



1800 – 41<sup>st</sup> Street  
P. O. Box 1003  
Everett, WA 98201-1003

September 22, 2016

Advice Letter No. OR-16-06

Filing Center  
Oregon Public Utility Commission  
201 High St SE  
Salem, OR 97301

RE: Citizens Telecommunications Company of Oregon – Nonrecurring Charges standardization and rate increases

Citizens Telecommunications Company of Oregon d/b/a Frontier Communications of Oregon (Frontier) hereby submits for electronic filing the original and a redlined copy of the revised tariff sheets.

The purpose of this filing is to standardize the naming and descriptions of nonrecurring charges (NRCs); remove obsolete billing codes; introduce a Residential Installment Billing option; increase various NRC Service Charge rates for Residential and Business customers and introduce an Access Line Work Charge by restructuring the Service Order Charge – Initial from one (1) to two (2) rate elements.

- 1) Service Order Charge – Initial
- 2) Access Line Work Charge

The proposed rate increases are anticipated to yield an annual increase of \$1,785 and will impact approximately 486 Residential customers and 39 Business customers. A confidential revenue impact analysis is being sent via UPS delivery.

Customers are being notified 45 days prior to the Reconnect Charge rate increase. A copy of the customer notice is included in Attachment A.

It is respectfully requested that this filing become effective on November 20, 2016.

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 filing should be directed to Kirk Lee at (425) 261-5855 or [Kirk.Lee@ftr.com](mailto:Kirk.Lee@ftr.com).

Sincerely,

A handwritten signature in black ink that reads "R. Kirk Lee".

R. Kirk Lee  
Manager, Government & External Affairs

RKL: lms  
Enclosures

**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3**

Section I  
Schedule B  
22<sup>nd</sup> Revised Sheet No. 2

**FOR DEPARTMENT'S  
RECEIPT STAMP**

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(T)

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Section I  
Schedule 1  
2<sup>nd</sup> Revised Sheet No. 14

FOR DEPARTMENT'S  
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**DEFINITIONS**  
(Continued)

Residential Service Protection Fund (RSPF) Surcharge

RSPF permits a surcharge of a specified amount, up to 35 cents, to be charged per month to each access line as ordered by the Public Utility Commission. The surcharge will be used to fund the Oregon Telephone Assistance Program (OTAP) and the Telecommunications Devices Access Program (TDAP), a program for the deaf.

Service Charges

(T)

Charges for the establishment of initial or subsequent service. These charges are in addition to all other installation charges that are designated in the tariff with a specific item of service or equipment. Service Charges are comprised of one or more of the following:

(T)

- |                                     |                            |     |
|-------------------------------------|----------------------------|-----|
| a) Service Order Charge             | e) Time and Materials for: | (T) |
| b) Central Office Connection Charge | 1. Premises Visit          |     |
| c) Reconnect Charge                 | 2. Inside Wiring           | (T) |
| d) Access Line Work Charge          | 3. Station Handling        | (N) |

Service Station Service

(See Farmer Line Service.)

Service Termination Point

(See Working Service Point.)

Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

Standard Network Interface

The points of common termination of company provided facilities. Sometimes referred to as the network interface or demarcation point.

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**GENERAL REGULATIONS**  
(Continued)

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

5. Establishment of Credit (Continued)

b. Business Service (Continued)

(2) A Business Customer's telephone service may be temporarily or permanently discontinued for failure to maintain acceptable credit. If acceptable credit is not maintained, the customer shall be required to make a deposit or to increase their deposit or otherwise establish credit as provided for in these regulations.

(3) A Business Customer whose service has been discontinued temporarily or permanently shall be required to pay any unpaid balance due the Company for service furnished in accordance with applicable tariffs, and must establish credit as provided for in these regulations, and pay a Service Charge and deposit when applicable in order to have service restored.

(T)

A Business applicant who has previously been a customer of the Company, and during the last twelve (12) months of the prior service has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company, and will be required to re-establish credit by making a deposit in accordance with these regulations.

A Business customer or applicant who has furnished fraudulent credit information must re-establish credit as set forth in these regulations.

**GENERAL REGULATIONS**  
(Continued)

D. TERMINATION OF SERVICE (Continued)

3. Temporary Suspension of Service

- a. The Company may temporarily suspend service in the event the customer fails to pay any amount due or violates its rules and regulations. Such suspension shall not be made without first having diligently tried to induce the customer to comply with the rules and regulations of the Company or to pay amounts due and the customer is given at least five days written notice by the Company. The written notice shall state that permanent disconnection will follow within 10 days unless full payment of any overdue amount or any other obligations are made and will be delivered in person or by first class mail to the last known address of the customer or the customer's designated representative. Written notice of disconnection shall inform customers of their rights to appeal to the Commission. Service discontinuance shall not take place on a day before a holiday or weekend, or on a weekend or holiday without the prior consent of the Commission. However, where fraudulent use of service is detected, or where a dangerous condition is found to exist on the customer's premises, the service may be disconnected without advance notice.
- b. Service temporarily disconnected for nonpayment will be charged for in accordance with the regular rates for a period not to exceed 10 days subsequent to the date of temporary disconnection or suspension.
- c. Whenever service is shut off because of fraudulent use, the Company may require a satisfactory payment for service rendered before restoring service, in addition to a reasonable charge for restoring service.
- d. The Company will permanently disconnect a customer ten days after temporary disconnection for nonpayment. Normal service charges apply to reconnect a permanently disconnected customer. (T)
- e. Where service has been disconnected pursuant to Section D.1., the Company will charge the normal service charges. (T)
- f. Lifeline customers cannot be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

**GENERAL REGULATIONS**  
(Continued)

G. DIRECTORIES

1. The Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
2. The Company is not liable for damages arising from errors in or omissions of directory listings for which there is no charge, or listings obtained from the "Directory Assistance." In the case of listings for which a charge is made, the Utility's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.
3. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Company harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company.

H. OBLIGATION OF COMPANY

1. Furnishing of Service

- a. 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.
- b. Where facilities beyond those normally required are provided to satisfy customer request, charges based on the additional costs incurred will apply.
- c. When a customer orders installations or changes which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Such overtime charges will be the difference between straight time and overtime, and will be in addition to the normal Service Charge, installation or change charge. The customer must agree to this provision before such overtime work will be performed.
- d. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or part of the cost of construction is borne by the customer.

(T)

Section III  
Schedule 1  
1<sup>st</sup> Revised Sheet No. 3

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LOCAL SERVICE

**LOCAL SERVICE RATES AND CHARGES**

D. CONDITIONS (Continued)

1. Local Service Rates (Continued)

- f. Business or Residence service will not be installed on premises of a public character in a location where the telephone would be accessible for use by patrons of the customer or by the public in general.
- g. If it is found that a customer is sharing the use of his business service with another individual or concern other than an employee, member or officer of the customer's business, the Company will thereafter require the customer to take "joint user" service except where the customer permits no further joint use of his service after the matter is called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.
- h. Local service rates provide the ability to call without additional charge all other local service telephones located within the same exchange or local service calling area. (See Extended Area Service, Section III, Schedule 4.)
- i. The Multi-line Business rate includes rotary line hunt capability.

2. Waiver of Service Charges

(Reserved for Future Promotions.)

(T)

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**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3**

Section III  
Schedule 2  
5<sup>th</sup> Revised Sheet No. 1

**FOR DEPARTMENT'S  
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**LOCAL SERVICE**

**SERVICE CHARGES**

(T)

**A. TERRITORY**

All exchanges as defined in tariffed exchange area maps.

**B. RATES**

	<u>Business</u>	<u>Residence</u>	
Service Order Charge- Initial	\$27.00	\$15.00	(T)(I)
Service Order Charge - Subsequent	20.00	10.00	
Central Office Connection Charge	27.75	15.00	
Reconnect Charge	25.00	20.00	(T)(I)
Access Line Work Charge	10.00	10.00	(N)
Tribal Link Up		1	(T)
Supersedure	15.00	15.00	(T)
Time and Material Charges: For premises visit			
Minimum Time Charge:			
First 15 minutes or fraction thereof of billable time			
During Regular Business Hours	\$25.00	\$25.00	
Overtime Hours	37.50	37.50	(T)
Additional Time Charge:			
Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period			
During Regular Business Hours	\$ 9.00	\$ 9.00	
Overtime Hours	13.50	13.50	(T)

<sup>1</sup> See Tribal Link Up in Section III, Schedule 10.

(T)

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Section III  
Schedule 2  
1<sup>st</sup> Revised Sheet No. 2

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LOCAL SERVICE

**SERVICE CHARGES**

(T)

C. CONDITIONS

1. General

a. These charges are intended to cover the expense incurred by the Company in conjunction with the following:

- establishment of service;
- change in location of a service to other premises;
- transfer of service from one customer to another;
- reconnection of service discontinued or suspended for non-payment;
- customer requested number or name changes;

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Section III  
Schedule 2  
1st Revised Sheet No. 3

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LOCAL SERVICE

SERVICE CHARGES

C. CONDITIONS (Continued)

2. Service Charges apply as follows:

a. Service Order Charge - Initial

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.

b. Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

c. Central Office Connection Charge

The Central Office Connection Charge applies to all service activity within the central office for the establishment or change of service. This charge applies in all cases of access line service connection. The Central Office Connection Charge is associated with, but not limited to loop assignment, line and number assignment, C.O. cross-connect and line testing.

d. Reconnect Charge

The reconnect charge applies where a customer re-establishes service on the same premises, with no equipment changes, after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within 10 days of the non-pay disconnect, the appropriate Service Charges will apply thereafter.

e. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections.

f. Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

(M) Reconnect charge relocated from Sheet No. 4. Access Line Work Charge relocated to Sheet No. 4.

(M) Time and Material Charges relocated to Sheet No. 4.

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(T)

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(M)(T)

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(N)(M)

(N)(M)

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(N)

(M)

(N)

(N)

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LOCAL SERVICE

SERVICE CHARGES

(T)

C. CONDITIONS (Continued)

3. No service charges will apply under the following circumstances: (M)(T)
- in settlement of an estate when service is assumed by a receiver or natural administrator of the estate;
  - when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.
  - when moves, rearrangements, or changes are initiated by the Company. (M)
4. A temporary disconnection or rearrangement of a customer's telephone facilities to permit redecorating or remodeling of the premises will be considered as a move, and charges will apply.
5. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.
6. Supersedure (T)
- The supersedure charge applies in lieu of normal service charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or service. (T)

(M)

(M)

(M) Item 3 relocated from Sheet No. 3. Reconnect Charge relocated to Sheet No. 3.

(N)

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LOCAL SERVICE

SERVICE CHARGES

(T)

C. CONDITIONS (Continued)

7. Time and Material Charges

(T)

a. Description

- (1) Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence and business service and equipment, except as noted elsewhere in the tariffs, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.

b. Definitions

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

c. Conditions

- (1) Time and Material Charges apply, as required, in addition to other charges for individual items of service which are listed in other sections of this tariff.
- (2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.
- (3) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.

Section III  
Schedule 2  
1<sup>st</sup> Revised Sheet No. 6

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LOCAL SERVICE

SERVICE CHARGES

(T)

C. CONDITIONS (Continued)

7. Time and Material Charges (Continued)

(T)

c. Conditions (Continued)

(4) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.

(5) Time and Material Charges do not apply to the following work:

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

(b) The "from" portion of work involved in a transfer of service from one premises to another.

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Section III  
Schedule 4  
1<sup>st</sup> Revised Sheet No. 10

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LOCAL SERVICE

**EXTENDED AREA SERVICE**  
(Continued)

B. APPLICATION OF RATES (Continued)

8. Measured EAS services are available only in exchanges where operating conditions and facilities permit. Farmer line customers may only subscribe to flat rated EAS.
9. Business and residence customers may not mix measured and flat rated EAS on the same bill.

C. CONDITIONS

1. Within 90 days of conversion to the new measured EAS plan, a customer may elect to change from flat rate to measured and vice versa without incurring additional Service Charges as shown in Section III, Schedule 2. (T)  
(T)
2. Refer to Special Condition 13. under Digital Centrex Service, Section IV, Schedule 9 for a trunk equivalency matrix for Centrex lines, including intragroup lines.

(D)  
(D)

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Section III  
Schedule 10  
4<sup>th</sup> Revised Sheet No. 1

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LOCAL SERVICE

TRIBAL LINK UP PROGRAM

A. TERRITORY

All exchanges as defined in tarred exchange area maps.

B. GENERAL

The Tribal Link Up Program provides for a 100% reduction up to \$100.00 against the Service Charge for connection of a residential exchange access line. This credit is only available to Tribal Land customers who meet eligibility requirements established by the FCC; see Conditions following. The credit applies to the single line serving the customer's principal residence. (T)

C. RATE

A reduction of Service Charges, as specified above applies for the establishment of basic residential service. (T)

D. CONDITIONS

1. The Tribal Link Up Program is only available to low income residential customers who meet the following criteria:
  - a. The recipient meets the income test outlined for the Oregon Telephone Assistance Program (OTAP)
  - b. Enhanced Lifeline Service for Tribal Land criteria as outlined in Section III, Schedule 9.
2. Tribal Link Up Service can only be associated with the primary residential connection.

