TARIFF NO. 3

FLEXIBLY PRICED SERVICES

APPLYING TO

CITIZENS TELECOMMUNICATIONS COMPANY OF MINNESOTA LLC*

DBA
FRONTIER CITIZENS COMMUNICATIONS OF MINNESOTA

Within The

State of Minnesota

Applying to All Exchanges

* All references in this tariff to Citizens Telecommunications Company of Minnesota, Inc. should be understood as references to Citizens Telecommunications Company of Minnesota LLC.

CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

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CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES (T)

A. CONSTRUCTION CHARGES, SPECIAL

1. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.

2. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.

3. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

B. SERVICE DROPS

1. Facilities Provided of Type Determined by Telephone Company

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

   a. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs.

   b. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

(T)

CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

B. SERVICE DROPS (cont'd) (T)

2. Facilities Provided of Different Type Than 1 Above

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

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

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

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

RESERVED FOR FUTURE USE

(D)

(D)

GENERAL SERVICES

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GENERAL SERVICES

CUSTOM CALLING SERVICES

A. GENERAL

1. Custom Calling Services consist of one or more of the following services which provide special kinds of customer controlled or prearranged and fixed communications services on individual access lines. Custom Calling Services are available only through central offices, which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type.

   a. Services are provided in conjunction with individual line residence and business services and some multiline services. Party line customers, PBX customers, coin line telephone services are excluded from Custom Calling Services. However, the following services are also provided to Digital Centrex customers at monthly rates listed under C. Rates: Anonymous Call Block, Busy Number Redial (*66), Call Return (*69), Selective Call Rejection, Call Tracing, Caller ID - Number, Caller ID, Selective Blocking - Per Call, Complete Blocking - Per Line, Selective Call Acceptance, Selective Call Forwarding, Priority Call and Last Number Redial. (T) | (T)

   b. The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID, Last Number Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Last Number Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID, Last Number Redial or other similar services identified in this tariff.

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS

1. Anonymous Call Block - Allows subscribers of this service to block calls from a person that is using the Selective or Complete Blocking service (which prevents the display of the caller's telephone number to Caller ID customers). The person calling, whose identification is blocked, will receive a message to hang up and call back with the calling number unblocked. Anonymous Call Block is required to be provided to all Caller ID customers in a deactivated state.

2. Busy Number Redial (*66) - An arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process (T) begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

3. Call Return (*69) - Allows a customer to automatically return the last incoming call whether it is answered or not. If the incoming calling number is not blocked, the subscriber will be able to (T) review the incoming number. Automatic Call Return will not work on blocked calls. Upon activation of the service, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30- minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed.

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

4. Selective Call Rejection - (Not to be confused with "per call blocking.") Allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement, which specifies that the called party is not accepting calls. (T)

5. Call Forwarding* - Permits the customer to have all incoming calls to his telephone number automatically transferred to another dialable telephone number, while this service is activated. Where a message toll charge is applicable to a call between the customer's station and the telephone number to which calls are to be forwarded, such charge will be billed to the Call Forwarding customer. Call Forwarding is not offered in connection with Call Forwarding Busy Line or No Answer services. For business customers, refer to this Section

6. Call Forwarding Busy Line (Fixed)* - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected Automatic Access line number, Digital Centrex line number, or other line number of the customer at another location on a different premises when such incoming calls encounter a normal busy line condition. Calls forwarded beyond the local (toll free) calling area will be charged to the call forwarding customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.

7. Call Forwarding No Answer (Fixed)* - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected Automatic Access line number, Digital Centrex line number, or other line number of the customer at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Calls forwarded beyond the local (toll free) calling area will be charged to the call forwarding customer, at the dial station-to-station rate, on every call answered at the "forwarded to" number.

8. Call Forwarding Busy Line/No Answer (Fixed)* - This service, permanently activated, provides customers the ability to redirect incoming calls to their home or business to the customer's preselected Automatic Access line number, Digital Centrex line number or other line number of the customer at another location on a different premise when such incoming calls encounter either a normal busy line condition or a no answer condition. Calls forwarded beyond the local (toll free) calling area will be charged to the call forwarding customer, at the dial station-to- station rate, on every call answered at the "forwarded to" number.

* The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of transmission cannot be guaranteed on such calls.

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

9. Priority Call - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (D) (N) (N) (D)

10. Call Waiting/Cancel Call Waiting - Provides a tone signal to indicate to the customer who is using a line equipped with Call Waiting that another party is calling him. The customer may elect to either hold or terminate the call with the first party in order to answer the incoming call. If the connection with the first party is placed on hold, private conversations can be carried on with each of the two parties on an alternate basis. Call Waiting is not offered in connection with Call Forwarding Busy Line or No Answer or rotary (trunk hunting) services. For business customers, refer to this section. Cancel Call Waiting permits the customer with Call Waiting to inhibit the operation of call waiting for one call. Call Waiting is automatically restored to the customer's line upon a disconnect.

11. (D) (D)

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

12. Calling Identification Services

a. Caller ID – Number* is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer. (N)

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to compatible customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

b. Caller ID - is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The Caller - ID service will forward the calling name and number information from the appropriately equipped central office to a customer provided display device. The Company will forward all non-blocked names and telephone numbers subject to technical limitations. (T)

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Caller ID - Name and Number customer from seeing the calling name and telephone number display by activating Selective Blocking - Per Call. Complete Blocking - Per Line also functions the same as described in this section of the tariff.

c. Customers subscribing to Calling Identification Services will be responsible for the provision of compatible display equipment. The Company assumes no liability for any incompatibility of the customer provided display equipment.

Calling Identification Service information may not be sold or given to another party without the caller's consent. Calling Identification Service customers failing to comply with any of these conditions will have their service terminated.

Customers subscribing to Calling Identification Services information will automatically be provided with Anonymous Call Block.

* This service is limited to all existing customers at existing locations. (N)

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

13. Camp-On/Busy Number Redial* - Permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung, and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically. (N)

14. Selective Blocking - Per Call - Allows customers, in areas where Calling Number Identification is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.

15. Complete Blocking - Per Line - Allows a single-line residential customer to make all calls with the delivery of his/her calling number identification (CNID) marked as "private" to the people he/she is calling. If the preassigned per call unblocking code is dialed on the line, the calling number will be delivered on the next call placed. Complete Blocking - Per Line is available to residential customers upon their request without demonstration or certification of need.

    This service is also available to the following types of business customers that are exempt from having to demonstrate a need for this service: law enforcement agencies, established shelters of domestic violence intervention agencies, state and county departments of human resource shelters and other such agencies, their employees and volunteers, or individuals where it is certified that the personal safety of these employees or individuals will be jeopardized without per line blocking.

    All other business customers who demonstrate a need may also subscribe to this service. Business customers not satisfied with the Company's decision on line blocking may appeal in writing to the Public Utilities Commission.

16. Last Number/Save Number Redial* - Permits the customer to dial a code which initiates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically. (N)

* This service is limited to all existing customers at existing locations. (N)

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

17. Remote Call Forwarding (RCF) - Is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

    a. Regulations

        1) Remote Call Forwarding service is offered subject to availability of suitable facilities and provided no unusual expense is involved.

        2) Remote Call Forwarding service is not offered where the terminating station is a coin telephone.

        3) The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

        4) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

        5) Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

        6) Remote Call Forwarding is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forwarding is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies.

        7) Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.

        8) One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained under Tariff rates; refer to Section 5 of this Tariff.

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

17. Remote Call Forwarding (RCF) (Continued)

a. Regulations (Continued)

9) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Tariff, or any other applicable Tariff, for the type of call involved.

Between the call forwarding location and the Terminating station. The Remote Call Forwarding customer is responsible for the applicable customer-dialed station-to-station charges or WATS charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

18. Distinctive Ring - Allows separate ringing to be applied to an individual line, where each of two numbers, a main number and a Distinctive Ring number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for directory listings set forth elsewhere in this Tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Distinctive Ring number, regardless of the class of service.

GENERAL SERVICES

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Continued)

19. Selective Call Acceptance - Allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally. (T)

20. Selective Call Forwarding - An arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selective Call Forwarding is activated, only calls from the prespecified numbers will be forwarded. (T)

21. Speed Calling - Permits the customer to call a preset telephone number by keying an abbreviated one- or two-digit code rather than the entire seven- or ten-digit telephone number. Speed Calling-8 provides one-digit codes for up to eight telephone numbers. Speed Calling-30 provides two-digit codes for up to thirty telephone numbers. The speed-calling list is established and maintained by the customer. In the event of an interruption in Speed Calling Service, the customer is responsible for reestablishing the Speed Calling list.

22. Three-Way Calling* - Permits the customer to add a third party to an established two-party connection without the assistance of an operator. Message Toll Charges, when appropriate, will apply to sent-paid messages originated from a line equipped with three-way calling. For business customers, refer to this Section.

23. Priority Call - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (T)

24. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (N) (N)

* The grade of transmission on calls forwarded and three-way calling may vary upon the distance and routing required to complete such calls; therefore, the normal grade of transmission cannot be guaranteed on such calls.

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES

1. Service Charges/Waiver of Charges

   a. Service Charges are not applicable to the provision of Custom Calling Service services other than the exceptions specified in Section 6.

   b. During specific time periods throughout the year, the Company may offer special promotions in various exchanges equipped to provide calling services. The Company will notify the Commission in advance of these promotions.

2. Satisfaction Guarantee

   If at any time the customer notifies the Company he is not satisfied with the service(s) and wishes to discontinue the services(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The service(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

3. The following rates apply in addition to any other rates and charges applicable to associated individual central office access lines.

