 year	\$17.01
Unlimited Custom Line Telephone Service Basic Package 1 year	\$21.01
Unlimited Dial Tone Basic Packages 1 year	\$26.01

3. Business Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service bundle under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect

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Section VIII

2nd Revised Sheet 2
Canceling
1st Revised Sheet 2

PROMOTIONS

4. Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

5. Simply Unlimited Bundle Promotion

Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

6. Simply Unlimited Bundle Promotion

Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

7. Simply Unlimited Bundle Promotion

Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

8. Simply Unlimited Bundle Promotion

Beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

9. Simply Unlimited Bundle Promotion

Promotional offering beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

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Section VIII

2nd Revised Sheet 3
Canceling
1st Revised Sheet 3

PROMOTIONS

10. Frontier Digital Phone Feature Package Promotion

Promotional offering, beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.

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Frontier Communications Northwest Inc. (Oregon) - Movement of tariffed services to Price List Matrix
Network Access Services Tariff No. 18 to Statewide Price List
Advice Letter No. 1041

Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
Title Page	Title Page	Title Page			
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Frontier Communications Northwest Inc. (Oregon) - Movement of tariffed services to Price List Matrix
Network Access Services Tariff No. 18 to Statewide Price List
Advice Letter No. 1041

Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
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Operator Assistance and Directory Services	V		Section V, Sheet 8 through 17 are obsolete and removed from the tariff.	Directory and Operator Services	4
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Frontier Communications Northwest Inc. (Oregon) - Movement of tariffed services to Price List Matrix
Network Access Services Tariff No. 18 to Statewide Price List
Advice Letter No. 1041

Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
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Frontier Communications Northwest Inc. (Oregon) - Movement of tariffed services to Price List Matrix
Network Access Services Tariff No. 18 to Statewide Price List
Advice Letter No. 1041

Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
Calling Services	VII		Complete Tariff Section VII (excluding Call Trace) moved to Price List, Section 6. Competitive Response moved from Tariff, Section XVI to Section VII. Section VII, Sheet 9 through 86 are obsolete and removed from the tariff.	Calling Services	6
Index	VII			Index	6
Definition	VII			Definition	6
Individual Services	VII			Individual Services	6
Call Trace	VII	VI	Call Trace moved to Tariff, Section VI, General Services		
Packages/Bundles	VII		All Packaged/Bundled Tariff services moved to Price List, Section 6.	Packaged/Bundled Services	2
Customized Multi-line Telephone Service	VIII		Complete Tariff, Section VIII moved to Price List, Section 7. Historical Promotions moved from Tariff, Section XVII to Section VIII. Section VIII, Sheet 4 through 69 are obsolete and removed from the tariff.	Customized Multi-line Telephone Service	7
Custom Line Telephone Service	VIII			Custom Line Telephone Service	7
Versaline Centrex Service	VIII			Versaline Centrex Service	7
9-1-1 Emergency Telephone Service	IX	IX			
Switched Data Service	X		Complete Tariff, Section X moved to Price List, Section 8. Tariff, Section X is obsolete and removed from the tariff.	Switched Data Service	8

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Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
Integrated Services Digital Network (ISDN)	XI		Complete Tariff, Section XI moved to Price List, Section 9. Tariff, Section XI is obsolete and removed from the tariff.	Integrated Services Digital Network (ISDN)	9
Index	XI			Index	9
ISDN Single Line	XI			ISDN Single Line	9
ISDN BRI	XI			ISDN BRI	9
ISDN PRI	XI			ISDN PRI	9
ISDN PRI Bundled Service	XI			ISDN PRI Bundled Service	9
Advanced Data Servcies	XII		Complete Tariff Section XII moved to Price List, Section 10. Tariff Section XI is obsolete and removed from the tariff.	Advanced Data Servcies	10
Index	XII			Index	10
Frame Relay Service (FRS)	XII			Frame Relay Service (FRS)	10
Asynchronous Transfer Mode (ATM)	XII			Asynchronous Transfer Mode (ATM)	10
Transparent LAN Service (TLS)	XII			Transparent LAN Service (TLS)	10
DS1 Cyber Service	XIII		Complete Tariff, Section XIII moved to Price List, Section 11. Tariff, Section XIII is obsolete and removed from the tariff.	DS1 Cyber Service	11
Digital Network Services	XIV		Complete Tariff, Section XIV moved to Price List, Section 12. Tariff, Section XIV is obsolete and removed from the tariff.	Digital Network Services	12
Index	XIV			Index	12
Digital Channel Service	XIV			Digital Channel Service	12
Customer Network Control	XIV			Customer Network Control	12
Flexible Digital Channel Service	XIV			Flexible Digital Channel Service	12