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Schedule 10  
2<sup>nd</sup> Revised Sheet No. 2

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LOCAL SERVICE

**TRIBAL LINK UP PROGRAM**  
(Continued)

D. CONDITIONS (Continued)

3. The customer can receive the benefit of the Tribal Link Up Program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Tribal Link Up assistance was provided previously.
4. An applicant may defer payment of the Service Charges. Payment may be deferred up to 4 months with a payment schedule of equal payments for up to \$200.00 assessed for commencing service. Interest will not be charged on deferred payments. (T)

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Section IV  
Schedule 1  
1st Revised Sheet No. 1

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GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (DID)

A. TERRITORY

All exchanges as defined in tariffed exchange area maps where facilities are available.

B. RATES

DID TRUNKS (One-Way, In Only)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
1) BASIC - DID Trunks	*	(2 x Multi-Line Business Rate) **
Required 2 Trunk Increment **		(Section III, Sch. 1)
2) PREMIUM CHARGE	\$83.00	\$47.00
Each 2 Trunks		

\* Applicable Service Charges shown in the Company's exchange tariff, Section III, (T)  
Schedule No. 2.

\*\* DID Service is available in 2 trunk increments only. The rate is comprised of two Multi-Line Business rates plus the premium charge shown above.

DID NUMBERS

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
100 DID Numbers or less	\$120.00*	\$25.00

Installation Charges:

\* There will be a charge of \$50.00 each time activation of reserved DID numbers is required subsequent to initial installation.

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GENERAL SERVICES

DIRECTORY SERVICE

C. CONDITIONS

1. General (Continued)

- k. All applications for listings of every kind shall be made by the customer or authorized agent. Changes, additions and deletions involving any business listing and any residence listing where a charge is involved must be authorized in writing by the customer or customers involved.
- l. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.
- m. Service Charges will apply for changes or additional to listings in addition to monthly rates shown above. (T)

2. Published Directories

- a. The conditions for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers.
- b. Alphabetical telephone number directories are furnished by the Utility as an aid to the use of its services. These directories are usually published once each year on date varying with the exchanges included with each directory.
- c. The Utility will furnish to its customers without charge only such directories as it deems necessary for the efficient use of the service. Additional directories will be furnished at the discretion of the Utility at a cost to the Utility.
- d. Directories furnished without charge to the customer remain the property of the Utility and must be surrendered or destroyed when a new issue is delivered.

3. Foreign Listing

- a. A foreign listing may be furnished for customers requesting their listing be included in a directory alphabetical section other than the serving utility. The charges will be those specified under RATES.

4. Foreign Exchange Listing

- a. A Foreign Listing may be furnished for customers located in an exchange not served by the Utility who wish a listing in the Utility's alphabetical directory.

GENERAL SERVICES

EMPLOYEES' SERVICE - DISCONTINUED

A. TERRITORY

Within the exchange areas as defined on maps contained in this tariff.

B. RATES

	<u>Discount</u>
Discount on total of eligible fixed monthly services	50%

C. CONDITIONS

1. The discount is applicable to all fixed monthly exchange services except foreign exchange, directory listings, intraLATA message toll and all intraLATA interexchange services. The discount is also applicable to Service Charges.
2. Employees' Service will be discontinued as follows:
  - (a) Non-union Active Full-Time Employees - The employee discount is discontinued as of January 1, 1991.
  - (b) Non-union Retired Employees - The employee discount will be available to non-union retired employees that retired prior to January 1, 1991 only until service is discontinued by the employee. The employee discount is discontinued for Non-union employees that retire on and after January 1, 1991.
  - (c) Union Full-Time Employees - The employee discount will be discontinued upon expiration of the present union contract.
  - (d) Union Retired Employees - The employee discount will be available to union retired employees that retired prior to expiration of the present union contract only until service is discontinued by the employee. The employee discount is discontinued for union employees that retire on and after expiration of the present union contract.
3. If, through negligence, an employee's service bill is not paid in full within fifteen days from date of presentation, this schedule will not apply but the regular filed tariffs applicable to other than "Employees' Service" will apply to the service for the particular month involved.
4. Employees' service is available only in the name of the employee and only at the employee's principal residence.

(T)

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

D. CONDITIONS

1. Foreign exchange service is available only to customers subscribing to one-party service. Existing two-party and suburban foreign exchange customers may continue service at their present location under the rates listed above. No existing foreign exchange customer who has two-party or suburban service will be allowed to move or disconnect and reconnect that service.
2. Foreign exchange service is exchange service furnished from an exchange other than the one in which the customer is located. These foreign exchange facilities will be provided where facilities and operating conditions permit between the two exchanges involved, in a manner to be determined by the Utility.
3. The rates applicable for toll service will be those of the foreign exchange.
4. Rates for supplementary services will be those applicable under the tariff of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign exchange.
5. Business foreign exchange service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business. Residence foreign exchange service will be furnished for the use of the customer and members of his immediate family only.
6. Foreign exchange service will not be provided in connection with the following:
  - joint user service;
  - public service;
  - PBX systems in hotels, apartment houses, motels or clubs.
7. The Service Charge for foreign exchange service will be that of the local exchange, plus any applicable Service Charges of the foreign exchange. (T)  
(T)
8. Mileage rates will be figured with each fractional unit computed as a whole unit.
9. Extension stations will be installed in connection with one-party business and one-party residence service on the same premises as the primary station.
10. The rates and charges for service and facilities in the foreign exchange will be those of the serving foreign exchange and are in addition to all applicable rates and charges for foreign exchange service in the local exchange.

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1<sup>st</sup> Revised Sheet No. 1

FOR DEPARTMENT'S  
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GENERAL SERVICES

LOCAL PRIVATE LINE SERVICE

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

	<u>Installation or Move Charge</u>	<u>Rate Per Month</u>	
1. Each termination of the line	*	\$2.50	(D)
2. Mileage rate (2 wire circuit) Each 1/4 ALM or fraction thereof	-	\$1.70	(D)
3. Mileage rate (4 wire circuit) Each 1/4 ALM or fraction thereof	-	\$3.40	(D)

\* The appropriate Service Charge as filed in Section III, Schedule 2. (T)

C. CONDITIONS

1. The above rates apply to dedicated, non-switched Voice Grade Channels for the transmission of analog signals with an approximate bandwidth of 300 to 3000 Hz, between two or more customer locations within the same exchange.
2. Service does not include any enhanced signaling or optional features.
3. For Program Audio, narrowband, wideband, Digital Data, High Capacity Private Line Services, or any optional features, conditioning, bridging and multiplexing, rates contained in the Citizens Telecommunications Company of Oregon, Inc. Schedule A-1 Access Service Tariff apply.
4. For Private Line Service furnished jointly with any other telephone company, or between exchanges of Citizens, rates and conditions contained in the Citizens Telecommunications Company of Oregon, Inc. Schedule A-1 Access Service Tariff apply.

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Section IV  
Schedule 8  
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**FOR DEPARTMENT'S  
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**GENERAL SERVICES**

**TOUCH CALLING SERVICE**

**A. TERRITORY**

All exchanges as defined in tariffed exchange area maps.

**B. RATES**

		<u>Installation or Move Charge</u>	<u>Rate Per Month*</u>	(D)
1.	Individual and party line service			(D)
	a. Residence service			
	(1) Each central office line equipped	**	No Charge	(D)
	b. Business service			
	(1) Each central office line equipped	**	No Charge	(D)

\* Rates are in addition to those for the class, type and grade of service provided.

\*\* Applicable Service Charges as listed in Section III, Schedule 2. (T)

**C. CONDITIONS**

1. Touch Calling will be provided only where facilities are available.
2. During specific promotional periods, the Service Order and Central Office Connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods. (T)
3. Upon conversion to a digital CENTREX Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscribe to Touch Calling Service without incurring Service Charges. (T)

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GENERAL SERVICES

**DIGITAL CENTREX SERVICE**  
(Continued)

E. SPECIAL CONDITIONS (Continued)

6. Service Charges as set forth in Section III, Schedule No. 2 apply to this service. (T)
7. Intragroup calling service line rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.
8. (Reserved for future use.)
9. Limitations of Liability - Provisions covering limitation of liability and allowance for interruption in service are set forth in General Regulations of this tariff.
10. Line Features - Line features are those CENTREX conveniences assigned to each line. Each line can have a unique configuration of CENTREX conveniences. All lines at a minimum must include either the basic feature package or the enhanced feature package. Additional features can be added to feature packages.
  - a. Basic Feature Package - This package is available to business customers with 2-30 lines. It consists of a standard package of features plus three (3) additional line feature choices.
    1. Standard Features
      - Automatic Identification of Outward Dialing
      - Call Forward - All Calls
      - Call Pick-Up
      - Call Transfer
      - Direct Inward Dialing
      - Direct Outward Dialing
      - End to End Signaling
      - Station to Station Calling
      - Three-Way Conference
      - 911 Emergency Service Dialing

Section IV  
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3<sup>rd</sup> Revised Sheet No. 7

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

- (7). During specific promotional periods, the Service Order and Central Office Connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods. (T)
  
- (8). Upon conversion to a digital Central Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscriber to Custom Calling Service without incurring Service Charges. (T)
  
- (9). With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

(D)

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Section IV  
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23<sup>rd</sup> Revised Sheet No.1

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GENERAL SERVICES

PROMOTIONAL OFFERINGS

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

To promote the use of its services, the Company may:

1. Waive all or part of recurring charges.
2. Waive all or part of non-recurring charges.
3. Offer redemption coupon or a premium with the purchase of a service.
4. Business Partner Program provides periodic benefits to the business partner's employees that add a Frontier Digital phone plan service to their residential phone bill. The Business Partner Program is a voluntary program that is available at no charge to participating business (within applicable markets) in the Frontier footprint that currently subscribe to Frontier business service.

C. GENERAL PROVISIONS

1. A promotional offering may extend to a maximum of 90 days.
2. Promotional Offerings include the following:

D. DESCRIPTION

1. Promotional offering, beginning September 1, 2009 and continuing through November 29, 2009 where technically available in the serving wire center. During the promotional period residential customers who order Frontier Digital Phone Plus bundled service (listed in tariff Section IV, Schedule 20) and agree to a 12 or 24 month term will receive a monthly \$5.00 credit and a waiver of the applicable Service Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)
2. Promotional offering 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. (T)

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24<sup>th</sup> Revised Sheet No. 2

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GENERAL SERVICES

PROMOTIONAL OFFERINGS  
(Continued)

D. DESCRIPTION (Continued)

3. Promotional offering beginning August 15, 2006 and continues through November 12, 2006, eligible customers that accept this offer and order a Frontier Choices<sup>sm</sup> Tier Bundle will receive waivers of all installation charges (as specified in tariff Section III, Schedule 2, Sheet No. 1, Service Charges) and local service charges (as specified in tariff Section IV, Schedule 20, Bundled Services) for the first month of service. Eligible residential customers must subscribe to a Frontier Choices<sup>sm</sup> Tier Bundle for at least 12 months and have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, an early termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers. (T)
  
4. Promotional offering beginning November 13, 2006 and continues through February 10, 2007, eligible customers that accept this offer and order a Frontier Choices<sup>sm</sup> Tier Bundle will receive waivers of all installation charges (as specified in tariff Section III, Schedule 2, Sheet No. 1, Service Charges) and local service charges (as specified in tariff Section IV, Schedule 20, Bundled Services) for the first month of service. Eligible residential customers must subscribe to a Frontier Choices<sup>sm</sup> Tier Bundle for at least 12 months and have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, an early termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers. (T)
  
5. Promotional offering beginning August 10, 2007 and continuing through November 8, 2007 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)

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13<sup>th</sup> Revised Sheet No. 2.1

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GENERAL SERVICES

PROMOTIONAL OFFERINGS  
(Continued)

D. DESCRIPTION

6. Promotional offering beginning November 9, 2007 and continuing through February 6, 2008 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)
7. Promotional offering beginning April 1, 2008 and continuing through June 29, 2008 where technically available in the serving Wire Center. During the promotional period, new residential customers who order Frontier Digital Phone Essentials (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)
8. Promotional offering beginning November 10, 2008 and continuing through February 7, 2009 where technically available in the serving Wire Center. During the promotional period, new business customers who order Frontier Business Essentials (listed in Section IV, Schedule 20 of the tariff) will receive a waiver of the applicable nonrecurring Service Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges of the tariff). (T)
9. Promotional offering beginning February 27, 2009 and continuing through May 28, 2009 where technically available in the serving Wire Center. During the promotional period, new Business customers who order Frontier Business Metro service (listed in tariff Section IV, Schedule 20 of the tariff) will receive a waiver of the applicable Service Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)
10. Promotional offering, beginning May 26, 2009 and continuing through July 31, 2009 where technically available in the serving wire center. During the promotional period residential customers who order Frontier Digital Phone Plus bundled service (listed in tariff Section IV, Schedule 20) and agree to a 12 or 24 month term will receive a monthly \$5.00 credit and a waiver of the applicable Service Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service Charges). (T)  
(T)

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Section IV  
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1<sup>st</sup> Revised Sheet No. 1

**FOR DEPARTMENT'S  
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**GENERAL SERVICES**

**DIGITAL CHANNEL SERVICE (DCS)**

**A. APPLICABILITY**

Applicable to Intrastate IntraLATA Digital Channel Service (DCS), furnished or made available by this Utility between its points and points reached over facilities of connecting companies. Digital Channel Service is furnished only if the necessary service components are available.