		Monthly Rate Bus.	Monthly Rate Res.	
a.	Anonymous Call Block (1) (2)	$3.50	$4.00	(01/30/2023)
b.	Busy Number Redial (*66) (2)	6.99	6.50	
	Busy Number Redial (*66), per Activation (3)	3.00	3.00	
c.	Call Return (*69) (2)	6.99	6.50	
	Call Return (*69), per Activation (3)	3.00	3.00	
d.	Selective Call Rejection (2)	6.50	6.50	
e.	Call Forwarding	6.50	8.00	(01/30/2023)
f.	Call Forwarding Busy Line (Fixed)	5.75	8.00	(01/30/2023)
g.	Call Forwarding No Answer (Fixed)	5.75	8.00	(01/30/2023)
h.	Call Forwarding Busy Line/ No Answer (Fixed)	5.75	8.00	(01/30/2023)
i.	Priority Call	6.50	5.00	

(1) Anonymous Call Block is provided automatically to all customers with Calling Number Identification.
(2) This service is available to Digital Centrex Service subscribers.
(3) The total monthly per use charges for each service are capped at $15.00 (res) and $15.00 (bus).

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

3. The following rates apply in addition to any other rates and charges applicable to associated individual central office access lines. (Continued)

		Monthly Rate Bus.	Monthly Rate Res.	
j.	Call Waiting/Cancel Call Waiting ID (4)	$11.50	$8.00	(04/01/2024)
l.	Caller ID - Number (1) (2)	13.75	10.50	(04/01/2024)
m.	Caller ID (5)	18.00	12.00	(04/01/2024)
n.	Camp-On/Busy Number Redial (2)	4.00	4.00	
o.	Selective Blocking - Per Call or Complete Blocking Per Line (4)(5)	0.00	0.00 (1)	

(1) Anonymous Call Block is provided automatically to all customers with Calling Number Identification.
(2) This service is available to Digital Centrex Service subscribers.

(4) Cancel Call Waiting is an implicit service within the Call Waiting offering.
(5) Anonymous Call Block is required to be provided to all customers subscribing to Calling Identification Services.

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

3. The following rates apply in addition to any other rates and charges applicable to associated individual central office access lines. (Continued)

		Monthly Rate Bus.	Monthly Rate Res.	
p.	Last Number/Save Number Redial (2)	$4.00	$4.00	
q.	Remote Call Forwarding			
	1) First access path (3) (4)	22.00	23.99	
	2) Additional access paths (3) (4)	22.00	23.99	
r.	Distinctive Ring	6.95	6.99	
	1) Distinctive Ring with any PAK (2)	3.00	3.00	
s.	Selective Call Acceptance (5)	6.50	6.50	
t.	Selective Call Forwarding (5)	6.50	7.00	(01/30/2023)

(1) Refer to Service Charges, Section 6.
(2) This service is limited to all existing customers at existing locations.
(3) Minimum charge 6 months service.
(4) Regular Service Charges apply except on outside moves of customer's other service if there is no telephone number change.
(5) This service is available to Digital Centrex Service subscribers.
(6) Anonymous Call Block is required to be provided to all customers subscribing to Calling Identification Services.

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

3. The following rates apply in addition to any other rates and charges applicable to associated individual central office access lines. (Continued)

		Monthly Rate Bus.	Monthly Rate Res.	
u.	Speed Call			
	1) Capacity of 8 pre-selected numbers (1)	$ 4.95	$ 6.50	
	2) Capacity of 30 pre-selected numbers	6.50	6.50	
v.	Three-way Calling Text Deleted (03/20/2020)	6.00	8.00	(01/30/2023)
vv.	Multiple Simultaneous Call Forward (Business Only)	$11.00		
x.	Custom Calling Prime Package, (1) (Call Waiting, Three-Way Calling, Speed Calling-8, Call Forwarding)	5.50	4.50	
y.	Custom Calling Premium Package, (1) (Call Waiting, Three-Way Calling, Speed Calling-8, Call Forwarding, Camp-On/Busy Number Redial, Last Number/Save Number Redial)	7.50	6.50	
z.	CUSTOM PAK-ENHANCED (1) (Call Waiting, Automatic Call Return, Automatic Busy Redial and Call Block)	--	8.75	
aa.	CUSTOM PAK-VIP (1) (Call Waiting, Call Forwarding, Three-Way Calling, Speed Calling-8, Automatic Busy Redial, Call Block and	--	13.25	

(1) This service package is limited to existing customers at their existing location.
(2) This service is available to Digital Centrex Service subscribers.
(3) The total monthly per use charges for each service are capped at $15.00 (res) and $15.00 (bus).

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

3. The following rates apply in addition to any other rates and charges applicable to associated individual central office access lines. (Continued)

		Monthly Rate Bus.	Monthly Rate Res.	
bb.	Frontier Feature5 Packsm*	$11.95	--	(N)

1) Caller ID – Name and Number

2) Choice of one of the following:
   a) Call Forwarding
   b) Call Forwarding Busy Line (Fixed)
   c) Call Forwarding No Answer (Fixed)
   d) Call Forwarding Busy Line/No Answer (Fixed)

3) Choice of three of the following:
   a) Call Waiting
   b) Automatic Busy Redial
   c) Automatic Call Return
   d) Three-Way Calling
   e) Speed Call—Capacity of 8 pre-selected numbers

4) Frontier Feature5 Pack is a service mark of Citizens Communications Company

* This service package is limited to existing customers at their existing location. (N)

GENERAL SERVICES

CUSTOM CALLING SERVICES

(D)

Reserved for Future Use

(D)

GENERAL SERVICES

CUSTOM CALLING SERVICES

C. RATES (Continued)

5. Choice Pac - Business

a) This service offers a discount of 30% (thirty percent) off the rates as specified in C.3. preceding to single line business customers who subscribe to individual Custom Calling Services. This discount applies only when the customer subscribes to three or more of the following services:

Automatic Busy Redial
Automatic Call Return
Call Block
Call Forwarding (Variable)
Call Waiting
Caller ID - Number
Caller ID - Name and Number
Distinctive Ring
Special Call Acceptance
Special Call Forwarding
Speed Calling 8 and 30
Three Way Calling
VIP Alert

b) If three or more services are ordered, on a per account basis, the discount will apply on rates of all services.

c) If the customer subscribes to less than three services or the customer removes a service(s) such that the total subscription becomes less than three, the discount does not apply.

d) A service may be added at a later date for the discount to apply. A service may also be substituted for another at a later date so that the discount may continue to apply.

GENERAL SERVICES

CUSTOM CALLING SERVICES

D. CONDITIONS

1. Restriction of service to Three-Way and Speed Call services may be inherent due to equipment limitations; i.e., within same "hunting group".

2. The following exchanges will offer the service or service packages of Anonymous Call Block, Automatic Busy Redial, Automatic Call Return, Call Block, Call Tracing Service, Caller ID - Number, Caller ID - Name and Number, Selective Blocking - Per Call, Complete Blocking - Per Line, Special Call Acceptance, Special Call Forwarding, VIP Alert, CUSTOM PAK-ENHANCED/CUSTOM PAK-VIP (1):

Cannon Falls	Almelund
Delano	Lindstrom
Maple Plain	Scandia-Marine
Mayer	Taylors Falls
Mound	Wyoming
New Germany	
St. Bonifacius	
Watertown	

(1) CUSTOM PAK-ENHANCED/CUSTOM PAK-VIP are limited to existing customers at their present locations.

GENERAL SERVICES

CUSTOM CALLING SERVICES

D. CONDITIONS (Continued)

3. The following exchanges will offer the basic service package of Anonymous Call Block, Caller ID - Number, Selective Blocking - Per Call, Complete Blocking - Per Line and Call Tracing services. Additional services may be offered at the Company's option:

Adams
Alborn
Alden
Alvarado
Arco
Argyle
Askov
Atwater
Aurora
Babbitt
Bear River
Belgrade
Big Falls
Bigelow
Blooming
Boyd
Brimson
Brookston
Brownsdales
Butterfield
Byron
Cherry Grove
Claremont
Clarkfield
Clarks Grove
Clear Lake
Clearwater
Comfrey
Cosmos
Cottonwood
Crane Lake
Cromwell
Delft
Denham
Dexter
Dodge Center
Ellendale
Elrosa
Ely
Embarrass
Ericsburg
Finlayson
Floodwood
Fountain
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Gateway
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Greaney
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Hollandale
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International Falls
Isle
Jacobson
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Kandiyohi
Keister
Kennedy
Kenyon
Kettle River
Kimberly
Lake Lillian
LeRoy
Littlefork
Lyle
Lynd
Malmo
McGrath
McGregor
Meadowlands
Milaca
Mountain Lake
Nickerson
Odin
Onamia
Oslo
Palisade
Palo
Pease
Prinsburg
Rainier
Raymond
Stephan
Sturgeon Lake
Svea
Tower
Two Harbors
Tyler
Wahkon
Wanamingo
Warren
Warba
West Concord
Wheaton
Wright

GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. Telephone calls by customers for Intra-lata telephone number listings will be answered and numbers given if the requested number is listed in the Directory Assistance records from current listing information, and area codes within the state of Minnesota.

2. A maximum of two requested telephone numbers will be provided for each Directory Assistance call.

3. The rates in B.1. following, apply for all calls to Directory Assistance from within the Numbering Plan Area (intra-lata, 1+555-1212) or the customers local calling area (1+411), except as provided in B.3. The charges also apply to customers within such local calling areas in adjacent states that are subject to this Tariff.

