



Frontier Communications Northwest Inc.
1800 – 41st Street
P. O. Box 1003
Everett, WA 98201-1003

June 30, 2016

Service Contract: SC16-11

Ms. Joan Grindeland
Administrator, Regulatory Operations
Oregon Public Utility Commission
201 High St SE
Salem, OR 97301

RE: Frontier Communications Northwest Inc. – Contract

Dear Ms. Grindeland:

Frontier Communications Northwest Inc. (Frontier) hereby submits for filing a new customer specific contract that provides OneVoice Nationwide service for a term of twelve (12) months. The cost support as well as any information regarding the customer is considered confidential. The confidential documents will be sent to you via UPS delivery.

Please return stamped copy of contract 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.

Sincerely,

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

R. Kirk Lee
Manager, Government & External Affairs

RKL: lms
Enclosures



FIOS BROADBAND and ONEVOICE SCHEDULE Business

This is Schedule Number _____ to the Frontier Services Agreement dated March 11, 2015 ("FSA") by and between ("Customer") and Frontier Communications of America, Inc. on behalf of itself and its affiliates ("Frontier"). Customer orders and Frontier agrees to provide the Services identified in the Schedule below.

Primary Service Location:

Street Address:
City, State, Zip:

Schedule Date: **March 30, 2015**
Service Term: **12 months**

FIOS Broadband		Speed	Qty	NRC (x Qty)	MRC (x Qty)
FIOS 15 for Business	<input type="checkbox"/> Simply	15M / 5M		\$	\$
FIOS 30 for Business	<input type="checkbox"/> Simply	30M / 30M		\$	\$
FIOS 50 for Business	<input type="checkbox"/> Simply	50M / 50M		\$	\$
FIOS 75 for Business	<input type="checkbox"/> Simply	75M / 75M		\$	\$
FIOS 100 for Business	<input type="checkbox"/> Simply	100M / 100M		\$	\$
FIOS 150 for Business	<input type="checkbox"/> Simply	150M / 150M	1	\$ 0	\$ 115
FIOS 500 for Business	<input type="checkbox"/> Simply	500M / 50M		\$	\$
FIOS 1Gig for Business	<input type="checkbox"/> Simply	1G / 100M		\$	\$
FIOS for Business (per BDT#:)	<input type="checkbox"/> Simply	/		\$	\$
FIOS Static IP Option add \$10.00 each		-	1	\$ 0.00	\$ 10
FIOS Static IP Block (5 usable IPs)		-	1	\$ 0.00	\$ 20
FIOS Static IP Block (13 usable IPs)		-		\$ 0.00	\$
OneVoice Service			Qty	NRC (x Qty)	MRC (x Qty)
OneVoice Nationwide	<input type="checkbox"/> PFL eligible (only if ordered as an additional line to Double Play)		4	\$ 0	\$ 24.99
OneVoice 100				\$	\$
OneVoice Local				\$	\$
Double Play: OneVoice + FIOS Broadband		Speed	Qty	NRC (x Qty)	MRC (x Qty)
OneVoice Nationwide + FIOS 15 for Business	<input type="checkbox"/> PFL eligible	15M / 5M		\$	\$
OneVoice Nationwide + FIOS 30 for Business	<input type="checkbox"/> PFL eligible	30M / 30M		\$	\$
OneVoice Nationwide + FIOS 50 for Business	<input type="checkbox"/> PFL eligible	50M / 50M		\$	\$
OneVoice Nationwide + FIOS 75 for Business	<input type="checkbox"/> PFL eligible	75M / 75M		\$	\$
OneVoice Nationwide + FIOS 100 for Business	<input type="checkbox"/> PFL eligible	100M / 100M		\$	\$
OneVoice Nationwide + FIOS 150 for Business	<input type="checkbox"/> PFL eligible	150M / 150M		\$	\$
OneVoice Nationwide + FIOS 500 for Business	<input type="checkbox"/> PFL eligible	500M / 50M		\$	\$
OneVoice Nationwide + FIOS 1Gig for Business	<input type="checkbox"/> PFL eligible	1G / 100M		\$	\$
OneVoice Nationwide + FIOS for Business (per BDT#:)	<input type="checkbox"/> PFL eligible	/		\$	\$
FIOS Static IP Option add \$10.00 each		-		\$ 0.00	\$
FIOS Static IP Block (5 usable IPs)		-		\$ 0.00	\$
FIOS Static IP Block (13 usable IPs)		-		\$ 0.00	\$
OneVoice Features:					MRC
Basic Features: included in MRC (check all that apply)					included
<input checked="" type="checkbox"/> One Flat Rate Business Access Line (Includes Extended Community Calling, Extended Area Service and Touch Tone)	<input type="checkbox"/> Anonymous Call Rejection <input type="checkbox"/> Caller ID Name and Number <input type="checkbox"/> Basic Call Forward All Calls Variable <input type="checkbox"/> Hunting <input type="checkbox"/> Call Forward Busy Fixed	<input type="checkbox"/> Call Forward No Answer Fixed <input type="checkbox"/> Voicemail - Basic <input type="checkbox"/> Call Waiting / Cancel Call Waiting <input type="checkbox"/> Call Transfer/3 way			
Optional Features: Check individual requested additional features, or "All In" <input type="checkbox"/>					\$9.99 if 1 or more features are checked subject to feature availability.
<input type="checkbox"/> Automatic Busy Redial <input type="checkbox"/> Automatic Call Return <input type="checkbox"/> Distinctive Ring	<input type="checkbox"/> Selective Call Acceptance <input type="checkbox"/> Selective Call Forwarding <input type="checkbox"/> Selective Call Rejection	<input type="checkbox"/> Speed Dial 30 <input type="checkbox"/> VIP Alert / Priority Call <input type="checkbox"/> Voicemail - Deluxe			
Schedule Total:				NRC \$ 0	MRC \$ 244.96