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Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
Options for Providing Enhanced Services	XV		Complete Tariff, Section XV moved to Price List, Section 13. Tariff, Section XV is obsolete and removed from the tariff.	Options for Providing Enhanced Services	13
Competitive Response	XVI	VII	Moved to Tariff, Section VII. Also, included in Price List, Section 14. Tariff, Section XVI is obsolete and removed from the tariff.	Competitive Response	14
Index	XVI			Index	14
Residence Customer Incentive Program	XVI			Residence Customer Incentive Program	14
Business Customer Incentive Program	XVI			Business Customer Incentive Program	14
Voice Discount Plan	XVI			Voice Discount Plan	14
Residence \$25 Retention and Reconnect Offer	XVI			Residence \$25 Retention and Reconnect Offer	14
Residence \$50 Reconnect Offer	XVI			Residence \$50 Reconnect Offer	14
Digital Phone Value Price Guarantee Offer	XVI			Digital Phone Value Price Guarantee Offer	14
Promotions	XVII	VIII	Historical promotions prior to October 1, 2014 remain in the tariff and moved to Tariff, Section VIII.	Promotions - all new promotions as of October 1, 2014 go into the Price List.	15

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Network Access Services Tariff No. 18		Retain in Tariff No. 18 Section No.	Notes	Statewide Price List	
Sections Title	Section No.			Sections Title	Section No.
Grandfathered Services	XVIII		Complete Tariff, Section XVIII moved to Price List, Section 16. Tariff, Section XVIII is obsolete and removed from the tariff.	Grandfathered Services	16
Index	XVIII			Index	16
Calling Services	XVIII			Calling Services	16
Combination Main Service	XVIII			Combination Main Service	16
Community Volunteer Fire Reporting System	XVIII			Community Volunteer Fire Reporting System	16
Fire Reporting Systems	XVIII			Fire Reporting Systems	16
Emergency Alerting System	XVIII			Emergency Alerting System	16
Foreign Exchange Service	XVIII			Foreign Exchange Service	16
Foreign Exchange Service (Former Contel Serving Areas)	XVIII			Foreign Exchange Service (Former Contel Serving Areas)	16
Inter-exchange Receiving Service	XVIII			Inter-exchange Receiving Service	16
Joint User Service	XVIII			Joint User Service	16
Restricted Secondary Line Service (RSLs)	XVIII			Restricted Secondary Line Service (RSLs)	16
Service Line Service	XVIII			Service Line Service	16
Multi-Media Data Service	XVIII			Multi-Media Data Service	16
Customized Multi-line Telephone Service	XVIII			Customized Multi-line Telephone Service	16
Transport LAN Connect (TLC)	XVIII			Transport LAN Connect (TLC)	16
Call Referral Service	XVIII			Call Referral Service	16
Integrated Services Digital Network	XVIII			Integrated Services Digital Network	16
Shared Private Line Services	XVIII			Shared Private Line Services	16
Custom Routing Service	XVIII			Custom Routing Service	16
Frontier Digital Phone Essentials 3-2010	XVIII			Frontier Digital Phone Essentials 3-2010	16
Frontier Digital Phone State Unlimited with Essentials 3-2010	XVIII			Frontier Digital Phone State Unlimited with Essentials 3-2010	16
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	XVIII			Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	16
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	XVIII			Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	16