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

B. RATES

1. The charge for each direct dialed call (1+555-1212 or 1+411) to Directory Assistance is $2.49. (03/01/2023)

2. Requests placed through the operator when normal Directory Assistance service is available (maximum of two requests per call) are subject to the rate for direct dialed calls plus the Directory Assistance Call Completion Charge, as specified in this section.

3. Charges for Directory Assistance Service are not applicable to calls placed from hospitals or from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via the completion of an exemption form and the telephone company's acceptance of that form.

GENERAL SERVICES

NATIONAL DIRECTORY ASSISTANCE SERVICE

A. GENERAL

National Directory Assistance (NDA) will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from Frontier's directory assistance database. This database will make all the company listings available to any operator workstation along with national listings from other provider database(s). The Company will provide listings for residential, business, government, and 1-800 numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

B. REGULATIONS

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

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

3. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

4. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

5. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

6. For directory listing information regarding numbers within the customer’s LATA, Local Directory Assistance charges apply, as specified elsewhere in this tariff.

C. RATES

1. For each call to the National Directory Assistance
Customer Name and Address Service $2.49 (03/01/2023)

GENERAL SERVICES

DIRECTORY ASSISTANCE CALL COMPLETION

A. GENERAL

DACC allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

B. REGULATIONS

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

2. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

3. DACC will only be furnished where facilities and operating conditions permit.

4. The calling party will incur a * per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. (03/01/2023)

   IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

C. RATES AND CHARGES

Directory Assistance Call Completion, per call	$1.00 (03/01/2023)

GENERAL SERVICES

A. General

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

B. Regulations

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

C. Rates and Charges

Convenience Fee, per occurrence	$10.00	(I)

GENERAL SERVICES

DIRECTORY LISTINGS

A. GENERAL REGULATIONS (C)

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.

2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.

3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.

4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.

5. A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.

8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID. (C)

GENERAL SERVICES

DIRECTORY LISTINGS

B. COMPOSITION OF LISTINGS

1. Name

   a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

      1. The name of a subscriber
      2. The name of each business enterprise which the subscriber conducts
      3. The name of a corporation which is the parent or subsidiary of the subscriber

   b. Residence Service

      1. The name of the subscriber
      2. Another authorized residential name
      3. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
      4. Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

2. Designation

   1. A designation can be used on a business service to assist the public in calling but not to advertise the business

3. Address

   1. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

GENERAL SERVICES

DIRECTORY LISTINGS

C. TYPES OF LISTINGS

1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement

2. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e. JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

3. Foreign – A listing appearing in a directory other than the directory in which local exchange service if furnished or associated with a service provider that does not have a directory listing agreement in place

4. Extra Line of Information – descriptive text that does not have a telephone number

D. RATES

Additional Listing	Residential	$5.25 (12/13/2022)
	Business	$9.00
Foreign Exchange Listing	Residential	$5.20
	Business	$6.00
Directory Listing Extra Lines	Residential	$5.00
	Business	$5.00

GENERAL SERVICES

ENTERPRISE/ZENITH SERVICE

Refer to Special Reverse Charge Toll Service in this section.

GENERAL SERVICES

SPECIAL BILLING NUMBER SERVICE

A. GENERAL

Special Billing Number Service is the provision of a separate listing of toll telephone messages each month for each billing number used in placing calls.

B. RATES

	Billing Code	Monthly Rate
Special Billing Numbers, each	-	$1.50

C. CONDITIONS

1. Special Billing Number Service may be provided in conjunction with all classes and grades of service.

2. The minimum period for which this service may be offered is two months.

GENERAL SERVICES

HOME INTERCOM SERVICE

A. GENERAL

Home Intercom Service allows customers with a one party flat or measured residence or business line to use their line to provide an intercom system. With Home Intercom Service the customer dials an access code, receives a busy signal, hangs-up and all telephone instruments on that line will receive a distinctive ring. Upon answering, a clear conversation path is established until all telephones resume the on-hook position.

B. RATES

	Billing Code	Monthly Rate	Nonrecurring Charge
Home Intercom Service, per line	-	$.75	(1)

C. CONDITIONS

1. The access code may be the customer's own telephone number or a special three-digit code depending on the type of Central Office from which the customer is served.

2. Home Intercom Service will not be available to customers who subscribe to Public Access Line Service, Public Interexchange Carrier Access Service, Trunks, Foreign Exchange Service, Multiparty Service or lines in a rotary hunt group.

3. This service is provided only where facilities permit.

4. Minimum charge will be one month's service.

5. Charge will not apply when Home Intercom Service is changed due to Company initiated change.

(1) Refer to Section 6, SERVICE CHARGES for appropriate charge.

GENERAL SERVICES

SELECTIVE CLASS OF CALL SCREENING

A. GENERAL

1. Selective Class of Call Screening Service enables a customer, by means of Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number or a Company credit card account.

B. RATES

		Billing Code	Monthly Rate (1)	Nonrecurring Charge
1.	Per Access Line Equipped	CALLS	$ 1.25	$47.00
2.	Per COPTS Line Equipped	--	1.33	47.00

C. CONDITIONS

1. All local calls and calls to Company numbers such as repair service, Directory Assistance Service and public emergency service numbers such as 911 will be permitted from the establishment.

2. This service is available to hospitals, hotels, motels and other such institutions only where facilities permit.

3. Service Charges will apply when customers change the existing Call Screening on the line or add Call Screening to a line.

(1) The monthly rate is in addition to any other appropriate rates or charges on file in this Tariff.

GENERAL SERVICES

SPECIAL REVERSE CHARGE TOLL SERVICE

A. GENERAL

Special reverse charge toll service provides an arrangement whereby a subscriber enables its patrons to call from points where a toll charge applies, without paying a toll charge and without requesting that the charge be reversed.

B. RATES

The monthly charge for special reverse charge toll service and associated additional listings are as follows:

Billing Code	Monthly Rate
Special Reverse Charge Toll Service (1)	PRCT $4.85
Additional listings, each (2) --	1.65

C. CONDITIONS

1. This service is available only to customers having private branch exchange service or individual line service other than coin box.

2. Special reverse charge toll service is furnished only in those exchanges where the special operating and billing methods and special telephone numbers required for that purpose are established by the Company. Such special telephone numbers include the prefix Zenith at this Company's Minnesota exchanges, and prefixes such as Enterprise, or Quickway, or Zenith at exchanges of certain other companies or in certain other States.

3. Calls for the special number are accepted only when originating at telephones located in the exchange with which the special call number is associated and only those calls placed by calling this special number are considered as coming within the scope of the service.

4. The customer assumes the charges for all toll calls placed by calling this special number in each exchange.

5. The initial contract period for this service is one month.

6. The message toll rates applying in connection with special reverse charge toll service are the established sent-paid Station-to-Station rates.

(1) Including primary listing in the alphabetical directory of the exchange involved, or in two of such alphabetical directories where more than one is provided at a given exchange.
(2) In any alphabetical directory of the exchange in which the related Special Reverse Charge Toll Service is provided.

GENERAL SERVICES

CALL TRANSFER SERVICE

A. GENERAL

1. Call Transfer Service allows the customer (Party X) in a two-way call to transfer the other party (Party Y) to a third party (Party Z). The call is transferred when Party X flashes the switchhook, getting a special dial tone, then dials Party Z and hangs up before Party Z answers. Party X is responsible for all charges for the duration of the call, beginning from the time that the call is transferred to Party Z, even though Party X is no longer involved in the conversation.

2. If Party X originates a call with Party Y, adds Party Z in a three-way calling arrangement, and then disconnects from the call, Parties Y and Z will be able to continue their conversation. Party X is responsible for all charges for the duration of the call beginning from the time that Party Z is added.

B. REGULATIONS

1. Call Transfer Service is offered only in central offices equipped to provide such service.

2. This service is available only to customers with one-party Residence and Business Service. Pay Telephone Service and customers with Business Trunks or Citizens Digital Centrex Service are excluded.

3. The customer must also subscribe to Three-Way Calling, as specified elsewhere in this Section.

4. At least one other party (Party Y or Party Z) in the transferred call must be served from the same central office as the customer (Party X).

C. RATES AND CHARGES

The following rates and charges are in addition to the applicable service charges specified in Section 6 and to all other rates and charges applicable to associated services.

		Monthly Rate
Call Transfer Service, per line.	(TRNSV)	$2.95

GENERAL SERVICES

DUPLICATE BILL CHARGE (N)

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

	Residence	Business
Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00

(N)

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SPECIALIZED SERVICES

OPTIONAL TOLL CALLING PLAN

A. REGULATIONS

The following regulations are in addition to the applicable regulations as set forth in other portions of this tariff.

1. The Optional Toll Calling Plan (the PLAN) is made available to customers of the Company's exchanges for communications between points within the State of Minnesota.

2. The PLAN applies only to intrastate dial station-to-station service, except calls billed to special identification numbers issued to students shall not qualify for the PLAN.

3. The PLAN applies only to calls of 30 airline miles or less.

4. The PLAN applies only on those calls established within the following hours:

   a. Weekdays - 12 Noon to 8 AM
   b. Saturday - All Day
   c. Sunday - All Day
   d. The PLAN shall not apply to calls placed on Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day and on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1 or July 4.

5. For a customer with more than one line or trunk the PLAN will apply to all lines and trunks billed to the same billing number. One monthly charge would apply for each billing number included in the PLAN.

6. The minimum initial service period is one month.

7. Billing period under the PLAN will be determined by the toll billing cutoff date. The customer has the option of enrolling in or withdrawing from the PLAN at either the beginning or ending of the billing period. There will be no billing of fractional amounts.