**B. TERRITORY**

All exchanges as defined in tariffed exchange area maps.

**C. RATES AND CHARGES**

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$195.00	\$570.00	\$530.00
Digital Transport Facility	\$815.00	\$270.00	\$250.00
DS1 Channel Mileage (1.544 Megabit/Sec) Fixed Per Mile or Fraction Thereof	See Citizens Telecommunications Company of Oregon, Inc. Access Service Tariff Section 17.3.8	See Citizens Telecommunications Company of Oregon, Inc. Access Service Tariff Section 17.3.8	
Direct Inward Dialing Numbers	See General Services, Section IV, Schedule 1	See General Services, Section IV, Schedule 1	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	

\* Service Charges outlined in Section III, Schedule 2 of Local Service also apply.

(T)

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Section IV  
 Schedule 19  
 7<sup>th</sup> Revised Sheet No. 6

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**GENERAL SERVICES**

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

**C. RATES**

1. The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per Line		Usage – Per Call	
	Residence Rate	Business Rate	Residence Rate	Business Rate
Anonymous Call Block/Rejection (ACR)	\$3.50	\$4.00		
*66 Busy Number Redial	\$2.00	\$3.50	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
*69 Call Return	\$2.95	\$4.00	\$0.75 <sup>(2)</sup>	\$0.75 <sup>(2)</sup>
Caller ID Number Only <sup>(1)</sup>	\$7.50	\$8.50		
Caller ID with Name	\$8.00	\$9.99		
Caller ID Blocking (per call)			\$0.00	\$0.00
Caller ID Blocking (per line)	\$0.00	\$0.00		
Call Trace	\$5.00	\$5.00	\$1.00	\$1.00
Selective Call Rejection	\$3.50	\$4.50		
Priority Call	\$2.00	\$3.50		
Call Waiting ID	\$0.50	\$0.50		
Selective Call Acceptance	\$3.50	\$4.50		
CLASS Value PAK *	\$9.95	\$11.95		
CNAM Value PAK **	\$10.95	\$13.95		

\* includes Caller ID, Call Return, and Anonymous Call Block/Rejection  
 \*\* includes Caller ID with Name, Call Return, and Anonymous Call Block/Rejection

- <sup>(1)</sup> The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.  
<sup>(2)</sup> The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month.

2. Non-recurring service charges:

- a. For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Order Charge - Initial and Central Office Connection Charges for new access line (Schedule 2(B), Rates). (T)
- b. For any single or group of CLASS Services taken as an addition to an in-service access line see Service Order Charge - Subsequent (Schedule 2(B), Rates). (T)
- c. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply to subsequent changes (see Service Order Charge - Subsequent (Schedule 2(B), Rates)). Charges do not apply to Law Enforcement and Domestic Violence Agencies. (T)

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

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Schedule 20  
1<sup>st</sup> Revised Sheet No. 2.1

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

C. GENERAL (Continued)

4. The following services may be added to the bundle and will be billed on a per feature basis as defined in D.4 preceding.

Additional Features:

Repeat Dialing  
Call Return  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed  
Speed Calling - Eight (8) code capacity or Thirty (30) code capacity  
Priority Ringing  
Call Waiting/Cancel Call Waiting

D. RATES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in tariff Section III, Schedule 2, apply to the installation of individual components of the bundles. (T)
2. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
3. The customer may add or delete the Frontier Small Business Advantage optional features without incurring the Service Charges. (T)

4. Monthly Rate

Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 300 Minutes	\$64.99
Bundle 2 – Basic Bundle 600 Minutes	\$74.99
Bundle 3 – Basic Bundle 900 Minutes	\$84.99
Additional Features (per feature)	\$1.99

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Section IV  
Schedule 20  
4<sup>th</sup> Revised Sheet No. 4

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GENERAL SERVICES

**BUNDLED SERVICES**

**CITIZENS BUSINESS SELECT (Continued)**

A. GENERAL (Continued)

All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Select plan shall apply.

B. RATES AND CHARGES

3. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section III, Schedule 2 for a period of sixty (60) days from the effective date of this Tariff. The waiver applies to the initial request for a Citizens Business Select plan in association with an existing, additional or move from one location to another for a residential or business individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizen Business Select plan. (T)
- a. Service Charges are not applicable for a Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service. (T)
- b. Service Charges as specified in Section III, Schedule 2 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Select plan.
- c. Existing Citizens Business Select customers cannot take advantage of promotions for any of the individual services/features specified in Section IV, Schedule 20 A. 1. a.c., preceding unless specifically allowed by the terms and conditions of the promotion.

Note: Citizens Select and Citizens Select Plus Services have been moved to Section IV, Schedule 15, Discontinued Service.

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Section IV  
Schedule 20  
2<sup>nd</sup> Revised Sheet No. 7

FOR DEPARTMENT'S  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER FEATURE5 PACK PACKAGE (Continued)

B. RATES AND CHARGES

1. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
2. The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Section III, Schedule 2 for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
3. Service Charges as specified in Section III, Schedule 2 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
4. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in Section IV, Schedule 20 B. 1. A., b. and c., preceding unless specifically allowed by the terms and conditions of the promotion.
5. Frontier Feature5 Pack Package is provided at the following rates:

	<u>Monthly Rate</u>
<b>Frontier Feature5 Pack Package and three additional features</b>	
<ul style="list-style-type: none"><li>• Per individual business line - Includes two constants and 3 additional features as specified in Section IV, Schedule 20, 1 a. and b., preceding.</li></ul>	\$11.95
<b>Optional Frontier Feature5 Pack Basic Voice Mail</b>	
<ul style="list-style-type: none"><li>• Per individual business line - Includes Frontier Feature5 Pack Package as specified in Section IV Schedule 20, 1 a., b., and c. preceding.</li></ul>	\$14.95

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Section IV  
Schedule 20  
2<sup>nd</sup> Revised Sheet No. 10

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GENERAL SERVICES

BUNDLED SERVICES

FRONTIER CHOICES

C. RATES

1. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
3. Extended Area Service (EAS) or Local Calling Plan (LCP) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS or LCP additive in addition to the package rate.
4. Service Charges as specified in Section III, Schedule 2 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle. (T)
5. A \$10.00 non-recurring credit per line will be issued to the customer for each Frontier Choices Package ordered during an initial installation or when moving an existing line.
6. Frontier Choices packages are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$30.00
Frontier Choices - Enhanced Line with Second Line	\$65.00

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Schedule 20  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS (Continued)

B. GENERAL (Continued)

8. Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

- c. Citizens Conference on Demand (Non-regulated)
- d. Citizens Webexchange (Non-regulated)
- e. FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

C. RATES and CHARGES

- 1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundles. (T)  
(T)
- 2. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- 3. Service Charges do not apply if the customer switches to another FrontierWorks<sup>sm</sup> Small Business Solutions bundle of greater value. (T)
- 4. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charges. (T)

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Schedule 20  
1<sup>st</sup> Revised Sheet No. 27

FOR DEPARTMENT'S  
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GENERAL SERVICES

BUNDLED SERVICES

FRONTIERWORKS<sup>sm</sup> BUSINESS CONNECTIONS (Continued)

D. RATES AND CHARGES

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundles. (T)
- b. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- c. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- d. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Charge. (T)
- e. Monthly Rates
  - 1. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE SERVICE (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T)
3. Frontier Digital Phone Service bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charges. (T)
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE SERVICE (Continued)

E. CONDITIONS (Continued)

7. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
  1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
  2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)
  3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  4. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
  5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
  6. This service does not change any other terms and conditions of the product.
  7. All applicable taxes and surcharges apply.
  8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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GENERAL SERVICES

BUNDLED SERVICES

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

C. GENERAL (Continued)

3. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item IV.C.

Call Waiting/Cancel Call Waiting	Ring Plus
Anonymous Call Rejection	Speed Calling Thirty (30) code capacity
Repeat Dial	Speed Calling Eight (8) code capacity
Call Return	Three-Way calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Priority Ring	Hunting
Call Forwarding	
Basic Voice Mail with 5 Subs and Unified Messaging	
Deluxe Voice Mail with Unified Messaging	

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this schedule, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T)
3. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

(D)

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

E. CONDITIONS (Continued)

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tarified monthly rates.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

(D)

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE 100 (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T)
2. Frontier Digital Phone 100 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$18.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month to month basis.

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GENERAL SERVICES

BUNDLED SERVICES

FRONTIER BUSINESS ESSENTIALS (Continued)

C. GENERAL (Continued)

4. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item D.3.

Caller ID with Name	Anonymous Call Rejection
Call Waiting/Cancel Call Waiting	Repeat Dial
Speed Calling Thirty (30) code capacity	Call Return
Speed Calling Eight (8) code capacity	Priority Ring
Selective Call Acceptance	Call Forwarding - Busy
Selective Call Rejection	Call Forwarding - No Answer
Basic Voice Mail with Unified Messaging	Ring Plus
Basic Voice Mail with 5 Subs	Three-Way Calling
Basic Voice Mail with 5 Subs and Unified Messaging	Caller ID Blocking
Deluxe Voice Mail	Call Waiting ID
Deluxe Voice Mail with Unified Messaging	Hunting

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

\* This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER SIMPLY UNLIMITED SERVICE-LEADER (Continued)

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Simply Unlimited Service-Leader Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month basis.
10. Bundles four through twelve are given an additional discount.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS METRO SERVICE (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T)
2. Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
a. Frontier Business Metro Bundle	\$39.99
b. Add-on Feature Pack	3.99
c. Upgrade to Deluxe Voice Mail	2.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. The bundle is offered on a monthly basis.
4. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. The customer may add or delete the services or features of the package bundle without incurring a Service Charge.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER UNLIMITEDOR (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
2. Frontier UnlimitedOR is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedOR	\$28.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER ONEVOICE (Continued)

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service I bundle	\$66.99
Additional Bundle	56.99
Frontier Business All In Feature Package	4.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

E. CONDITIONS (Continued)

6. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
9. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. Up to eleven additional bundles can be purchased at a discount rate.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

(T)

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Local Unlimited I bundle	\$42.99
Optional Features Package	4.99

E. CONDITIONS

1. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

E. CONDITIONS (Continued)

7. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
8. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
9. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. SPECIAL CONDITIONS (Continued)

12. (Continued)

- F. This service does not change any other terms and conditions of the product.
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule II apply to the installation of individual components of the bundle. (T)
- 3. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE UNLIMITED (Challenger) – (Continued)

B. SPECIAL CONDITIONS (Continued)

13. (Continued)

- D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- E. The cost of the service includes the Subscriber Line Charge.
- F. This service does not change any other terms and conditions of the product.
- G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- H. The Federal Subscriber Line Charge is included in the monthly rate.
- I. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section III, Schedule II apply to the installation of individual components of the bundle. (T)
- 3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

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GENERAL SERVICES

**ACCESS LINE HUNTING SERVICE**

A. APPLICABILITY

Access Line Hunting (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

B. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

C. RATES

	Non-Recurring Programming <u>Charge</u> (Per Group)	Monthly Recurring <u>Charge</u>
Each Group of Business Access Lines Arranged	\$ 10.00	\$ 1.00

D. SPECIAL CONDITIONS

1. The rate for each access line arranged for ALH is in addition to the regular access line rate. In Digital Central Offices, ALH charges are applicable to Multi-Line Hunting, Circular Hunting, Directory Number Hunting or other type of hunting arrangements.
2. The non-recurring programming charge applies to the establishment, change to or from, or to rearrange ALH service and, is in addition to the applicable Service Charge identified in Section III, Schedule No. 2.

(T)

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GENERAL SERVICES

**ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)**

A. APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

C. GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

	<u>Monthly Rate</u>
Rate for both a paper copy and an electronic bill copy	\$2.00

E. CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in Tariff Section III, Schedule 2 do not apply to this service. (T)
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

---

ISSUED BY: STEVE CROSBY  
SENIOR VICE PRESIDENT  
REGULATORY AFFAIRS  
9260 E. STOCKTON BLVD.  
ELK GROVE, CA 95624

ISSUED: SEPTEMBER 22, 2016  
EFFECTIVE: NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-16-06

Section IV  
 Schedule 28  
 1<sup>st</sup> Revised Sheet No. 2

**FOR DEPARTMENT'S  
 RECEIPT STAMP**

**GENERAL SERVICES**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

**D. RATES AND CHARGES**

1. All usual and applicable Service Charges as specified in the Section III, Schedule No. 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. (T)

2. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	-*	\$940.00
-One Year Contract	1-4	-*	875.00
-Two Year Contract	1-4	-*	830.00
-Three Year Contract	1-4	-*	810.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

\* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 2 are all inclusive for ISDN circuits.