All rates are subject to the following:

- All product speeds referenced above are "up to" available speeds. Actual speeds may vary and are dependent on various issues such as network requirements, customer location and equipment.
- Prices do not include government or Frontier surcharges or taxes.
- Applies to telephone and internet services.
- A \$9.99 processing fee will apply upon disconnection of HSI Service.
- PFL eligible: "PFL" = Price For Life. To qualify for PFL, Frontier must receive a valid order prior to 7/1/2016. For PFL eligible Services, upon completion of the initial Service Term the Service will continue at the same rate for as long as the original Service is in place. Conflicting auto-renew terms will not apply to PFL Services. Service upgrades are eligible for PFL at the upgraded rate if received prior to 7/1/2016. Service downgrades will disqualify the PFL status of the Service.



**FIOS BROADBAND and ONEVOICE SCHEDULE
Business**

OneVoice SERVICE DESCRIPTION:

- o **Main Line** – business line with the following features:
 - Nationwide Unlimited- Unlimited domestic LD plus unlimited local (voice traffic only), Acceptable Use Policy applies. No call detail record provided for OneVoice Nationwide.
 - 100- Includes 100 minutes of Domestic LD (per month, average rate is \$0.05 per minute, billing at 30 second minimum and 6 second increments, plus unlimited local (voice traffic only) Unused LD minutes do not roll over to the next month
 - Local Only – Unlimited local calling (voice traffic only)
- o **Optional All in Feature Package:** Customer may choose any or all from the available feature list for an additional fee
- o **Usage:**
 - The following usage types **WILL BE** included in the plan:
 - ✓ Domestic outbound interstate, intrastate and IntraLATA long distance usage
 - ✓ Certain offshore outbound usage to U.S. Territories
 - The following usage types **WILL NOT BE** included in the plan:
 - ✓ Domestic and Canadian inbound (toll free) long distance usage
 - ✓ International usage
 - ✓ Directory Assistance
 - ✓ Information service calls (900)
 - ✓ Dial-up Internet calls (will be billed at \$0.10 per minute)
 - ✓ Telesales and telemarketing applications using auto dialers

OTHER TERMS AND CONDITIONS.

Availability. OneVoice is available only for customers with a maximum of twenty-five (25) business lines. OneVoice is not available with Centrex lines, foreign exchange central office services or public telephone services and analog to digital conversion, digital PBX services or the equivalents of any such services.

Acceptable Use Policy applicable on OneVoice Nationwide: OneVoice long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to an alternative voice service with charges for local and long distance calling.

Auto-Renew: Notwithstanding anything otherwise stated in the FSA, if neither party provides the other with written notice of its intent to terminate at least sixty (60) days prior to expiration of the Service Term, this Schedule will **automatically renew for the same period of time as the original Service Term, at the same rate.** Early Termination Fees apply (per the FSA) for any Service terminated prior to completion of the Service Term.

Internet Acceptable Use Policy and Security.

- o Customer shall comply, and shall cause all Service users to comply, with Frontier's Acceptable Use Policy ("AUP"), which Frontier may modify at any time. The current AUP is available for review at the following address, subject to change: http://www.frontier.com/policies/commercial_aup/
- o Customer is responsible for maintaining awareness of the current AUP and adhering to the AUP as it may be amended from time to time. Failure to comply with the AUP is grounds for immediate suspension or termination of Frontier Internet Service, notwithstanding any notice requirement provisions of the FSA.
- o Customer is responsible for the security of its own networks, equipment, hardware, software and software applications. Abuse that occurs as a result of Customer's systems or account being compromised or as a result of activities of third parties permitted by Customer may result in suspension of Customer's accounts or Internet access by Frontier. Customer will defend and indemnify Frontier and its affiliates with respect to claims arising from Customer's or third parties' usage of Frontier Internet access through Customer's hardware or software.

This Schedule is not effective and pricing, dates and terms are subject to change until signed by both parties, and may not be effective until approved by the FCC and/or applicable State Commission. This Schedule and any of the provisions hereof may not be modified in any manner except by mutual written agreement. The above rates do not include any taxes, fees or surcharges applicable to the Service. This Schedule, and all terms and conditions of the FSA, is the entire agreement between the parties with respect to the Services described herein, and supersedes any and all prior or contemporaneous agreements, representations, statements, negotiations, and undertakings written or oral with respect to the subject matter hereof.

<p>Frontier Communications of America, Inc.</p> <hr/> <p>Frontier's Signature:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <p>DocuSigned by: <i>Lee Siton</i> 885166217B11498...</p> </div> <hr/> <p>Printed Name: Lee Siton</p> <hr/> <p>Title: RSM</p> <hr/> <p>Date: 4/22/2016</p>	<hr/> <p>Customer's Signature:</p> <hr/> <p>Printed Name:</p> <hr/> <p>Title:</p> <hr/> <p>Date: 4/12/16</p>
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