8. The PLAN is a trail offering approved by the Minnesota Public Service Commission which became effective June 4, 1977. This tariff will continue in effect until such time as it is modified or withdrawn by the Company.

SPECIALIZED SERVICES

COMMUNITY CALLING SERVICE

A. General

1. Community Calling Service is a toll service offered to residence and business customers at discounted toll rates within certain intrastate distances and within certain time periods, as set forth below. This tariff will continue in effect until such time as it is revised, modified or withdrawn by the Company.

B. Rates (1)

1. Service Charges apply except that during the first 90 days following the effective date of this offering the Service Order Charge will be waived.

Time Period

		Full Time (24 Hours Everyday)			Off-Peak (Excludes 9-11AM & 8-10PM Mon-Fri)		
	Rate Mileage Band	**Billing Code**	**30 Minute Initial Period**	**5 Minute Add'l Periods or Any Major Portion Thereof**	**Billing Code**	**30 Minute Initial Period**	**5 Minute Add'l Periods or Any Major Portion Thereof**
Residence	1-20 Miles	CCS02	$1.75	$.29	CCS01	$1.25	$.20
	1-40 Miles	CCS05	2.95	.49	CCS03	2.20	.36
Business	1-20 Miles	CCS04	$2.45	$.40	--	$1.95	$.32
	1-40 Miles	CCS07	4.40	.73	CCS06	3.65	.60

(1) The rates for this service shall not apply to calls placed on Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day and on resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates at other than December 25, January 1 or July 4. The rates set forth above are at the same levels as those on file by Northwestern Bell Telephone Company and are subject to the Company's concurrence in the message toll rates of that company.

SPECIALIZED SERVICES

COMMUNITY CALLING SERVICE

C. Conditions

1. The following conditions are in addition to the applicable regulations as set forth in other portions of this tariff.

   a. Community Calling Service is made available to residence and business customers of the Company's exchanges for communication between points within the state of Minnesota.

   b. The service applies only to intrastate dial station-to-station service to exchanges whose toll rate points, from the calling exchange, are within the rate mileage bands provided under B. Rates, preceding.

   c. The service applies only on those calls established within the hours as provided under B. Rates, preceding.

   d. The initial period for the service is 30 minutes. Additional usage in excess of the initial period shall be charged for in increments of 5 minutes or major portion thereof. Minimum timing per message is one minute. Timing of additional minutes and fractions thereof will be rounded to the next higher minute.

   e. The service may be suspended only when the access line service with which it is associated is temporarily suspended for vacation rate service. No monthly charge shall apply for the Community Calling Service so suspended.

   f. For a customer with more than one line or trunk the service will apply to all lines and trunks billed to the same billing number. One monthly charge would apply for each billing number included in the service.

   g. The minimum initial service period is one month.

   h. Billing period under the service will be determined by the billing date. The customer has the option of enrolling in or withdrawing from the service at either the beginning or ending of the billing period. There will be no billing of fractional amounts.

   i. Customers receiving service from Citizens Communications of Minnesota may not subscribe to more than one discounted message toll plan at a time.

SPECIALIZED SERVICES

HEARING OR SPEECH IMPAIRMENT EQUIPMENT

A. RATES

Service Charges as specified in Section 6 apply.

	Billing Code	Monthly Rate
1. Handsets		
a. With Volume Amplifier	--	$3.30
b. With Push-to-Talk Button	--	1.70

SPECIALIZED SERVICES

PRIVATE LINE SERVICE

A. INTER-EXCHANGE PRIVATE LINE SERVICE

1. All Private Line Services are provided in the Citizens Communications Minnesota Intrastate Access Services Tariff.

B. INTRA-EXCHANGE PRIVATE LINE SERVICE

1. Intraexchange mileage rates for same premises, separate premises and tie line terminals are specified in Section 5, Mileage Rates, of this Company's Tariff.

2. Rates for the provisioning of intraexchange digital data services are specified in the Citizens Communications Minnesota Intrastate Access Services Tariff.

SPECIALIZED SERVICES

CUSTOMER PROVIDED EQUIPMENT (1)

A. GENERAL

1. Customer provided equipment may be connected at the customer's premises to facilities of the Company for use with individual line, multiparty line, PBX and key systems exchange service in compliance with FCC regulations.

2. Customers may connect equipment or systems registered or grandfathered by the FCC directly to the Company network subject to the provisions as stated elsewhere in this Tariff.

3. The General Regulations contained in Section 2 of this Tariff apply. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.

4. Responsibility of the Customer

   a. Upon notification from the Company that the customer provided equipment is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.

   b. The customer will be responsible for the payment of charges for service calls by company employees to the customer's premises where a service difficulty or trouble report results from customer provided equipment and/or inside wire.

   c. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, installation charges, service charges, termination charges, minimum charges, and reimbursement for loss or damage to company facilities as may apply.

   d. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of main terminals to provide adequate access to his customer provided equipment in accordance with accepted communications industry standards.

(1) Refer to also Customer Premises Inside Wire (Section 2).

SPECIALIZED SERVICES

CUSTOMER PROVIDED EQUIPMENT

A. GENERAL (Continued)

4. Responsibility of the Customer (Continued)

e. Use of company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:

1) For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

3) Nonpublished telephone service will not be furnished for use with recorded public announcements.

4) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

5. Responsibility of the Company

a. The technical criteria relative to provision of customer provided systems and equipment is contained in tariffs on file with the FCC.

b. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operation or procedures which might affect customer provided equipment or systems.

c. The Company shall not be responsible for the installation, operation or maintenance of any customer provided communications systems or equipment.

d. The Company will not provide systems or equipment beyond the point of demarcation.

SPECIALIZED SERVICES

CUSTOMER PROVIDED EQUIPMENT

A. GENERAL (Continued)

5. Responsibility of the Company (Continued)

e. The Company will make reasonable attempts, where practicable, to notify the customer that temporary discontinuance of service may be required to eliminate service difficulty resulting from customer provided equipment and Service Charges will apply. However, where prior notice is not practicable, the Company may temporarily discontinue the service in accordance with FCC rules.

B. MAINTENANCE OF SERVICE CHARGES

1. The following charges are applicable for time spent by a Company employee when it is determined that the service difficulty or trouble report results from customer-provided terminal equipment and/or communications systems connected or arranged for connection to Company facilities. Normal working hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, holidays excepted.

a. In or out of the Base Rate Area during normal working hours, first 15 minutes or fraction thereof (time measured upon serviceman's arrival/departure at customer's premises)

1)	First 15 minutes or fraction thereof	$45.50
2)	Each additional 15 minutes or fraction thereof	9.50

b. In or out of the Base Rate Area after normal hours, first 15 minutes or fraction thereof (time measured upon serviceman's arrival/departure at customer's premises)

1)	First 15 minutes or fraction thereof	$48.95
2)	Each additional 15 minutes or fraction thereof	12.95

2. All charges described in this paragraph are in addition to all other rates and charges billed to the customer.

SPECIALIZED SERVICES

DIRECT INWARD DIALING SERVICE TO CUSTOMER-PREMISES LOCATED SWITCHING SYSTEMS

A. GENERAL

1. Direct Inward Dialing (DID) Service to customer-premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.

2. The service includes the central office switching equipment necessary for DID from the exchange and long distance message telecommunications network directly to the point of demarcation associated with customer-premises located switching systems.

3. The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk or Network Access Line group is not contemplated.

4. The charges for the service, as provided in B. following, are in addition to all applicable charges for PBX service with which this service is associated and the applicable Network Access Line and connecting arrangement charges.

5. Operational characteristics of interface signal between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

6. The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

7. Directory listings will be provided in accordance with the regulations of Section 5 of this tariff for PBX listed number trunks. DID numbers furnished herein are not entitled to free directory listings.

8. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.

9. The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.

SPECIALIZED SERVICES

DIRECT INWARD DIALING SERVICE TO CUSTOMER-PREMISES LOCATED SWITCHING SYSTEMS

A. GENERAL (Continued)

10. The minimum contract period for the service from a step-by-step or crossbar central office is three years. In case of discontinuance of service within the minimum contract period, please refer to footnote (1) on next sheet, termination charge.

11. Subscribers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.

12. Foreign central office mileage charges will apply if a subscriber is provided DID service from a foreign central office, except they will not apply to the provision of (a) DID service if two or more customers in the same central office subscribe to the service or (b) DID service if a single customer in a central office subscribes to more than 1,000 DID service numbers, and at the option of the Company the service is furnished from a foreign central office in the same exchange.

13. Construction charges apply where equipment or facilities required to provide a requested service are not available. Construction charges will not apply to the provision of (a) DID service if two or more customers in the same central office subscribe to the service or (b) DID service if a single customer in a central office subscribes to more than 1,000 DID service numbers.

14. The Company will assign station numbers for DID in blocks of 20 numbers. Station numbers assigned to the subscriber will not exceed 19 vacant numbers. When additional station numbers are required, they will be made available as soon as the Company has equipment available for this purpose. The Company does not guarantee that station numbers will be made available in all cases.

SPECIALIZED SERVICES

DIRECT INWARD DIALING SERVICE TO CUSTOMER-PREMISES LOCATED SWITCHING SYSTEMS

B. RATES (1)

Services Charges as specified in Section 6 apply to all services and equipment and apply in addition to any listed nonrecurring charges.