\*\* In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

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ISSUED: SEPTEMBER 22, 2016  
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Section IV  
 Schedule 28  
 1<sup>st</sup> Revised Sheet No. 3

**FOR DEPARTMENT'S  
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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

3. Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

4. Service Charges (T)

- a. Service Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination. (T)
- b. Service Order Charge - Subsequent is applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Order Charge - Subsequent is applicable for each PRI Link associated with the customer request (in lieu of a Service Order Charge - Initial). (T)

ISSUED BY: STEVE CROSBY  
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ISSUED: SEPTEMBER 22, 2016  
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Section IV  
Schedule 28  
1<sup>st</sup> Revised Sheet No. 4

FOR DEPARTMENT'S  
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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

4. Service Charges (Continued)

(T)

c. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premise Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

d. Charges for ISDN-PRI Service

(1) Service Change Charge per PRI Link

Nonrecurring  
Charge

Changes in 'D' channel or Trunk Group configurations

\$350.00

(2) Premise Visit Charge per PRI Link

Nonrecurring  
Charge

Premise Visit Charge (Per Visit)

See Note 1

Note 1 – Refer to Section III, Schedule No. 2, Sheet 1 of this Tariff for applicable rates.

---

ISSUED BY: STEVE CROSBY  
SENIOR VICE PRESIDENT  
REGULATORY AFFAIRS  
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ELK GROVE, CA 95624

ISSUED: SEPTEMBER 22, 2016  
EFFECTIVE: NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-16-06



Section IV  
Schedule 29  
1st Revised Sheet No. 2

FOR DEPARTMENT'S  
RECEIPT STAMP

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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**  
**BUNDLED SERVICE**

E. SPECIAL CONDITIONS

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in this Product Guide for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge – Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office. (T)  
(T)
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in D. Rates and Charges preceding.

---

ISSUED BY: STEVE CROSBY  
SENIOR VICE PRESIDENT  
REGULATORY AFFAIRS  
9260 E. STOCKTON BLVD.  
ELK GROVE, CA 95624

ISSUED: SEPTEMBER 22, 2016  
EFFECTIVE: NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-16-06

October 22, 2016



Dear Valued Customer,

To reflect current market conditions, Frontier proposes the following adjustment to Nonrecurring Fees.

Effective November 20, 2016 the current Business nonrecurring rate for Service Order – Initial will increase approximately 22.73% to \$27.00. The nonrecurring rate for Service Order – Subsequent will increase approximately 33.33% to \$20.00. The nonrecurring rate for Access Line Work Charge will increase approximately 100% to \$10.00. The current nonrecurring Reconnect Charge of \$20.00 will increase approximately 25% to \$25.00.

	Current	New Charge	% Increase	Amount of Increase
<b>Service Order – Initial</b>	\$22.00	\$27.00	22.73%	\$5.00
<b>Service Order – Subsequent</b>	\$15.00	\$20.00	33.33%	\$5.00
<b>Access Line Work Charge</b>	\$0.00	\$10.00	100%	\$10.00
<b>Reconnect Fee</b>	\$20.00	\$25.00	25%	\$5.00

Customers may petition the Public Utility Commission of Oregon to investigate the rate increase. The Commission will investigate the rate increase if it receives petitions signed by customers (ten percent of customers or 500, whichever is less) on or before November 10, 2016. If the Commission does not receive sufficient petitions by November 10, 2016, the proposed rates will become effective on November 20, 2016 without Commission review. Petitions must be in writing and signed by the customer.

Send to:  
 Public Utility Commission of Oregon  
**Consumer Services Division**  
 P.O. Box 1088  
 Salem, Oregon 97308-1088

If questions call:  
 Toll-free **1.800.522.2404**

Frontier will provide a current copy of the local exchange directory and its service territory map within ten days of a request from any customer. For more information, please contact Frontier toll-free at **1.800.921.8102**.

Sincerely,

Frontier Customer Service



October 22, 2016



Dear Valued Customer,

To reflect current market conditions, Frontier proposes the following adjustment to Nonrecurring Fees.

Effective November 20, 2016 the current Residential nonrecurring rate for Service Order – Initial will increase approximately 50% to \$15.00. The nonrecurring rate for Central Office Connection will increase approximately 25% to \$15.00. The nonrecurring rate for Access Line Work Charge will increase approximately 100% to \$10.00.

	Current	New Charge	% Increase	Amount of Increase
<b>Service Order – Initial</b>	\$10.00	\$15.00	50%	\$5.00
<b>Central Office Connection</b>	\$12.00	\$15.00	25%	\$3.00
<b>Access Line Work Charge</b>	\$0.00	\$10.00	100%	\$10.00

Customers may petition the Public Utility Commission of Oregon to investigate the rate increase. The Commission will investigate the rate increase if it receives petitions signed by customers (ten percent of customers or 500, whichever is less) on or before November 10, 2016. If the Commission does not receive sufficient petitions by November 10, 2016, the proposed rates will become effective on November 20, 2106 without Commission review. Petitions must be in writing and signed by the customer.

Send to:

Public Utility Commission of Oregon  
**Consumer Services Division**  
 P.O. Box 1088  
 Salem, Oregon 97308-1088

If questions call:

Toll-free **1.800.522.2404**

Frontier will provide a current copy of the local exchange directory and its service territory map within ten days of a request from any customer. For more information, please contact Frontier toll-free at **1.800.921.8102**.

Sincerely,

Frontier Customer Service

**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3**

Section I  
Schedule B  
~~24<sup>st</sup>~~22<sup>nd</sup> Revised Sheet No. 2

**FOR DEPARTMENT'S  
RECEIPT STAMP**

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	Special Construction	6	1
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ISSUED BY: ~~KENNETH MASON~~STEVE CROSBY  
SENIOR VICE PRESIDENT  
~~GOVERNMENT &~~ REGULATORY AFFAIRS

ISSUED: ~~MARCH 15, 2013~~SEPTEMBER 22, 2016  
EFFECTIVE: ~~APRIL 1, 2013~~NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-136-046

180 S. CLINTON AVE. 9260 E. STOCKTON BLVD.  
ROCHESTER, NY 14646 ELK GROVE, CA 95624

**DEFINITIONS**  
(Continued)

Residential Service Protection Fund (RSPF) Surcharge

RSPF permits a surcharge of a specified amount, up to 35 cents, to be charged per month to each access line as ordered by the Public Utility Commission. The surcharge will be used to fund the Oregon Telephone Assistance Program (OTAP) and the Telecommunications Devices Access Program (TDAP), a program for the deaf.

Service ~~Connection~~ Charges

(T)

Charges for the establishment of initial or subsequent service. These charges are in addition to all other installation charges that are designated in the tariff with a specific item of service or equipment. Service ~~Connection~~eCharges are comprised of one or more of the following:

(T)

- |  |                             |     |
|--|-----------------------------|-----|
| a) <u>Service Ordering Charge</u>              | ee) Time and Materials for: | (T) |
| b) <u>LineCentral Office Connection Charge</u> | 1. Premises Visit           |     |
| c) <u>Reconnect Charge</u>                     | 2. Inside Wiring            | (T) |
| d) <u>Access Line Work Charge</u>              | 3. Station Handling         | (N) |

Service Station Service

(See Farmer Line Service.)

Service Termination Point

(See Working Service Point.)

Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

Standard Network Interface

The points of common termination of company provided facilities. Sometimes referred to as the network interface or demarcation point.

ISSUED BY: ~~ALOA J. STEVENS~~STEVE CROSBY

~~DIRECTOR~~SENIOR VICE PRESIDENT

~~STATE GOVERNMENT~~REGULATORY AFFAIRS  
P.O. BOX 3409260 E. STOCKTON BLVD.  
ELK GROVE, CA 95759624

ISSUED: ~~JUNE 2, 2005~~SEPTEMBER 22,  
2016

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20, 2016

ADVICE LETTER NO. OR-~~0516~~026

**GENERAL REGULATIONS**  
(Continued)

B. ESTABLISHMENT AND FURNISHING OF SERVICES (Continued)

5. Establishment of Credit (Continued)

b. Business Service (Continued)

(2) A Business Customer's telephone service may be temporarily or permanently discontinued for failure to maintain acceptable credit. If acceptable credit is not maintained, the customer shall be required to make a deposit or to increase their deposit or otherwise establish credit as provided for in these regulations.

(3) A Business Customer whose service has been discontinued temporarily or permanently shall be required to pay any unpaid balance due the Company for service furnished in accordance with applicable tariffs, and must establish credit as provided for in these regulations, and pay a ~~s~~Service ~~connection~~ ~~c~~Charge and deposit when applicable in order to have service restored. (T)

A Business applicant who has previously been a customer of the Company, and during the last twelve (12) months of the prior service has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the Company, and will be required to re-establish credit by making a deposit in accordance with these regulations.

A Business customer or applicant who has furnished fraudulent credit information must re-establish credit as set forth in these regulations.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

~~ASSISTANT SENIOR~~ VICE PRESIDENT

~~TELECOM~~—REGULATORY AFFAIRS  
~~3 HIGH RIDGE PARK~~ 9260 E. STOCKTON BLVD.  
~~STAMFORD, CT 06905~~ ELK GROVE, CA 95624

ISSUED: ~~NOVEMBER 7,~~  
~~4997~~ SEPTEMBER 22, 2016  
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~~4997~~ NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~9716-086~~ 086

**GENERAL REGULATIONS**  
(Continued)

D. TERMINATION OF SERVICE (Continued)

3. Temporary Suspension of Service

- a. The Company may temporarily suspend service in the event the customer fails to pay any amount due or violates its rules and regulations. Such suspension shall not be made without first having diligently tried to induce the customer to comply with the rules and regulations of the Company or to pay amounts due and the customer is given at least five days written notice by the Company. The written notice shall state that permanent disconnection will follow within 10 days unless full payment of any overdue amount or any other obligations are made and will be delivered in person or by first class mail to the last known address of the customer or the customer's designated representative. Written notice of disconnection shall inform customers of their rights to appeal to the Commission. Service discontinuance shall not take place on a day before a holiday or weekend, or on a weekend or holiday without the prior consent of the Commission. However, where fraudulent use of service is detected, or where a dangerous condition is found to exist on the customer's premises, the service may be disconnected without advance notice.
- b. Service temporarily disconnected for nonpayment will be charged for in accordance with the regular rates for a period not to exceed 10 days subsequent to the date of temporary disconnection or suspension.
- c. Whenever service is shut off because of fraudulent use, the Company may require a satisfactory payment for service rendered before restoring service, in addition to a reasonable charge for restoring service.
- d. The Company will permanently disconnect a customer ten days after temporary disconnection for nonpayment. Normal service ~~connection~~ charges apply to reconnect a permanently disconnected customer. (T)
- e. Where service has been disconnected pursuant to Section D.1., the Company will charge the normal service ~~connection~~ charges. (T)
- f. Lifeline customers cannot be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

~~ASSISTANT SENIOR~~ VICE PRESIDENT

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~~4997~~ SEPTEMBER 22, 2016  
EFFECTIVE: ~~JANUARY 1,~~  
~~4998~~ NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~9716-096~~



GENERAL REGULATIONS  
(Continued)

G. DIRECTORIES

1. The Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
2. The Company is not liable for damages arising from errors in or omissions of directory listings for which there is no charge, or listings obtained from the "Directory Assistance." In the case of listings for which a charge is made, the Utility's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.
3. The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Company harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company.

H. OBLIGATION OF COMPANY

1. Furnishing of Service
  - a. 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.
  - b. Where facilities beyond those normally required are provided to satisfy customer request, charges based on the additional costs incurred will apply.
  - c. When a customer orders installations or changes which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Such overtime charges will be the difference between straight time and overtime, and will be in addition to the normal ~~s~~Service ~~connection~~Charge, installation or change charge. The customer must agree to this provision before such overtime work will be performed. (T)
  - d. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or part of the cost of construction is borne by the customer.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ ~~STEVE CROSBY~~

~~ASSISTANT~~ ~~SENIOR~~ VICE PRESIDENT

~~TELECOM~~—REGULATORY AFFAIRS  
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ISSUED: ~~NOVEMBER 7,~~  
~~1997~~ ~~SEPTEMBER 22, 2016~~  
EFFECTIVE: ~~DECEMBER 29,~~  
~~1997~~ ~~NOVEMBER 20, 2016~~  
ADVICE LETTER NO. OR-~~9716-086~~

LOCAL SERVICE

LOCAL SERVICE RATES AND CHARGES

D. CONDITIONS (Continued)

1. Local Service Rates (Continued)

- f. Business or Residence service will not be installed on premises of a public character in a location where the telephone would be accessible for use by patrons of the customer or by the public in general.
- g. If it is found that a customer is sharing the use of his business service with another individual or concern other than an employee, member or officer of the customer's business, the Company will thereafter require the customer to take "joint user" service except where the customer permits no further joint use of his service after the matter is called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.
- h. Local service rates provide the ability to call without additional charge all other local service telephones located within the same exchange or local service calling area. (See Extended Area Service, Section III, Schedule 4.)
- i. The Multi-line Business rate includes rotary line hunt capability.

2. Waiver of Service ~~Connection~~ Charges

(Reserved for Future Promotions.)