		Billing Code	Monthly Rate (2)	Nonrecurring Charge
1.	First 20 station numbers assigned (3)	TDIDB	$9.25	$237.00
2.	Each additional 20 station numbers assigned	TDIDB	9.25	--
3.	Trunk termination, per trunk	--	21.00	--

(1) The above rates also apply to Mobile Telephone Service.
(2) Subject to a termination charge equal to 50% of the monthly rate in effect at the time service is established times the number of months remaining in the initial service period. The termination charge applies to service from step-by-step or crossbar central office.
(3) A multiple of five groups of 20 DID numbers is the minimum requirement for customers served from step-by-step or crossbar central offices.

SPECIALIZED SERVICES

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SPECIALIZED SERVICES

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SPECIALIZED SERVICES

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SPECIALIZED SERVICES

900/976 BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.

2. The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.

   a. 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.

   b. 976 Blocking Service blocks access to all telephone numbers for which the prefix 976 (1+NPA+976 or 1+976) must be dialed.

3. The service is classified as a local exchange telecommunications service.

B. RATES

1. First-time orders for Blocking Service shall be without charge to the customer.

2. The second and all subsequent orders for Blocking Service from the same customer shall be subject to a Subsequent Service Ordering Charge and a Line Connection Charge as set forth in Section 6 of this tariff.

C. CONDITIONS

1. The Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.

2. Blocking Service is available only for blocking access to all NPA or prefix telephone numbers from a particular network access line, and not for blocking access to a specific NPA or prefix telephone number.

3. The Company will not disconnect or deny local exchange service to its customers for nonpayment of 900/976 Blocking Service charges.

SPECIALIZED SERVICES

SPECIALIZED TERMINAL EQUIPMENT FUNDING

A. GENERAL

1. The Special Terminal Equipment Funding Program will be available for the use of disabled persons who have been certified to the Company as having an impairment which necessitates that they communicate by special terminal equipment.

2. Funding up to $1,000.00 will be available for the purchase of the equipment and used with residence service provided to a customer of Citizens Communications.

3. The contracted funding may be with a disabled customer, parent or legal guardian of a disabled person,or customer furnishing service for use by a disabled person residing in the customer's household.

4. The Company check for purchase of terminal equipment shall be made payable to the seller of subject equipment.

5. Customers shall have sole and exclusive responsibility for the installation, operation and maintenance of any special terminal equipment. The Company shall have no responsibility for repairing or maintaining the terminal equipment.

6. The Company will have the right to deny funding if it is determined the equipment will be excessively costly for the customer to maintain, will cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, degradation of service to persons other than the user of the subject terminal equipment, or where the Company equipment or facilities, or both, required to provide service are not available, and their provision entirely at the expense of the Company would not, in the opinion of the Company, constituted a prudent investment.

7. The Company shall not be liable to the customer or anyone else for any consequential or actual loss, damage or expense directly or indirectly caused by the equipment or arising from the customer's ownership, use of or inability to use the equipment, except in cases of the Company's willful and intentional act.

8. The Company excludes any expressed or implied warranties on the terminal equipment being purchased, including any warranties of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SPECIALIZED SERVICES

SPECIALIZED TERMINAL EQUIPMENT FUNDING

B. PAYMENT

1. Funding, including interest, shall be repaid in equal monthly installments not to exceed 60 months. Minimum monthly installments will be $5.00.

2. Simple interest at the rate of 6 percent is applied for the period during which funding is held by the customer, parent or legal guardian.

3. The customer, parent or legal guardian will he the option to repay the entire unpaid balance at any time.

4. If a customer, parent or legal guardian fails to pay any of the installments when due, the Company shall not disconnect main line service.

5. Upon default of the loan, the Company shall retain any monthly installments paid.

6. If the main line residence service, used by the disabled person, is terminated, at the option of the Company the entire unpaid balance under the funding plan may be declared due and payable.

SPECIALIZED SERVICES

WATCHNET SERVICE

A. GENERAL

WATCHNET is a central office service that couples with existing circuitry and customer premises equipment to provide continuous monitoring of protected premises from remote locations.

1. WATCHNET patron access lines will be provided where facilities permit.

   The Company shall not incur any liability, direct or indirect, to any person who utilizes WATCHNET Service or to any other person who may be affected by the continuous monitoring of protected premises from remote locations.

2. The Company's liability to any customer arising out of the provision of WATCHNET Service under this Tariff shall be limited as shown in Section 2, GENERAL REGULATIONS, Liability of the Company.

3. WATCHNET is provided as a Shared Service.

   a. Shared Service

      The shared WATCHNET Service will allow several security companies to share a system within a central office area. Central office equipment monitors each patron access line for a change in its status. When a change is detected, alarm status and patron information is delivered to the proper security company. Shared service is available only in central offices designated by the Company.

B. RATES

	Billing Code	Monthly Rate	Nonrecurring Charge (1)
1. Shared Service			
a. Patron Access	--	$ 8.25	$16.45
b. Central Station Access			
1) Shared Dial Port, 300 Baud			
a) 1-10 Central Offices, each per order	--	20.00	100.00
b) 11-20 Central Offices each per order	--	17.00	75.00
c) 21 and over Central Offices, each per order	--	15.00	60.00
2) Private Line Port, each 300 Baud			
a) Central Offices, each*	--	25.00	100.00

* Plus Private Line Tariff charges.

(1) The above nonrecurring charge is in addition to any applicable Service Charge as described in Section 6, SERVICE CHARGES.

SPECIALIZED SERVICES

WARM LINE SERVICE

A. GENERAL

1. Warm Line Service enables a user to call a specific destination without dialing any digits.

2. To activate this feature, the user removes the receiver from the switchhook. When the off- hook indication is received at the digital central office, the directory number or code of the destination is read from memory and the call is automatically routed to its destination.

3. If the line is also used for regular telephone service, a critical timeout is required after dial tone is returned to the line. If no digits are received within this customer specified time period, the call is routed to the specified destination. Otherwise, it is routed in accordance with the dialed digits.

4. Calls can be routed to the following destinations:

   a. To an operator.
   b. To a terminal in the digital central office (DCO) system.
   c. To a terminal in another central office.

5. Warm Line Service will be offered where facilities and operating conditions permit.

B. RATES

	Billing Code	Monthly Rate
1. Each equipped line	--	$1.00

SPECIALIZED SERVICES

EMERGENCY CONFERENCE SERVICE (1)

A. GENERAL

Emergency Conference Service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which any exchange customer may make an announcement to several exchange stations simultaneously.

B. RATES

1. Applicable in exchanges of Citizens Telecommunications Company of Minnesota

	Billing Code	Monthly Rate
a. Automatic Type		
1) Up to 10 reporting stations	--	$63.40
2) Up to 20 reporting stations	--	99.45
3) Up to 30 reporting stations	--	123.50
4) Up to 40 reporting stations	--	159.50
b. Siren Control		
1) Control relay, per siren	--	5.25
2) Pushbuttons or Keys, each, including 50 feet of circuit wire	--	.90

2. Applicable in exchanges of Citizens Telecommunications Company of Minnesota

a. 10 or less connections per connection	--	1.80
b. 11 or more connections per connection (includes all connections - one through the total number)	--	2.70

(1) This service is limited to existing customers at existing locations. The rates for all future offerings will be determined in accordance with Special Assemblies of Equipment, Section 2.

SPECIALIZED SERVICES

EMERGENCY CONFERENCE SERVICE

C. CONDITIONS

1. This service may be furnished only in connection with individual line services.

2. A contract or agreement for Emergency Conference Service will be for a minimum service period of three years.

3. Equipment, instruments and lines on the customer's premises, furnished by the Company, shall be and remain the property of the Company whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting or repairing equipment, instruments and lines.

4. Such Emergency Conference equipment is not to be used for performing any function other than the reporting or dissemination of information of an emergency nature.

5. The customer must not use nor permit any electrical or mechanical apparatus or device to be used in connection with the equipment or facilities furnished by the Company without the written consent of the Company.

6. Obligation of the Company for liability in connection with Emergency Conference Service is specified in Section 2 (General Regulations) of this Tariff.

SPECIALIZED SERVICES

CUSTOMIZED NUMBER SERVICE

A. GENERAL

1. Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.

2. The Company reserves and retains the right:

   a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Customized Number Service Charge will not be refunded to the customer.

   b. To reject any request for specific telephone numbers for any reason, including but not limited to: relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.

   c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Tariff.

B. RATES

1. The appropriate Service Charges as specified in Section 6 of this Tariff will apply for Customized Number Service in addition to the following nonrecurring charge.

	Billing Code	Nonrecurring Charge Bus	Nonrecurring Charge Res
a. Each Customized Number requested and placed into service	--	$40.00	$20.00

C. CONDITIONS

1. The Customized Number Service charge applies whenever a customer:

   a. Requests a number change from their present number to a Customized Telephone Number.

2. The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number service.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

A. GENERAL

1. This tariff section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities, Services for Enhanced Service Providers (ESPs), expand the ability of ESPs to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by Citizens Communications Minnesota hereinafter referred to as the Company.

2. Services for ESPs are furnished only in central office areas where facilities and equipment, as determined by the Company, permit.

3. Services in this section of the tariff, designed primarily for ESPs are also available to others.

B. ESP SERVICES

ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in Section 4 of this Tariff. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

1. Message Waiting Indication - Audible

   This service provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that call information is waiting for them. This service is used in conjunction with Forwarded Call Information - Intraoffice.

2. Message Waiting Indication - Visual

   This service provides the ability for a customer to send, and a customer's client line to receive, through customer premises equipment, an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the customer to inform its clients that call information is waiting to be retrieved. This service is used in conjunction with Forwarded Call Information - Intraoffice.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

B. ESP SERVICES (Continued)

3. Forwarded Call Information - Intraoffice

This service provides information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

Customer subscribing to this service must also subscribe to Data Link service.

4. Data Link

The facility that connects the customer's location to the Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.

5. Queuing

This service provides customers subscribing to PBX Access lines or Citizens Digital Centrex lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

6. User Transfer

This service provides customers subscribing to PBX Access or Citizens Digital Centrex lines used in conjunction with ESPs equipment the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred the original line/trunk is cleared to place or receive another call.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

C. DEFINITIONS

1. Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this Section of the Tariff.

2. Customer - The term "customer(s)" denotes an ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this Section of the Tariff.

3. Enhanced Service Provider - An Enhanced Service Provider (ESP) is a customer who, in accordance with applicable regulatory requirements, claims the status of an ESP and who provides an enhanced service under Section 64.702 of the FCC's rules.

4. ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a call forwarding service or a forwarded call information service. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

D. REGULATIONS AND CONDITIONS

1. Undertaking of the Telephone Company

   a. The limitation of the Company's liability is set forth in Section 2 of this Tariff.

   b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any tariff of the Company.

   c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.

   d. If the Company finds the provision of ESP Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.

   e. Charges for calls between the originating location and the call forward equipped line are applicable in accordance with regularly filed tariffs for operator station or person toll.

   f. The Company is not required to notify an ESP customer when the Company disconnects a service of another customer who is also the ESP's client.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. REGULATIONS AND CONDITIONS (Continued)

2. Enhanced Service Provider's Obligations

a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, state and local laws, rules and regulations.

b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claims of libel or slander.

c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's service.

d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

e. The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's tariff.

g. The customer's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Section 7, Customer Provided Equipment. If the customer violates this requirement, the Company may disconnect the customer's service.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

D. REGULATIONS AND CONDITIONS (Continued)

2. Enhanced Service Provider's Obligations (Continued)

h. Customers subscribing to the services outlined in this Section of the Tariff, are required to subscribe to PBX facilities or Citizens Digital Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBXs or Citizens Digital Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.

i. The customer is responsible for disconnecting ESP Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with the Company.

j. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

3. Client Obligations

Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

4. Billing and Remittance

a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

b. The customer's services may be discontinued pursuant to the procedures set forth in Section 2 for failure to make full payment for the Company's services provided under this Tariff.

E. Rate and Charge Regulations

1. Any change to the customer's preselected telephone number to which client's telephone calls are redirected will incur applicable service ordering charges.

2. The ESP Bill Option as defined in this Section of the Tariff may only be exercised by a customer utilizing ESP Services to offer an enhanced service.

3. Unless otherwise indicated, services available to Citizens Digital Centrex customers will be billed in accordance with the rates, charges, and conditions included in the Citizens Digital Centrex Tariff as described in Section 7.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

F. RATES AND CHARGES

	Billing Code	Monthly Rate	Nonrecurring Charge
1. Call Forwarding Busy Line - Fixed Per Client Line Arranged	--		**
2. Call Forwarding No Answer - Fixed Per Client Line Arranged	--	*	**
3. Call Forwarding Busy/ No Answer - Fixed Per Client Line Arranged	--	*	**
4. Message Waiting Indication - Audible Per Client Line Arranged	--	$1.00	**
5. Message Waiting Indication-Visual Per Client Line Arranged	--	$1.00	**

* For applicable rates, charges, and definitions, refer to Section 5, Custom Calling Services, of this Tariff.
** Service charges as shown in Section 6 of this Tariff will apply when services are added or rearranged on an existing line.

SPECIALIZED SERVICES

SERVICES FOR ENHANCED SERVICE PROVIDERS

F. RATES AND CHARGES (Continued)

	Billing Code	Monthly Rate	Nonrecurring Charge
6. Forwarded Call Information-Intraoffice Per Client Line Arranged	--	$1.00	**
7 Data Link Per Data Link Arranged	--	350.00	$500.00
8. Queuing Per Citizens Digital Centrex Line or Trunk Arranged	--	1.50	**
9. User-Transfer Per Citizens Digital Centrex Line or Trunk Arranged	--	1.50	**
10. When services as shown in F.3., F.4, F.5 and F.6, are ordered one each in a package for an individual subscriber's line	--	2.00	**

SPECIALIZED SERVICES

BILLED NUMBER SCREENING SERVICE

A. GENERAL

1. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect calls, third number billed calls or both to a customer's telephone account.

2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.

3. Billed Number Screening Service is offered subject to the availability of suitable facilities.

4. The minimum contract period for Billed Number Screening Service is one month.

B. RATES

1. The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	Billing Code	Monthly Rate	Nonrecurring Charge
a. Option 1 - No Collect or Third Number Billing,			
per line screened	COIN1	$ 0.00	*
per COPTS line screened		.29	*
b. Option 2 - No Third Number Billing,			
per line screened	COIN1	0.00	*
per COPTS line screened		.29	*
c. Option 3 - No Collect Billing,			
per line screened	COIN1	0.00	*
per COPTS line screened--		.29	*

* A Subsequent Service Order charge applies as specified elsewhere in this Section of the Tariff.

SPECIALIZED SERVICES

Reserved for Future Use (T)

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SPECIALIZED SERVICES

Reserved for Future Use (T)

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SPECIALIZED SERVICES

AUTOMATIC REMINDER SERVICE (1)

A. General

1. Automatic Reminder features allow the customer to program the Digital Central Office (DCO) to initiate a reminder call on their access line.

2. The features in the customer controllable program enables the customer to perform the following functions:

   a. Determine the time(s) the access line is to be activated.

   b. Determine the number of rings (2 to 20) to be made before the call is canceled.

   c. Change either reminder time.

   d. Cancel the feature.

3. Automatic Reminder Service is available only through central offices, which, at the Company's option, are appropriately equipped.

4. There is no charge to cancel the feature.

B. Rates

1. Service Charges as specified in Section 6 of this Tariff apply except the Company may waive certain applicable service charges during special promotions being conducted from time-to-time to market the service.

	Billing Code	Monthly Rate
2. Each Equipped Access Line	--	$1.85

(1) This service is limited to existing customers at existing locations.

SPECIALIZED SERVICES

AUTOMATIC REMINDER SERVICE

C. Conditions

1. This service is compatible with all Custom Calling features. The following exceptions apply:

   a. Reminder calls will not be forwarded even though Call Forwarding might be active on the line.

   b. A reminder call will not Call Wait on another call (i.e., if the line is busy, the reminder call will be rescheduled for seven minutes later).

   c. Three Way Calling cannot be activated from a reminder call (i.e., the customer cannot hookflash from the reminder call and make another call).

   d. Speed Calling has no effect on Automatic Reminder Service.

SPECIALIZED SERVICES

FIXED CALL SERVICE (1)

A. General

1. Fixed Call Service provides rerouting for incoming calls when the called line is not answered within a predetermined length of time, as defined by ring count (selectable by customer).

2. Forwarded calls are always routed to the same preassigned destination within the digital central office system, which can be another station line, answering service, etc.

3. Should the forwarded-to line be busy, the called line continues to ring, and the timer is reset for additional forwarding attempts. The customer cannot change this feature.

B. Rates

1. Service charges as specified apply pursuant to Item D. following:

	Billing Code	Monthly Rate
2. Each equipped Access Line	--	$2.80

C. Conditions

1. Fixed Call Service is offered where facilities and operating conditions permit.

2. The customer is responsible for third party and collect calls.

3. All general rules, regulations and definitions applicable to local exchange service as set forth in Tariff Section 2, GENERAL REGULATIONS and Section 3, DEFINITIONS also apply to this service.

D. Promotional Options

1. At the option of the Company and upon approval of the Commission, during specific promotional periods, service connection charges may be waived in total or in part.

(1) This service is limited to existing customers at existing locations.

SPECIALIZED SERVICES

NUMBER REFERRAL

A. General

Number Referral Service is an optional intercept service which provides the caller of a disconnected number information on where the disconnected customer can be reached. This is accomplished through an automated intercept system.

B. Regulations

1. Number Referral Service is provided to residential and business customers where facilities permit.

2. The disconnected number will be kept idle for the customer's selected period of referral unless the Company determines it is necessary to reassign. This service will only be provided for up to 90 days from date of disconnection.

3. When the customer does not subscribe to the Company's Number Referral Service, a recorded intercept announcement will be given by the company which states that the called number has been disconnected. No further information is provided about the called number. There is no charge for this recorded intercept.

4. The subsequent service order charge will not be applied to subscribers of this service.

5. Customer's disconnected for non-payment will not be eligible to participate in this service

C. Rates

The following non–recurring rates apply for Number Referral Service:

Each 30-Day Period
Residence: $5.00
Business: $7.00
**A maximum of three 30-day periods are allowed.

SPECIALIZED SERVICES

CITIZENS CyberDS1 SERVICE

A. REGULATIONS

1. Citizens CyberDS1 (CCD) is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.

2. CCD is available within an exchange where appropriate digital facilities are available as determined by the Company. Special Construction Charges as specified in Section 3 of this Tariff may be applicable.

3. All CCD must be channelized in a single equipment location on a customer's premises. CCD cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual.

B. DEFINITIONS

Channel Service Unit (CSU) – The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

CyberDS1 Capacity – A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. CCD is available in increments of 24 digital channels.

DS0 – The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1 – The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

SPECIALIZED SERVICES

CITIZENS CyberDS1 SERVICE

C. APPLICATION OF RATES

1. The CyberDS1 Capacity rate is applicable to each CyberDS1.

2. The CyberDS1 Capacity element provides for the network facility to the customer premises and the Central office channelization.

3. Transfer of service responsibility between customer is permitted subject to the rules and regulations as specified in this Tariff.