(T)

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

~~ASSISTANT SENIOR~~ VICE PRESIDENT

~~TELECOM~~—REGULATORY AFFAIRS  
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~~STAMFORD, CT 06905~~ ELK GROVE, CA 95624

ISSUED: ~~NOVEMBER 7,~~  
~~1997~~ SEPTEMBER 22, 2016  
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NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~9716-086~~

CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3

Section III  
Schedule 2  
4<sup>th</sup>-5<sup>th</sup> Revised Sheet No. 1

FOR DEPARTMENT'S  
RECEIPT STAMP

LOCAL SERVICE

**SERVICE CONNECTIONS AND NONRECURRING CHARGES**

(T)

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

	<u>Business</u>	<u>Residence</u>	
Service Order <u>Charge</u> - Initial	\$227.00	\$105.00	(T)(I)
Service Order <u>Charge</u> - Subsequent	\$1520.00	\$10.00	
<u>Central Office Line</u> Connection <u>Charge</u>	\$27.75	\$125.00	
<u>Non-Pay</u> Reconnect <u>Charge</u>	\$205.00	\$20.00	(T)(I)
<u>Access Line Work Charge</u>	10.00	10.00	(N)
Tribal Link Up		*1	(T)
Supersedure	\$15.00	\$15.00	(T)
Time and Material Charges: For premises visit			
Minimum Time Charge:			
First 15 minutes or fraction thereof of billable time			
During Regular Business Hours	\$25.00	\$25.00	
Overtime Hours	\$37.50	\$37.50	(T)
Additional Time Charge:			
Each additional 15 minutes or fraction thereof of billable time required to complete the work over the initial 15 minute period			
During Regular Business Hours	\$ 9.00	\$ 9.00	
Overtime Hours	\$13.50	\$13.50	(T)

\*1 See Tribal Link Up in Section III, Schedule 10.

(T)

ISSUED BY: KENNETH MASON STEVEN CROSBY

SENIOR VICE PRESIDENT

GOVERNMENT & REGULATORY AFFAIRS  
180 S. CLINTON AVE. 9260 E. STOCKTON BLVD.  
ROCHESTER, NY 14646 ELK GROVE, CA 95624

ISSUED: JULY 24,

2013 SEPTEMBER 22, 2016

EFFECTIVE: AUGUST 3,

2013 NOVEMBER 20, 2016

ADVICE LETTER NO. OR-136-056

Section III  
Schedule 2  
~~Original~~ <sup>1<sup>st</sup></sup> Revised Sheet No. 2

FOR DEPARTMENT'S  
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LOCAL SERVICE

**SERVICE ~~CONNECTIONS AND NONRECURRING~~ CHARGES**

(T)

C. CONDITIONS

1. General

- a. These charges are intended to cover the expense incurred by the Company in conjunction with the following:
- establishment of service;
  - change in location of a service to other premises;
  - transfer of service from one customer to another;
  - reconnection of service discontinued or suspended for non-payment;
  - customer requested number or name changes;

---

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

~~ASSISTANT SENIOR~~ VICE PRESIDENT

~~TELECOM~~—REGULATORY AFFAIRS  
~~3 HIGH RIDGE PARK~~ 9260 E. STOCKTON BLVD.  
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ISSUED: ~~NOVEMBER 7,~~  
~~1997~~ SEPTEMBER 22, 2016  
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~~1997~~ NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~97~~ 16-086

LOCAL SERVICE

**SERVICE CONNECTIONS AND NONRECURRING CHARGES**

(T)

C. CONDITIONS (Continued)

2. ~~Nonrecurring~~ Service ~~Connection~~ Charges apply as follows:

(T)

a. Service Order Charge - Initial

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises.

b. Service Order Charge - Subsequent

(T)

Applicable to work done in receiving, recording and processing information necessary to execute a customer's request for additions, moves or changes to existing service.

c. Central Office ~~Line~~ Connection Charge

(T)

~~Applicable for work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto. The Central Office Connection Charge applies to all service activity within the central office for the establishment or change of service. This charge applies in all cases of access line service connection. The Central Office Connection Charge is associated with, but not limited to loop assignment, line and number assignment, C.O. cross-connect and line testing.~~

d. Reconnect Charge

(M)(T)

~~The reconnect charge applies where a customer re-establishes service on the same premises, with no equipment changes, after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within 10 days of the non-pay disconnect, the appropriate Service Charges will apply thereafter~~

(T)

(T)

(M)(T)

de. Time and Material Access Line Work Charges

(N)(M)

~~Applicable for customer requested work done on a customer's premises. The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections. (See Condition 8).~~

(N)(M)

f. Installment Billing

(N)

~~Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.~~

(N)

3. ~~No service connection charges will apply under the following circumstances:~~

(M)

(M)

- ~~— in settlement of an estate when service is assumed by a receiver or natural administrator of the estate;~~
- ~~— when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.~~
- ~~— when moves, rearrangements, or changes are initiated by the Company.~~

(M) Reconnect charge relocated from Sheet No. 4. Access Line Work Charge relocated to Sheet No. 4.

(M) Time and Material Charges relocated to Sheet No. 4.

---

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ASSISTANT SENIOR VICE PRESIDENT

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1997 NOVEMBER 20, 2016  
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LOCAL SERVICE

~~SERVICE CONNECTIONS AND NONRECURRING CHARGES~~

(T)

C. CONDITIONS (Continued)

3. No service charges will apply under the following circumstances:

(M)(T)

- in settlement of an estate when service is assumed by a receiver or natural administrator of the estate;
- when service which has been disrupted by a fire, accident or natural catastrophe, is re-established, either at its original location or at a new location. Subsequent moves of such re-established service will be done at the normal rates.
- when moves, rearrangements, or changes are initiated by the Company.

(M)

4. A temporary disconnection or rearrangement of a customer's telephone facilities to permit redecorating or remodeling of the premises will be considered as a move, and charges will apply.

5. Charges for changes are not to exceed the sum of the charges which would apply to a new installation of the same service and facilities.

6. Supersedure

(T)

The supersedure charge applies in lieu of normal service charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or service.

(T)

~~6. Non-Pay Reconnect~~

(M)

~~a. The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no equipment changes, after being disconnected for non-payment of a bill. This charge replaces the listed service connection charges and includes all services which were previously connected. If the customer does not take action to re-establish service within 10 days of the non-pay disconnect, the appropriate service connection charges will apply thereafter.~~

(M)

~~7. Supersedure~~

~~a. The supersedure charge applies in lieu of normal service connection charges when present telephone service including telephone number is transferred from one customer to another with the express written consent of the relinquishing customer and with the written agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or service.~~

(M) Item 3 relocated from Sheet No. 3. Reconnect Charge relocated to Sheet No. 3.

(N)

ISSUED BY: ~~F. WAYNE LAFFERTY~~STEVE CROSBY

ISSUED: ~~NOVEMBER 7,~~  
~~1997~~SEPTEMBER 22, 2016  
EFFECTIVE: ~~DECEMBER 29,~~

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~~1997~~ NOVEMBER 20, 2016  
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LOCAL SERVICE

**SERVICE CONNECTIONS AND NONRECURRING CHARGES**

(T)

C. CONDITIONS (Continued)

87. Time and Material Charges

(T)

a. Description

- (1) Time and Material Charges apply to all customer requested installation, moves, changes, and rearrangements of residence and business service and equipment, except as noted elsewhere in the tariffs, performed by the Company on the customer's premises exclusive of establishing or reestablishing access line service.

b. Definitions

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

c. Conditions

- (1) Time and Material Charges apply, as required, in addition to other charges for individual items of service which are listed in other sections of this tariff.
- (2) Time Charges will be billed in 15 minute time segments. A five minute allowance into the next time increment will be granted.
- (3) A quote for a specific job may be provided the customer. The quote will be in writing and will be good for 30 days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by Company personnel. An approximate figure is intended only as an order of magnitude and not as a firm price. Customers to whom approximate figures are furnished are subject to actual Time and Material Charges.

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Section III  
Schedule 2  
~~Original~~ 1<sup>st</sup> Revised Sheet No. 6

FOR DEPARTMENT'S  
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LOCAL SERVICE

**SERVICE CONNECTIONS AND NONRECURRING CHARGES**

(T)

C. CONDITIONS (Continued)

87. Time and Material Charges (Continued)

c. Conditions (Continued)

(T)

- (4) Time and Material Charges will also apply to customer-requested rearrangements of outside wiring, including the drop wire and protector.
- (5) Time and Material Charges do not apply to the following work:
  - (a) To move or change a customer's service if required or initiated by the Company.
  - (b) The "from" portion of work involved in a transfer of service from one premises to another.

~~ISSUED BY: STEVE CROSBY~~ ~~ISSUED BY: F. WAYNE LAFFERTY~~

~~SENIOR VICE PRESIDENT~~ ~~ASSISTANT VICE PRESIDENT~~

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~~ISSUED: SEPTEMBER 22,~~  
~~2016~~ ~~ISSUED: NOVEMBER 7, 1997~~  
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~~2016~~ ~~EFFECTIVE: DECEMBER 29,~~  
~~1997~~  
~~ADVICE LETTER NO. OR-16-~~  
~~06~~ ~~ADVICE LETTER NO. OR-97-08~~

Section III  
Schedule 4

~~Original~~ 1<sup>st</sup> Revised Sheet No. 10

FOR DEPARTMENT'S  
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LOCAL SERVICE

**EXTENDED AREA SERVICE**

(Continued)

B. APPLICATION OF RATES (Continued)

8. Measured EAS services are available only in exchanges where operating conditions and facilities permit. Farmer line customers may only subscribe to flat rated EAS.
9. Business and residence customers may not mix measured and flat rated EAS on the same bill.

C. CONDITIONS

1. Within 90 days of conversion to the new measured EAS plan, a customer may elect to change from flat rate to measured and vice versa without incurring additional ~~s~~Service ~~connection~~ ~~c~~Charges as shown in Section III, Schedule 2. (T)  
(T)
2. Refer to Special Condition 13. under Digital Centrex Service, Section IV, Schedule 9 for a trunk equivalency matrix for Centrex lines, including intragroup lines.

~~(M) — Material formerly located on Sheet No. 7.~~

~~(D)~~

~~(M) — Material formerly located on Sheet No. 8.~~

~~(D)~~

ISSUED BY: ~~ALOA J. STEVENS~~ STEVE CROSBY

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ISSUED: ~~FEBRUARY 11,~~

~~2004~~ SEPTEMBER 22, 2016

EFFECTIVE: ~~OCTOBER 2~~ NOVEMBER  
~~20, 2004~~ 16

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| ~~SALT LAKE CITY, UT 84180~~ ELK GROVE, CA 95624

Section III  
Schedule 10  
~~3<sup>rd</sup>~~4<sup>th</sup> Revised Sheet No. 1

FOR DEPARTMENT'S  
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LOCAL SERVICE

**TRIBAL LINK UP PROGRAM**

A. TERRITORY

All exchanges as defined in tarred exchange area maps.

B. GENERAL

The Tribal Link Up Program provides for a 100% reduction up to \$100.00 against the ~~nonrecurring~~Service eCharge for connection of a residential exchange access line. This credit is only available to Tribal Land customers who meet eligibility requirements established by the FCC; see Conditions following. The credit applies to the single line serving the customer's principal residence. (T)

C. RATE

A reduction of Service ~~Connection—e~~Charges, as specified above applies for the establishment of basic residential service. (T)

D. CONDITIONS

1. The Tribal Link Up Program is only available to low income residential customers who meet the following criteria:
  - a. The recipient meets the income test outlined for the Oregon Telephone Assistance Program (OTAP)
  - b. Enhanced Lifeline Service for Tribal Land criteria as outlined in Section III, Schedule 9.
2. Tribal Link Up Service can only be associated with the primary residential connection.

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~~JULY 24,~~

~~AUGUST 3,~~

~~OR-136-056~~

Section III  
Schedule 10  
~~1st~~<sup>2nd</sup> Revised Sheet No. 2

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LOCAL SERVICE

**TRIBAL LINK UP PROGRAM  
(Continued)**

D. CONDITIONS (Continued)

3. The customer can receive the benefit of the Tribal Link Up Program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Tribal Link Up assistance was provided previously.
4. An applicant may defer payment of the ~~s~~Service ~~connection~~ ~~e~~Charges. Payment may be deferred up to 4 months with a payment schedule of equal payments for up to \$200.00 assessed for commencing service. Interest will not be charged on deferred payments. (T)

---

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2016

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20, 2016

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OR-1~~36~~-056

Section IV  
Schedule 1  
~~Original~~ 1st Revised Sheet No. 1

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GENERAL SERVICES

**DIRECT INWARD DIALING SERVICE (DID)**

A. TERRITORY

All exchanges as defined in tariffed exchange area maps where facilities are available.

B. RATES

DID TRUNKS (One-Way, In Only)

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
1) BASIC - DID Trunks Required 2 Trunk Increment**	*	(2 x Multi-Line Business Rate)** (Section III, Sch. 1)
2) PREMIUM CHARGE Each 2 Trunks	\$83.00	\$47.00

\* Applicable Service ~~Connection~~-eCharges shown in the Company's exchange tariff, Section III, Schedule No. 2. (T)

\*\* DID Service is available in 2 trunk increments only. The rate is comprised of two Multi-Line Business rates plus the premium charge shown above.

DID NUMBERS

	<u>INSTALLATION CHARGE</u>	<u>MONTHLY RATE</u>
100 DID Numbers or less	\$120.00*	\$25.00

Installation Charges:

\* There will be a charge of \$50.00 each time activation of reserved DID numbers is required subsequent to initial installation.