4. Unless specified herein, rules and regulations contained elsewhere in this Tariff are also applicable to CyberDS1 Service.

D. RATES AND CHARGES

	Monthly Rate	IOSC	Nonrecurring Charge	IOSC
CyberDS1 Capacity, each	$ 750.00	00148	$ 500.00	00149

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (02/16/2022)

A. GENERAL

Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is provided via Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

B. DESCRIPTION OF SERVICE

1. Digital (ISDN) Single Line Service is composed of the following elements:

   - Single Line Access (excludes local loop, includes B-voice/CSD on each B channel), Flat or Measured rate

   - Line/Channel Configuration - choose one or a combination of:
     B-Voice/CSD,
     D-Packet, per channel

   - Feature Packages (optional)

2. Digital (ISDN) Single Line Service is digital exchange service.

3. Each Packaged Service is associated with a digital local loop, not with a channel.

4. Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

5. Digital (ISDN) Single Line Access is a service, which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line Access element is required for each digital local loop.

6. A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

B. DESCRIPTION OF SERVICE (Continued)

7. Digital (ISDN) Single Line Access

   a. Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

   b. More Than Two B-Channel Terminals on a BRI allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

   c. Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

   d. A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

8. The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

9. Additional Telephone Numbers

   Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of two channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as specified in Section 5.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

C. CONDITIONS

1. Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

2. Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company. ISDN CPE is dependent upon commercial power. In the event commercial power is interrupted for any reason, the CPE will be rendered inoperable.

3. The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

4. Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted (e.g. vacation/seasonal service).

5. A customer may order multiple Single Lines.

6. Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

7. The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

8. A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. All applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

C. CONDITIONS (Continued)

9. Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

10. When Digital ISDN Single Line Service is desired at a customer location that is not an ISDN capable central office; the service will be provisioned from a central office that can support Citizens Digital Centrex (ISDN) Service. If the central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

11. If Digital (ISDN) Single Line Service will be provisioned as Foreign Exchange service, the FX rates in this tariff are applicable. The FX rates as stated in the Company's tariffs are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service.

12. One bill will be rendered for each Digital (ISDN) Single Line Service.

13. Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.

14. Digital (ISDN) Single Line Service Access and Feature Package rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

15. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

16. Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

17. A minimum service period of three months is required for each ISDN Single Line service.

18. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

C. CONDITIONS (Continued)

19. Space Requirements

a. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

b. Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50o to 86o Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

c. Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

20. Termination Liability

a. In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial 12 or 36-month contract period, the customer shall be liable for the termination liability. The customer shall be required to pay a sum determined by the following formula:

Termination Liability Charge	=	25% x	(Number of lines terminated	x	Monthly Rate per line	x	Number of Remaining months)

b. A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.
- Nonrecurring charges will not be reapplied.
- The new contract period begins with the first billing date following the renewal.
- Termination charges will not apply for the former contract period.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

C. CONDITIONS (Continued)

21. Individual Line Loop Extension

a. Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

b. The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34-dB loss at 40 kHz in either direction of the field repeater is acceptable. With the Citizens Communications engineering practice of maximum loss for the Digital (ISDN) Single Line loop to be 38 dB at 40 kHz, it is assumed, if the customer's distance would exceed the 38 dB for standard installation, the U-Repeater would be mounted within the stated range of 34 dB and the customer's length would be extended another 34 dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

c. The customer's network access line is preengineered to determine when the U-Repeater/power module are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

d. One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX or 101XXXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED

1. Custom Calling Service features and packages are available in addition to the following packages, (Refer to footnote (1) below).

   Definitions and rates of the Custom Calling Service features and packages are provided in Section 5 of this Tariff.

2. Feature Matrices

   The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features (1)	Digital
Feature Name	
Caller ID Number Delivery	X
DN Sharing over Multiple Call Types on an Integrated Terminal	X
More than Two B-Channel Terminals per BRI	X
Parameter Downloading	X

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Custom Calling Service feature package, not Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. A MBKS feature package may be supplemented with Custom Calling Service feature packages by adding those packages to the Digital (ISDN) Single Line rate. Rates and charges will apply as stated in Section 5 of this tariff.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

2. Feature Matrices (Continued)

a. Voice Package Features and CSD Services (1)

Feature Name	MBKS BASIC
Access to Analog Features (TR-847)	
Speed Calling - Short List	X
Additional Call Offering (TR-857)	
ACO Unrestricted	X
Notification Busy Limit	X
Additional Numbers (2)	
Automatic Callback Intra-Switch (TR-855)	X
Call Forwarding	
Don't Answer	X
Busy	X
Variable	X
Courtesy Call	X
Privacy of Redirecting Number	X
Redirecting Number	X
Redirecting Reason	X
Reminder Notification	X
Call Hold (TR-856)	
B-Channel Reservation	X
Hold and Retrieve	X
Calling Number Delivery Services (TR-860)	
Calling Name Delivery (TR-1326) (2)	
Calling Party Number Privacy	X
Calling Number Identification Delivery	X
Privacy of Redirecting Number	X
Redirecting Number	X
Redirecting Reason	X

(1) Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.
(2) Optional.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

2. Feature Matrices (Continued)

a. Voice Package Features and CSD Services (1)

Feature Name	MBKS BASIC
Flexible Calling (TR-858)	
Add on	X
Add Previously Held Call to Conference	X
Conference Hold and Retrieve	X
Consultation Hold	X
Drop Last Call on Conference	X
Implicit and/or Explicit Transfer	X
Six Party Conference Calling	X
Three Way Conference Calling	X
Manual Bridged Call Exclusion	X
Multiline Hunt Groups (TR-859)	
Make Busy (2)	
Stop Hunt (2)	
Terminal Management (5E Custom)	
Feature Function Buttons	X
Feature Inspect	X
Multiple Directory Number Buttons	X
Terminal Management	X
Time and Date Display	X

(1) Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.
(2) Optional.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

2. Feature Matrices (Continued)

b. Data Package and Features

Feature Name	Citizens ISDN Option 1	Citizens ISDN Option 2	X.25 BASIC	X.25 DELUXE
Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Circular Hunt	X			
Data Speed Call - Long List		X		
X25 Assignment of Non-Hunt DNs to Hunt Terminals			X	X
X.25 CCITT DTE Facilities			X	X
X.25 Closed User Groups			X	
X.25 Fast Select			X	
X.25 Fast Select Acceptance			X	
X.25 Flow control Parameters Negotiation			X	X
X.25 Hunt Groups			X	
X.25 IC Preselection			X	X
X.25 Inband CNID			X	X
X.25 Incoming Calls Barred			X	X
X.25 ISDN AMA			X	
X.25 Numbering and Routing			X	X
X.25 One-Way Outgoing Logical Channel			X	
X.25 Outgoing Calls Barred			X	X
X.25 Permanent Virtual Circuit			X	
X.25 Reverse Charge			X	X
X.25 Reverse Charge Acceptance			X	X
X.25 RPOA Selection (Basic)			X	X
X.25 Sup Svcs User Testing			X	X
X.25 Throughput Class Negotiation			X	X
X.25 Transmit Delay Selection/Indication			X	
X.25 User Access to Both B-Channel and D-Channel			X	X
X.25 User Originated On-Demand B-Channel and D-Channel			X	X

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

3. General Definitions

B-Channel (Bearer Channel) - A channel used to carry digitized voice and data information at a speed of 64 kbps.

Basic Rate Interface (BRI) - BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability - The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel - The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel) - A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet - A service, which permits a customer to use a D-Channel for packet, switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line - Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1 D-Channel.

Digital (ISDN) Single Line Access - The central office termination of a BRI Line arranged for access to the public switched network.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

3. General Definitions (Continued)

Integrated Services Digital Network (ISDN) - A set of standards, which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Kbps - Kilobits Per Second.

Mbps - Megabits Per Second.

MBKS - Multibutton Key Set.

Parameter Downloading - allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User - A member of a business system.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions

Access to Analog Features
Speed Calling (6 or 8 member list) - Allows a user to dial selected numbers using less digits than normally required. Each list can have up to six or eight numbers, depending on the serving Telco switch.

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering (ACO) - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B- Channel can be allocated for the call at that time. This notification allows user to free up a B- Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - The maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the user's CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

Additional Numbers
Each Digital Single Line can support multiple directory numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)-

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

Call Forwarding (Bellcore Reference TR-853)

Subfeatures:
Call Forwarding Variable (CFV) -
Allows the user to forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification, which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:

- For Circuit-Mode Voice:
- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call
- For Circuit-Mode Data:
- No Courtesy Call

Call Forwarding Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Call Forwarding Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Call Hold (Bellcore Reference TR-856)

Subfeatures:

B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect to the call on hold.

Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Manual Bridged Call Exclusion - The opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D- Channel.