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~~1997~~ NOVEMBER 20, 2016  
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GENERAL SERVICES

DIRECTORY SERVICE

C. CONDITIONS

- k. All applications for listings of every kind shall be made by the customer or authorized agent. Changes, additions and deletions involving any business listing and any residence listing where a charge is involved must be authorized in writing by the customer or customers involved.
- l. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.
- m. Service ~~connection~~-eCharges will apply for changes or additional to listings in addition to monthly rates shown above. (T)

2. Published Directories

- a. The conditions for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers.
- b. Alphabetical telephone number directories are furnished by the Utility as an aid to the use of its services. These directories are usually published once each year on date varying with the exchanges included with each directory.
- c. The Utility will furnish to its customers without charge only such directories as it deems necessary for the efficient use of the service. Additional directories will be furnished at the discretion of the Utility at a cost to the Utility.
- d. Directories furnished without charge to the customer remain the property of the Utility and must be surrendered or destroyed when a new issue is delivered.

3. Foreign Listing

- a. A foreign listing may be furnished for customers requesting their listing be included in a directory alphabetical section other than the serving utility. The charges will be those specified under RATES.

4. Foreign Exchange Listing

- a. A Foreign Listing may be furnished for customers located in an exchange not served by the Utility who wish a listing in the Utility's alphabetical directory.

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GENERAL SERVICES

**EMPLOYEES' SERVICE - DISCONTINUED**

A. TERRITORY

Within the exchange areas as defined on maps contained in this tariff.

B. RATES

	<u>Discount</u>
Discount on total of eligible fixed monthly services	50%

C. CONDITIONS

1. The discount is applicable to all fixed monthly exchange services except foreign exchange, directory listings, intraLATA message toll and all intraLATA interexchange services. The discount is also applicable to ~~s~~Service ~~connection~~ ~~c~~Charges. (T)
2. Employees' Service will be discontinued as follows:
  - (a) Non-union Active Full-Time Employees - The employee discount is discontinued as of January 1, 1991.
  - (b) Non-union Retired Employees - The employee discount will be available to non-union retired employees that retired prior to January 1, 1991 only until service is discontinued by the employee. The employee discount is discontinued for Non-union employees that retire on and after January 1, 1991.
  - (c) Union Full-Time Employees - The employee discount will be discontinued upon expiration of the present union contract.
  - (d) Union Retired Employees - The employee discount will be available to union retired employees that retired prior to expiration of the present union contract only until service is discontinued by the employee. The employee discount is discontinued for union employees that retire on and after expiration of the present union contract.
3. If, through negligence, an employee's service bill is not paid in full within fifteen days from date of presentation, this schedule will not apply but the regular filed tariffs applicable to other than "Employees' Service" will apply to the service for the particular month involved.
4. Employees' service is available only in the name of the employee and only at the employees principal residence.

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~~2004~~SEPTEMBER 22, 2016  
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~~2004~~NOVEMBER 20, 2016  
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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

D. CONDITIONS

1. Foreign exchange service is available only to customers subscribing to one-party service. Existing two-party and suburban foreign exchange customers may continue service at their present location under the rates listed above. No existing foreign exchange customer who has two-party or suburban service will be allowed to move or disconnect and reconnect that service.
2. Foreign exchange service is exchange service furnished from an exchange other than the one in which the customer is located. These foreign exchange facilities will be provided where facilities and operating conditions permit between the two exchanges involved, in a manner to be determined by the Utility.
3. The rates applicable for toll service will be those of the foreign exchange.
4. Rates for supplementary services will be those applicable under the tariff of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign exchange.
5. Business foreign exchange service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business. Residence foreign exchange service will be furnished for the use of the customer and members of his immediate family only.
6. Foreign exchange service will not be provided in connection with the following:
  - joint user service;
  - public service;
  - PBX systems in hotels, apartment houses, motels or clubs.
7. The ~~s~~Service ~~connection~~-~~c~~Charge for foreign exchange service will be that of the local exchange, plus any applicable ~~s~~Service ~~connection~~-~~c~~charges of the foreign exchange. (T)  
(T)
8. Mileage rates will be figured with each fractional unit computed as a whole unit.
9. Extension stations will be installed in connection with one-party business and one-party residence service on the same premises as the primary station.
10. The rates and charges for service and facilities in the foreign exchange will be those of the serving foreign exchange and are in addition to all applicable rates and charges for foreign exchange service in the local exchange.

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CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3

Section IV  
Schedule 7  
~~Original~~ 1<sup>st</sup> Revised Sheet No. 1

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GENERAL SERVICES

LOCAL PRIVATE LINE SERVICE

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

		<u>Installation or Move Charge</u>	<u>Rate Per Month</u>	<u>Billing Code</u>
1.	Each termination of the line	*	\$2.50	PLST
2.	Mileage rate (2 wire circuit) Each 1/4 ALM or fraction thereof	-	\$1.70	PLML
3.	Mileage rate (4 wire circuit) Each 1/4 ALM or fraction thereof	-	\$3.40	

\* The appropriate ~~s~~Service ~~connection~~ ~~e~~Charge as filed in Section III, Schedule 2.

(T)

C. CONDITIONS

1. The above rates apply to dedicated, non-switched Voice Grade Channels for the transmission of analog signals with an approximate bandwidth of 300 to 3000 Hz, between two or more customer locations within the same exchange.
2. Service does not include any enhanced signaling or optional features.
3. For Program Audio, narrowband, wideband, Digital Data, High Capacity Private Line Services, or any optional features, conditioning, bridging and multiplexing, rates contained in the Citizens Telecommunications Company of Oregon, Inc. Schedule A-1 Access Service Tariff apply.
4. For Private Line Service furnished jointly with any other telephone company, or between exchanges of Citizens, rates and conditions contained in the Citizens Telecommunications Company of Oregon, Inc. Schedule A-1 Access Service Tariff apply.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

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Section IV  
Schedule 8  
~~Original~~ 1st Revised Sheet No. 1

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GENERAL SERVICES

TOUCH CALLING SERVICE

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

		Installation or Move Charge	Rate Per Month*	Billing Code	(D) (D)
1.	Individual and party line service				
a.	Residence service				
	(1) Each central office line equipped	**	No Charge	TCLR	(D)
b.	Business service				
	(1) Each central office line equipped	**	No Charge	TCLB	(D)

\* Rates are in addition to those for the class, type and grade of service provided.

\*\* Applicable ~~s~~Service ~~connection~~ ~~e~~Charges as listed in Section III, Schedule 2. (T)

C. CONDITIONS

1. Touch Calling will be provided only where facilities are available.
2. During specific promotional periods, the ~~s~~Service ~~e~~Order and ~~line~~Central Office ~~e~~Connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods. (T)
3. Upon conversion to a digital CENTREX Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscribe to Touch Calling Service without incurring ~~s~~Service ~~connection~~ ~~e~~Charges. (T)

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Section IV  
Schedule 9  
~~Original~~ <sup>1<sup>st</sup></sup> Revised Sheet No. 5

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GENERAL SERVICES

**DIGITAL CENTREX SERVICE**  
(Continued)

E. SPECIAL CONDITIONS (Continued)

6. Service ~~Connection~~ Charges as set forth in Section III, Schedule No. 2 apply to this service. (T)
7. Intragroup calling service line rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.
8. (Reserved for future use.)
9. Limitations of Liability - Provisions covering limitation of liability and allowance for interruption in service are set forth in General Regulations of this tariff.
10. Line Features - Line features are those CENTREX conveniences assigned to each line. Each line can have a unique configuration of CENTREX conveniences. All lines at a minimum must include either the basic feature package or the enhanced feature package. Additional features can be added to feature packages.
  - a. Basic Feature Package - This package is available to business customers with 2-30 lines. It consists of a standard package of features plus three (3) additional line feature choices.
    1. Standard Features
      - Automatic Identification of Outward Dialing
      - Call Forward - All Calls
      - Call Pick-Up
      - Call Transfer
      - Direct Inward Dialing
      - Direct Outward Dialing
      - End to End Signaling
      - Station to Station Calling
      - Three-Way Conference
      - 911 Emergency Service Dialing

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Section IV  
Schedule 12  
~~2<sup>nd</sup>-3<sup>rd</sup>~~ Revised Sheet No. 7

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GENERAL SERVICES

CUSTOM CALLING SERVICE

C. CONDITIONS (Continued)

- (7). During specific promotional periods, the ~~s~~Service ~~e~~Order and ~~line~~Central Office ~~e~~Connection charges will be waived. The Utility will obtain prior approval from the Commission for the promotional periods. (T)
- (8). Upon conversion to a digital Central Office in an exchange, a waiver period of 30 days prior to and 30 days subsequent to the cut will allow customers to subscribe to Custom Calling Service without incurring ~~s~~Service ~~connection~~ ~~e~~Charges. (T)
- (9). With Ring Plus, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

(D)

~~(L) Material relocated to Sheet No. 5.~~

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ISSUED BY: STEVE CROSBY

SENIOR VICE PRESIDENT

REGULATORY AFFAIRS  
9260 E. STOCKTON BLVD.  
ELK GROVE, CA 95624

ISSUED: ~~JANUARY 19,~~

~~2016~~SEPTEMBER 22, 2016

EFFECTIVE: ~~FEBRUARY 24,~~

~~2016~~NOVEMBER 20, 2016

ADVICE LETTER NO. OR-16-016

Section IV  
Schedule 17  
~~22<sup>nd</sup>~~-~~23<sup>rd</sup>~~ Revised Sheet No.1

FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

PROMOTIONAL OFFERINGS

A. TERRITORY

All exchanges as defined in tariffed exchange area maps.

B. RATES

To promote the use of its services, the Company may:

1. Waive all or part of recurring charges.
2. Waive all or part of non-recurring charges.
3. Offer redemption coupon or a premium with the purchase of a service.
4. Business Partner Program provides periodic benefits to the business partner's employees that add a Frontier Digital phone plan service to their residential phone bill. The Business Partner Program is a voluntary program that is available at no charge to participating business (within applicable markets) in the Frontier footprint that currently subscribe to Frontier business service.

C. GENERAL PROVISIONS

1. A promotional offering may extend to a maximum of 90 days.
2. Promotional Offerings include the following:

D. DESCRIPTION

1. Promotional offering, beginning September 1, 2009 and continuing through November 29, 2009 where technically available in the serving wire center. During the promotional period residential customers who order Frontier Digital Phone Plus bundled service (listed in tariff Section IV, Schedule 20) and agree to a 12 or 24 month term will receive a monthly \$5.00 credit and a waiver of the applicable Service ~~Connection and nonrecurring~~ Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)
2. Promotional offering 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. (T)

ISSUED BY: ~~JACK D. PHILLIPS~~STEVE CROSBY

~~DIRECTOR~~SENIOR VICE PRESIDENT

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ISSUED: ~~MARCH 26, 2014~~SEPTEMBER 22,  
2016

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2016

ADVICE LETTER NO.

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Section IV  
Schedule 17  
~~23<sup>rd</sup>-24<sup>th</sup>~~ Revised Sheet No. 2

FOR DEPARTMENT'S  
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GENERAL SERVICES

PROMOTIONAL OFFERINGS  
(Continued)

D. DESCRIPTION (Continued)

3. Promotional offering beginning August 15, 2006 and continues through November 12, 2006, eligible customers that accept this offer and order a Frontier Choices<sup>sm</sup> Tier Bundle will receive waivers of all installation charges (as specified in tariff Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges) and local service charges (as specified in tariff Section IV, Schedule 20, Bundled Services) for the first month of service. Eligible residential customers must subscribe to a Frontier Choices<sup>sm</sup> Tier Bundle for at least 12 months and have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, an early termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers. (T)
4. Promotional offering beginning November 13, 2006 and continues through February 10, 2007, eligible customers that accept this offer and order a Frontier Choices<sup>sm</sup> Tier Bundle will receive waivers of all installation charges (as specified in tariff Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges) and local service charges (as specified in tariff Section IV, Schedule 20, Bundled Services) for the first month of service. Eligible residential customers must subscribe to a Frontier Choices<sup>sm</sup> Tier Bundle for at least 12 months and have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, an early termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers. (T)
5. Promotional offering beginning August 10, 2007 and continuing through November 8, 2007 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)

ISSUED BY: ~~ALOA J. STEVENS~~ STEV CROSBY

~~DIRECTOR~~ SENIOR VICE PRESIDENT

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ISSUED: ~~JULY 31,~~

~~2007~~ SEPTEMBER 22, 2016

EFFECTIVE: ~~AUGUST 10,~~

~~2007~~ NOVEMBER 20, 2016

ADVICE LETTER NO. OR-0716-076



Section IV  
Schedule 17  
123<sup>th</sup> Revised Sheet No. 2.1

FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

PROMOTIONAL OFFERINGS  
(Continued)

D. DESCRIPTION

6. Promotional offering beginning November 9, 2007 and continuing through February 6, 2008 where technically available in the serving Wire Center. During the promotional period, existing and new residential customers who order Digital Phone Enhanced Feature Pack service (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)
7. Promotional offering beginning April 1, 2008 and continuing through June 29, 2008 where technically available in the serving Wire Center. During the promotional period, new residential customers who order Frontier Digital Phone Essentials (listed in Section IV, Schedule 20) will receive a waiver of the applicable nonrecurring Service Order charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)
8. Promotional offering beginning November 10, 2008 and continuing through February 7, 2009 where technically available in the serving Wire Center. During the promotional period, new business customers who order Frontier Business Essentials (listed in Section IV, Schedule 20 of the tariff) will receive a waiver of the applicable nonrecurring Service ~~Connections~~ Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges of the tariff). (T)  
(T)
9. Promotional offering beginning February 27, 2009 and continuing through May 28, 2009 where technically available in the serving Wire Center. During the promotional period, new Business customers who order Frontier Business Metro service (listed in Section IV, Schedule 20 of the tariff) will receive a waiver of the applicable Service ~~Connection and nonrecurring~~ Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)  
(T)
10. Promotional offering, beginning May 26, 2009 and continuing through July 31, 2009 where technically available in the serving wire center. During the promotional period residential customers who order Frontier Digital Phone Plus bundled service (listed in tariff Section IV, Schedule 20) and agree to a 12 or 24 month term will receive a monthly \$5.00 credit and a waiver of the applicable Service ~~Connection and nonrecurring~~ Charge (as specified in Section III, Schedule 2, Sheet No. 1, Service ~~Connections and Nonrecurring~~ Charges). (T)  
(T)

ISSUED BY: JACK PHILLIPS STEVE CROSBY

DIRECTOR SENIOR VICE PRESIDENT

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ISSUED: MAY 20,  
2009 SEPTEMBER 22, 2016

EFFECTIVE: MAY 26,  
2009 NOVEMBER 20, 2016

ADVICE LETTER NO. OR-0916-076

CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3

Section IV  
Schedule 18  
~~Original~~ 1<sup>st</sup> Revised Sheet No. 1

FOR DEPARTMENT'S  
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GENERAL SERVICES

DIGITAL CHANNEL SERVICE (DCS)

A. APPLICABILITY

Applicable to Intrastate IntraLATA Digital Channel Service (DCS), furnished or made available by this Utility between its points and points reached over facilities of connecting companies. Digital Channel Service is furnished only if the necessary service components are available.

B. TERRITORY

All exchanges as defined in tariffed exchange area maps.

C. RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$195.00	\$570.00	\$530.00
Digital Transport Facility	\$815.00	\$270.00	\$250.00
DS1 Channel Mileage (1.544 Megabit/Sec) Fixed Per Mile or Fraction Thereof	See Citizens Telecommunications Company of Oregon, Inc. Access Service Tariff Section 17.3.8		See Citizens Telecommunications Company of Oregon, Inc. Access Service Tariff Section 17.3.8
Direct Inward Dialing Numbers	See General Services, Section IV, Schedule 1		See General Services, Section IV, Schedule 1
Subscriber Line Charge per DS0	Not Applicable		See Tariff FCC No. 1

\*Service ~~Connection and Nonrecurring~~ Charges outlined in Section III, Schedule 2 of Local Service also apply.

(T)

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEV CROSBY

SENIOR VICE PRESIDENT

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ISSUED: ~~MARCH 6,~~  
~~1998~~ SEPTEMBER 22, 2016  
EFFECTIVE: ~~APRIL 20,~~  
~~1998~~ NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~9816-046~~

**CITIZENS TELECOMMUNICATIONS COMPANY OF OREGON, INC.  
P.U.C. OR. NO. 3**

Section IV  
Schedule 19  
67<sup>th</sup> Revised Sheet No. 6

**FOR DEPARTMENT'S  
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GENERAL SERVICES

**CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)**

C. RATES

1. The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per Line		Usage – Per Call	
	Residence	Business	Residence	Business
	Rate	Rate	Rate	Rate
Anonymous Call Block/Rejection (ACR)	\$3.50	\$4.00		
*66 Busy Number Redial	\$2.00	\$3.50	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
*69 Call Return	\$2.95	\$4.00	\$0.75 <sup>(2)</sup>	\$0.75 <sup>(2)</sup>
Caller ID Number Only <sup>(1)</sup>	\$7.50	\$8.50		
Caller ID with Name	\$8.00	\$9.99		
Caller ID Blocking (per call)			\$0.00	\$0.00
Caller ID Blocking (per line)	\$0.00	\$0.00		
Call Trace	\$5.00	\$5.00	\$1.00	\$1.00
Selective Call Rejection	\$3.50	\$4.50		
Priority Call	\$2.00	\$3.50		
Call Waiting ID	\$0.50	\$0.50		
Selective Call Acceptance	\$3.50	\$4.50		
CLASS Value PAK *	\$9.95	\$11.95		
CNAM Value PAK **	\$10.95	\$13.95		

\* includes Caller ID, Call Return, and Anonymous Call Block/Rejection

\*\* includes Caller ID with Name, Call Return, and Anonymous Call Block/Rejection

- (1) The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.
- (2) The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times the service is activated within a month.

2. Non-recurring service charges:

- a. For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Order Charge - Initial and LineCentral Office Connection Charges for new access line (Schedule 2(B), Rates). (T)
- b. For any single or group of CLASS Services taken as an addition to an in-service access line see Service Order Charge - Subsequent (Schedule 2(B), Rates). (T)
- c. There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply to subsequent changes (see Service Order Charge - Subsequent (Schedule 2(B), Rates)). Charges do not apply to Law Enforcement and Domestic Violence Agencies. (T)

(1) This service offering is limited to all existing subscribers at their existing locations as of February 24, 2016.

ISSUED BY: STEVE CROSBY  
SENIOR VICE PRESIDENT

ISSUED: ~~JANUARY 19, 2016~~ SEPTEMBER 22, 2016  
EFFECTIVE: ~~FEBRUARY 24, 2016~~ NOVEMBER 20, 2016

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ELK GROVE, CA 95624

ADVICE LETTER NO. OR-16-046

Section IV  
Schedule 20  
~~Original~~ <sup>1<sup>st</sup></sup> Revised Sheet No. 2.1

FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

C. GENERAL (Continued)

4. The following services may be added to the bundle and will be billed on a per feature basis as defined in D.4 preceeding.

Additional Features:

Repeat Dialing  
Call Return  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed  
Speed Calling - Eight (8) code capacity or Thirty (30) code capacity  
Priority Ringing  
Call Waiting/Cancel Call Waiting

D. RATES

1. Unless otherwise stated elsewhere in this section, Service ~~Connections and Nonrecurring~~ Charges as specified in tariff Section III, Schedule 2, apply to the installation of individual components of the bundles. (T)
2. Service ~~Connections and Nonrecurring~~ Charges apply if the customer switches from a bundle to an unbundled service. (T)
3. The customer may add or delete the Frontier Small Business Advantage optional features without incurring the Service ~~Connections and Nonrecurring~~ Charges. (T)

4. Monthly Rate

Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 300 Minutes	\$64.99
Bundle 2 – Basic Bundle 600 Minutes	\$74.99
Bundle 3 – Basic Bundle 900 Minutes	\$84.99
Additional Features (per feature)	\$1.99

ISSUED BY: ~~ALO J. STEVENS~~ STEVE CROSBY  
~~DIRECTOR~~ SENIOR VICE PRESIDENT

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ISSUED: ~~JUNE 28, 2006~~ SEPTEMBER 22, 2016  
EFFECTIVE: ~~JULY 10, 2006~~ NOVEMBER 20, 2016

ADVICE LETTER NO. OR-~~0616~~ 076

GENERAL SERVICES

**BUNDLED SERVICES**

**CITIZENS BUSINESS SELECT (Continued)**

A. GENERAL (Continued)

All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Select plan shall apply.

B. RATES AND CHARGES

1. The Company reserves the right to waive the Service Order Charge - Subsequent ~~Nonrecurring Charge~~ as specified in Section III, Schedule 2 for a period of sixty (60) days from the effective date of this Tariff. The waiver applies to the initial request for a Citizens Business Select plan in association with an existing, additional or move from one location to another for a residential or business individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizen Business Select plan. (T)  
(T)
  - a. Service Charges are not applicable for a Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.
  - b. Service Charges as specified in Section III, Schedule 2 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Select plan.
  - c. Existing Citizens Business Select customers cannot take advantage of promotions for any of the individual services/features specified in Section IV, Schedule 20 A. 1. a.c., preceding unless specifically allowed by the terms and conditions of the promotion.

Note: Citizens Select and Citizens Select Plus Services have been moved to Section IV, Schedule 15, Discontinued Service.

ISSUED BY: ~~ALO J. STEVENS~~STEVE CROSBY

~~DIRECTOR~~SENIOR VICE PRESIDENT

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ISSUED: ~~JULY 19, 2003~~SEPTEMBER 22,  
2016

EFFECTIVE: ~~AUGUST 5,~~  
~~2003~~NOVEMBER 20, 2016

ADVICE LETTER NO. OR-~~0316~~096

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER FEATURE5 PACK PACKAGE (Continued)

B. RATES AND CHARGES

1. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
2. The Company reserves the right to waive the Service Order Charge - Subsequent ~~Nonrecurring Charge~~ as specified in Section III, Schedule 2 for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
3. Service ~~Connection~~ Charges as specified in Section III, Schedule 2 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
4. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in Section IV, Schedule 20 B. 1. A., b. and c., preceding unless specifically allowed by the terms and conditions of the promotion.
5. Frontier Feature5 Pack Package is provided at the following rates:

	<u>Monthly Rate</u>
<b>Frontier Feature5 Pack Package and three additional features</b>	
<ul style="list-style-type: none"><li>• Per individual business line - Includes two constants and 3 additional features as specified in Section IV, Schedule 20, 1 a. and b., preceding.</li></ul>	\$11.95
<b>Optional Frontier Feature5 Pack Basic Voice Mail</b>	
<ul style="list-style-type: none"><li>• Per individual business line - Includes Frontier Feature5 Pack Package as specified in Section IV Schedule 20, 1 a., b., and c. preceding.</li></ul>	\$14.95

ISSUED BY: ALOAN J. STEVENSSTEVE CROSBY

DIRECTORSENIOR VICE PRESIDENT

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ISSUED: ~~September 26, 2002~~SEPTEMBER 22,  
2016

EFFECTIVE: ~~December 24, 2002~~NOVEMBER 20,  
2016

ADVICE LETTER NO. OR-~~0216~~-4706

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER CHOICES

C. RATES

1. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
3. Extended Area Service (EAS) or Local Calling Plan (LCP) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS or LCP additive in addition to the package rate.
4. Service ~~Connection~~ Charges as specified in Section III, Schedule 2 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle. (T)
5. A \$10.00 non-recurring credit per line will be issued to the customer for each Frontier Choices Package ordered during an initial installation or when moving an existing line.
6. Frontier Choices packages are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$30.00
Frontier Choices - Enhanced Line with Second Line	\$65.00

ISSUED BY: ~~ALOA J. STEVENS~~STEVE CROSBY

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ISSUED: ~~JULY 30,~~  
~~2003~~SEPTEMBER 22, 2016  
EFFECTIVE: ~~SEPTEMBER 9,~~  
~~2003~~NOVEMBER 20, 2016  
ADVICE LETTER NO. OR-~~0316-1406~~

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIERWORKS<sup>sm</sup> SMALL BUSINESS SOLUTIONS (Continued)

B. GENERAL (Continued)

8. Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

- c. Citizens Conference on Demand (Non-regulated)
- d. Citizens Webexchange (Non-regulated)
- e. FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

C. RATES and CHARGES

- 1. Unless otherwise stated elsewhere in this section, Service ~~Connections and Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundles. (T)
- 2. Service ~~Connections and Nonrecurring~~ Charges apply if the customer switches from a bundle to an unbundled service. (T)
- 3. Service ~~Connection~~ Charges do not apply if the customer switches to another FrontierWorks<sup>sm</sup> Small Business Solutions bundle of greater value. (T)
- 4. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service ~~Connections and Nonrecurring~~ Charges. (T)

ISSUED BY: ~~ALOA J. STEVENS~~ STEVE CROSBY

~~DIRECTOR~~ SENIOR VICE PRESIDENT

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ISSUED: ~~APRIL 21,~~  
~~2004~~ SEPTEMBER 22, 2016

EFFECTIVE: ~~JUNE 8,~~  
~~2004~~ NOVEMBER 20, 2016

ADVICE LETTER NO. OR-~~0416~~-046



GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIERWORKS<sup>sm</sup> BUSINESS CONNECTIONS (Continued)

D. RATES AND CHARGES

- a. Unless otherwise stated elsewhere in this section, Service ~~Connection~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundles. (T)
- b. Service ~~Connection~~ Charges apply if the customer switches from a bundle to an unbundled service. (T)
- c. Service ~~Connection~~ Charges do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- d. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service ~~Connection~~ Charge. (T)
- e. Monthly Rates
  - 1. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

ISSUED BY: ~~ALOA J. STEVENS~~ STEVE CROSBY  
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ISSUED: ~~AUGUST 8, 2005~~  
SEPTEMBER 22, 2016  
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~~2005~~ NOVEMBER 20, 2016  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE SERVICE (Continued)

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service ~~Connections and Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T)
3. Frontier Digital Phone Service bundle is provided at the following rate:

	<b>Monthly Rate</b>
Frontier Digital Phone Service	\$39.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connections and Nonrecurring~~ Charges. (T)
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

ISSUED BY: ~~JACK D. PHILLIPS~~STEVE CROSBY  
~~DIRECTOR~~SENIOR VICE PRESIDENT

ISSUED: ~~JUNE 4, 2009~~SEPTEMBER 22, 2016  
EFFECTIVE: ~~JUNE 16, 2009~~NOVEMBER 20,  
2016

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ELK GROVE, CA 95759624

ADVICE LETTER NO. OR-~~0916~~-096

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE SERVICE (Continued)

E. CONDITIONS (Continued)

7. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.

2. The customer will not be charged a Service ~~Connection~~ Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)

3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

4. The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.

5. If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.

6. This service does not change any other terms and conditions of the product.

7. All applicable taxes and surcharges apply.

8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

ISSUED BY: ~~JACK D. PHILLIPS~~STEVE CROSBY

ISSUED: ~~JUNE 9, 2009~~SEPTEMBER 22,

~~DIRECTOR~~SENIOR VICE PRESIDENT

EFFECTIVE: ~~JUNE 16, 2009~~NOVEMBER 20,  
2016

~~GOVERNMENT & EXTERNAL REGULATORY~~ AFFAIRS

ADVICE LETTER NO. OR-~~0916-096~~ Supplement  
2

~~P.O. BOX 3409260 E. STOCKTON BLVD.~~  
ELK GROVE, CA 95759624

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

C. GENERAL (Continued)

3. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item IV.C.

Call Waiting/Cancel Call Waiting	Ring Plus
Anonymous Call Rejection	Speed Calling Thirty (30) code capacity
Repeat Dial	Speed Calling Eight (8) code capacity
Call Return	Three-Way calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Priority Ring	Hunting
Call Forwarding	
Basic Voice Mail with 5 Subs and Unified Messaging	
Deluxe Voice Mail with Unified Messaging	

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

2. Unless otherwise stated elsewhere in this schedule, Service ~~Connections and Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle. (T) (T)

1. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

~~(M) Item E. Conditions relocated to Sheet No. 35.~~

(D)

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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ISSUED: ~~OCTOBER 20, 2010~~

SEPTEMBER 22, 2016

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2010 NOVEMBER 20, 2016

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

E. CONDITIONS (Continued)

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connection~~ Charge. (T)
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

~~(M) Material relocated from Sheet No. 34.~~

(D)

ISSUED BY: ~~KENNETH MASON~~STEVE CROSBY

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ISSUED: ~~OCTOBER 20,~~  
~~2010~~SEPTEMBER 22, 2016

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~~2010~~NOVEMBER 20, 2016

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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE 100 (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this section, Service ~~Connections and~~ (T) ~~Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle.
2. Frontier Digital Phone 100 bundle is provided at the following rates:

	<b>Monthly Rate</b>
Frontier Digital Phone 100	\$18.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month to month basis.

ISSUED BY: ~~JACK D. PHILLIPS~~ ~~STEVE CROSBY~~  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS ESSENTIALS (Continued)

C. GENERAL (Continued)

4. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item D.3.

Caller ID with Name	Anonymous Call Rejection
Call Waiting/Cancel Call Waiting	Repeat Dial
Speed Calling Thirty (30) code capacity	Call Return
Speed Calling Eight (8) code capacity	Priority Ring
Selective Call Acceptance	Call Forwarding - Busy
Selective Call Rejection	Call Forwarding - No Answer
Basic Voice Mail with Unified Messaging	Ring Plus
Basic Voice Mail with 5 Subs	Three-Way Calling
Basic Voice Mail with 5 Subs and Unified Messaging	Caller ID Blocking
Deluxe Voice Mail	Call Waiting ID
Deluxe Voice Mail with Unified Messaging	Hunting

D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this Section, Service ~~Connections~~ Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Essentials bundle is provided at the following rate:

**Monthly Rate**

Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

\* This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

(M) Item E. Conditions relocated to Sheet No. 41.

ISSUED BY: ~~KENNETH MASON~~STEVE CROSBY

ISSUED: ~~OCTOBER 20, 2010~~SEPTEMBER 22, 2016 (D)

SENIOR VICE PRESIDENT

EFFECTIVE: ~~NOVEMBER 1, 2010~~NOVEMBER 20, 2016

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ELK GROVE, CA 95759624

ADVICE LETTER NO. OR-106-046

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER SIMPLY UNLIMITED SERVICE-LEADER (Continued)

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Simply Unlimited Service-Leader Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connection~~-Charge. (T)
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month basis.
10. Bundles four through twelve are given an additional discount.

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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ISSUED: ~~OCTOBER 16,~~  
2012 SEPTEMBER 22, 2016

EFFECTIVE: ~~OCTOBER 28~~ NOVEMBER  
20, 2012 26

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Section IV  
Schedule 20  
~~Original~~ 1<sup>st</sup> Revised Sheet No. 46

FOR DEPARTMENT'S  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS METRO SERVICE (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service ~~Connections and~~ (T) ~~Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 apply to the installation of individual components of the bundle.
2. Frontier Business Metro bundle is provided at the following rates:

	<b>Monthly Rate</b>
a. Frontier Business Metro Bundle	\$39.99
b. Add-on Feature Pack	3.99
c. Upgrade to Deluxe Voice Mail	2.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. The bundle is offered on a monthly basis.
4. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
5. The customer may add or delete the services or features of the package bundle without incurring a Service Charge.

ISSUED BY: ~~ALOA J. STEVENS~~ STEVE CROSBY  
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ISSUED: ~~February 16,~~ February 16,  
~~2009~~ SEPTEMBER 22, 2016  
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FOR DEPARTMENT'S  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER UNLIMITEDOR (Continued)

D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, ~~Nonrecurring~~ Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
2. Frontier UnlimitedOR is provided at the following rates:

**Monthly Rate**

Frontier UnlimitedOR	\$28.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

ISSUED BY: ~~JACK D. PHILLIPS~~ STEVE CROSBY  
~~DIRECTOR~~ SENIOR VICE PRESIDENT  
~~GOVERNMENT & EXTERNAL REGULATORY~~ AFFAIRS

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2016  
EFFECTIVE ~~JUNE 16, 2009~~ NOVEMBER 20,  
2016  
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ELK GROVE, CA 95759624

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER ONEVOICE (Continued)

D. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connection~~ Charge. (T)
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
8. The bundle is offered on a month-to-month, one, two or three year term basis.
9. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
10. Term plans will auto renew unless notification is received from the customer sixty days in advance.

ISSUED BY: STEVE CROSBY

SENIOR VICE PRESIDENT

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ELK GROVE, CA 92624

ISSUED: ~~SEPTEMBER 9, 2015~~ SEPTEMBER 22, 2016

EFFECTIVE: ~~SEPTEMBER 23, 2015~~ NOVEMBER 20, 2016

ADVICE LETTER NO. OR-156-064 (Supplement 1)

Section IV  
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~~Original~~ 1<sup>st</sup> Revised Sheet No. 64

FOR DEPARTMENT'S  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, ~~Nonrecurring Service~~ Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service I bundle	\$66.99
Additional Bundle	56.99
Frontier Business All In Feature Package	4.99

E. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

E. CONDITIONS (Continued)

6. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connection~~ Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
9. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. Up to eleven additional bundles can be purchased at a discount rate.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

(T)

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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2014 SEPTEMBER 22, 2016

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2014 NOVEMBER 20, 2016

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Section IV  
Schedule 20  
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FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, ~~Nonrecurring~~ Service Charges as specified in Tariff Section III apply to the installation of individual components of the bundle. (T)
3. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Local Unlimited I bundle	\$42.99
Optional Features Package	4.99

E. CONDITIONS

1. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

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Schedule 20  
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FOR DEPARTMENT'S  
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GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

E. CONDITIONS (Continued)

7. Customers may add or delete any features offered within the bundle without incurring a Service ~~Connection~~ Charge. (T)
8. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
9. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

---

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

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~~4~~)



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Schedule 20  
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FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. SPECIAL CONDITIONS (Continued)

12. (Continued)

- A. This service does not change any other terms and conditions of the product.
- B. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- C. The Federal Subscriber Line Charge is included in the monthly rate.
- D. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service ~~Connection~~ Charges as specified in (T) Tariff Section III, Schedule II apply to the installation of individual components of the bundle.
- 3. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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Schedule 20  
~~Original~~ <sup>1<sup>st</sup></sup> Revised Sheet No. 74

FOR DEPARTMENT'S  
RECEIPT STAMP

GENERAL SERVICES

**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE UNLIMITED (Challenger) – (Continued)

B. SPECIAL CONDITIONS (Continued)

13. (Continued)

- A. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- B. The cost of the service includes the Subscriber Line Charge.
- C. This service does not change any other terms and conditions of the product.
- D. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- E. The Federal Subscriber Line Charge is included in the monthly rate.
- F. All applicable taxes and surcharges apply.

C. RATES AND CHARGES

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service ~~Connection~~ Charges as specified in Tariff Section III, Schedule II apply to the installation of individual components of the bundle. (T)
- 3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

ISSUED BY: ~~KENNETH MASON~~ STEVE CROSBY

SENIOR VICE PRESIDENT

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2016

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OR-126-046

GENERAL SERVICES

**ACCESS LINE HUNTING SERVICE**

A. APPLICABILITY

Access Line Hunting (ALH) Service is an optional service available to customers with more than one business access line. Where the utility's central office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

B. TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

C. RATES

	Non-Recurring Programming Charge (Per Group)	Monthly Recurring Charge
Each Group of Business Access Lines Arranged	\$ 10.00	\$ 1.00

D. SPECIAL CONDITIONS

1. The rate for each access line arranged for ALH is in addition to the regular access line rate. In Digital Central Offices, ALH charges are applicable to Multi-Line Hunting, Circular Hunting, Directory Number Hunting or other type of hunting arrangements.
2. The non-recurring programming charge applies to the establishment, change to or from, or to rearrange ALH service and, is in addition to the applicable Service ~~Connection~~-Charge (T) identified in Section III, Schedule No. 2.

ISSUED BY: ~~F. WAYNE LAFFERTY~~ STEVE CROSBY

SENIOR VICE PRESIDENT

REGULATORY ~~AND GOVERNMENT~~ AFFAIRS  
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~~PLANO, TEXAS 75024~~ ELK GROVE, CA 95624

ISSUED: ~~JULY 24, 2004~~ SEPTEMBER 22, 2016

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Section IV  
Schedule 26  
~~1st~~<sup>2nd</sup> Revised Sheet No. 1

FOR DEPARTMENT'S  
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GENERAL SERVICES

**ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)**

A. APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this tariff.

C. GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

D. RATES AND CHARGES

	<u>Monthly Rate</u>
Rate for both a paper copy and an electronic bill copy	\$2.00

E. CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service ~~Connections and Nonrecurring~~ Charges as specified in Tariff Section III, Schedule 2 do not apply to this service. (T)
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

ISSUED BY: ~~ALOA J. STEVENS~~ STEVE CROSBY

~~DIRECTOR~~ SENIOR VICE PRESIDENT

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~~P.O. BOX 3409260 E. STOCKTON BLVD.~~  
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ISSUED: ~~SEPTEMBER 14,~~  
2005 SEPTEMBER 22, 2016

EFFECTIVE: ~~OCTOBER~~  
4 NOVEMBER 20, 2005 16

ADVICE LETTER NO. OR-~~0516~~-06

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FOR DEPARTMENT'S  
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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES

1. All usual and applicable Service ~~Connections and Nonrecurring~~ Charges as specified in the Section III, Schedule No. 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. (T)
2. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	-*	\$940.00
-One Year Contract	1-4	-*	875.00
-Two Year Contract	1-4	-*	830.00
-Three Year Contract	1-4	-*	810.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

\* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 2 are all inclusive for ISDN circuits.

\*\* In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

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ADVICE LETTER NO. ~~OR-0816-036~~

Section IV  
Schedule 28  
Original-1<sup>st</sup> Revised Sheet No. 3

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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

3. Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

4. Service ~~Connections and Nonrecurring~~ Charges (T)

a. Service ~~Installation~~ Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination. (T)

b. Service Order Charge - Subsequent ~~Charges are is~~ applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Order Charge - Subsequent ~~Charge~~ is applicable for each PRI Link associated with the customer request (in lieu of a Service Order Charge - ~~Installation Initial Charge~~). (T)

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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)**

D. RATES AND CHARGES (Continued)

4. Service ~~Connection~~ Charges (Continued) (T)

c. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

d. Charges for ISDN-PRI Service

(1) Service Change Charge per PRI Link

**Nonrecurring  
Charge**

Changes in 'D' channel or Trunk Group configurations

\$350.00

(2) Premises Visit Charge per PRI Link

**Nonrecurring  
Charge**

Premises Visit Charge (Per Visit)

See Note 1

Note 1 – Refer to Section III, Schedule No. 2, Sheet 1 of this Tariff for applicable rates.

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GENERAL SERVICES

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)  
BUNDLED SERVICE**

E. SPECIAL CONDITIONS

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in this Product Guide for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The ~~Initial~~ Initial Service Ordering Charge ~~= Initial~~ and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office. (T)
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance. (T)
9. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in D. Rates and Charges preceding.

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