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Flexible Calling (Bellcore Reference TR-858)

Subfeatures:

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user that is establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

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SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers. This is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

Multi-Line Hunt Groups (Bellcore Reference TR859)

Subfeatures:

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Terminal Management

Sub-features:

Feature Function Buttons - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback
Call Forwarding
Call Pickup
Conference Calling
Drop
Hold
Manual Exclusion
Multiple Directory Number Buttons
Transfer

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Continued)

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

5. Data Package Service Descriptions

a. Citizens ISDN Option I

Data Call Forward - allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group - provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List - allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction - denies toll calls attempted from Circuit Switched Data Channels.

b. Citizens ISDN Option II - includes Citizens ISDN Option I plus:

Data Circular Hunting - searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List - allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

5. Data Package Service Descriptions (Continued)

c. X.25 Basic Package

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

D. FEATURES OFFERED (Continued)

5. Data Package Service Descriptions (Continued)

d. X.25 Deluxe Package - Includes X.25 Basic Package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member cannot communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

6. Individual Optional Service Descriptions

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

E. RATES AND CHARGES

1. Digital (ISDN) Single Line Access

a. Subscribers to this service are required to subscribe to either a one-party residence or business access line for the local loop component. Refer to Section 4 of this Tariff.

b. Home/Residence Digital (ISDN) Single Line Service

	Billing Code	Monthly Rate (1)	Nonrecurring Charge (2)
1) Option 1 - Flat Rate (Includes Single Line Access, B-Channels, Flat Rate Usage and ILLE)			
a) Month-to-Month	IBRIR	$88.50	$200.00
b) 12-Month Contract	IS921	58.50	100.00
c) 36-Month Contract	IS925	38.50	N/A

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No.1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

E. RATES AND CHARGES (Continued)

1. Digital (ISDN) Single Line Access (Continued)

b. Home/Residence Digital (ISDN) Single Line Service (Continued)

	Billing Code	Monthly Rate (1)	Nonrecurring Charge (2)
2) Option 2 - Measured Rate Usage			
(Includes Single Line Access, B-Channels and ILLE)			
a) Month-to-Month	--	$35.00	$200.00
b) 12-Month Contract	--	35.00	100.00
c) 36-Month Contract	--	35.00	N/A
PLUS applicable usage charges (3) per line of:			
a) Month-to-Month		$.050 per minute	
b) Month Contract		.040 per minute	
c) 36-Month Contract		.030 per minute	

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No.1).
(2) These Nonrecurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.
(3) Usage applies to all local, originating voice and circuit switched data calls. Applicable toll charges are in addition, as required.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

E. RATES AND CHARGES (Continued)

1. Digital (ISDN) Single Line Access (Continued)

c. Business Digital (ISDN) Single Line Service

	Billing Code	Monthly Rate (1)	Nonrecurring Charge (2)
1) Option 1 - Flat Rate (Includes Single Line Access, B-Channels, 400 Hour Block of Time and ILLE)			
a) Month-to-Month	--	$88.50	$200.00
b) 12-Month Contract	IS923	58.50	100.00
c) 36-Month Contract	IS924	38.50	N/A
d) Overtime Usage Charge - $.05 per minute			

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No.1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

E. RATES AND CHARGES (Continued)

1. Digital (ISDN) Single Line Access (Continued)

c. Business Digital (ISDN) Single Line Service

	Billing Code	Monthly Rate (1)	Nonrecurring Charge (2)
2) Option 2 - Measured Rate Usage (Includes Single Line Access, B-Channels and ILLE)			
a) Month-to-Month	IS947	$35.00	$200.00
b) 12-Month Contract	IS921	35.00	100.00
c) 36-Month Contract	IS922	35.00	N/A

PLUS applicable usage charges (3) per line of:

Month-to-Month	$.050 per minute
12-Month Contract	.040 per minute
36-Month Contract	.030 per minute

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No.1).
(2) These Nonrecurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.
(3) Usage applies to all local, originating voice and circuit switched data calls. Applicable toll charges are in addition, as required.

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)* (02/16/2022)

SINGLE LINE SERVICES* (Continued) (02/16/2022)

E. RATES AND CHARGES (Continued)

	Billing Code	Monthly Rate	Nonrecurring Charge
2. Channel Capability			
a. D-Packet, per channel	--	$5.00	$0.00
3. Feature Packaged Services			
a. Basic Operating per line	--	0.00	0.00
b. MBKS Basic Svc, per line	--	6.00	25.00
c. Citizens ISDN Option 1, per line	--	3.00	15.00
d. Citizens ISDN Option 2 per line	--	5.00	15.00
e. X.25 Basic, per line	--	0.00	0.00
f. X.25 Deluxe Pkg., per line	--	5.00	15.00
4. Individual Optional Feature Rates			
a. Data Direct Connect, per line	--	1.00	0.00
5. Additional Directory Numbers			
a. each	--	2.00	0.00
6. Data Base Changes			
Software Changes, e.g., Add Line Features	--	0.00	25.00

* Integrated Services Digital Network Single Line Services and Integrated Services Digital Network-Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 18, 2022. Moves, additions or changes will not be permitted. (02/16/2022)

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

A. GENERAL

1. Citizens Digital Channel Service (CDCS) is an intraexchange common line service, which integrates the transport of switched and dedicated services between a customer's premises and the local serving office. CDCS is provided on a channelized basis (DSO) over a single high-capacity (DS1) digital facility.

2. Citizens Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal.

3. The following types of network services as specified in other tariffs are available on a channelized basis via CDCS. These services may be furnished on a link basis across multiple jurisdictions when connected with CDCS.

   a. Analog Voice Service (exchange lines/trunks), and Citizens Digital Centrex lines, foreign exchange, off-premises extensions, voice private lines and WATS.

4. CDCS is comprised of the following components:

   - Digital Channel Capacity
   - Service Activation

   a. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in this Tariff.

   b. Customer Premises Channelization is to be provided with premises equipment by the customer. Rules and regulations apply as specified in this Tariff.

   c. CDCS customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 12, 36, 60 or 84 months.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

B. DIGITAL ARCHITECTURE

1. CDCS differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

2. The time required to provision service is known as the service date interval. The service date interval for CDCS and related network services connected to CDCS will differ from the normal guidelines applicable to end-to-end services.

3. CDCS will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and automatic access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel, which is actually terminated. Each digital channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

C. DEFINITIONS

Digital Channel Capacity - A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 digital channels.

Service Activation - A Service Activation is the connection between CDCS and the network service accessed.

Channel Service Unit (CSU) - The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS0 - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the Technical Interface Reference Manual.)

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provided for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the Technical Interface Reference Manual.)

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

D. REGULATIONS

1. CDCS is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.

2. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in this Tariff may be applicable.

3. Special Transport Mileage will apply when a customer's request for CDCS is provisioned in a central office other than the customer's local serving office.

4. The customer may activate any number or combination of digital channels within the limitations as set forth in this Section. Digital channels may be activated coincident with installation or at any time subsequent to the Digital Channel Capacity installation. Once activated, the type of service provisioned on a digital channel is subject to a minimum service period of one month.

5. All CDCS must be channelized in a single equipment location on a customer's premises. CDCS cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of this Tariff) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

6. Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of this Tariff. The regulations, rates, and charges specified in this Tariff are applicable for the CDCS component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Tariff are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non-CDCS component of the customer's end-to-end service.

7. The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

D. REGULATIONS (Continued)

8. Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be cross connected. Digital Channel Capacities are provided in-groups of 24 DSO channels, and are subject to the limits as set forth in the previous paragraph.

9. Customer Premises Channelization, provided by the customer, generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities.

10. The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Citizens Communications Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

11. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an Individual Case Basis (ICB).

12. When a customer's CDCS is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES

1. Two basic rate elements; Digital Channel Capacity and Service Activation are applicable to each CDCS.

2. The Digital Channel Capacity element provides for the mileage based transport and the central office channelization. Digital Channel Capacity is offered with 12, 36, 60, or 84-month Term Payment Plan periods.

3. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis.

4. Monthly rates and charges as specified in this Tariff for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point time.

5. Exchange and long-distance calling is provided within CDCS via the appropriate service activation. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The network access charges when utilized for Citizens Digital Centrex will be ordered and billed as specified in this Tariff. This charge is in addition to all other applicable CDCS charges.

6. Rates and charges specified in other Tariff sections for services such as Extended Area Service (EAS), and DID/DIOD Trunk Termination Charge are in addition to the monthly rates for CDCS.

7. Subscriber Line Charges (SLC) are applicable to Citizens Digital Channel Service. Effective September 1, 2001, all “new” DCS facilities will be assessed one (1) SLC per activated channel. All existing DCS facilities will be assessed two (2) SLCs per Digital Channel Capacity (DS1) until September 1, 2002, at which time “all” DSC facilities will be assessed one (1) SLC per activated channel.

8. The rates and charges for other services connected or extended beyond CDCS (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in this Tariff for the CDCS portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Charges as specified in other Tariffs for activities involving the non-CDCS portion of the customer end-to-end service.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES (Continued)

9. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12, 36, 60 and 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

   a. The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

   b. Service Activation charges are available on a month-to-month basis.

   c. Individual network services (switched or dedicated) that are connected to CDCS are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.

10. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan at rates as specified in this Tariff.

11. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:

    a. No Termination Liability Charge will be applicable for the Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods contained in E.8.

    b. All CDCS Components are coterminous with the Digital Channel Capacity with which they are associated.

12. A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.

13. Transfer of service responsibility between customers is permitted subject to the Rules and Regulations as specified in this Tariff.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES (Continued)

14. Unless specified herein, the regulations contained elsewhere in this Tariff are applicable to CDCS. These regulations include but are not limited to:

    - Cancellation of Service
    - Application for Service
    - Payment Arrangements
    - Limitation of Liability

15. Should customers request interconnection between different CDCS provisioned in two or more different local serving offices, the special transport mileage rates will apply. This charge will apply in addition to CDCS charges for each customer's premises which CDCS is provisioned.

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES

1. Service Charges

a. Service Establishment Charge

1) This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Service Activations. This charge includes common centralized testing, coordination and accounting activities.

2) This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

b. Service Change Charge

1) This charge applies on a per Digital Channel Capacity Service Activation basis associated with a customer request for modifications to an existing service. This would include activities such as, but not limited to:

- Change of associated channel assignment
- Additional supplemental features
- Activate/deactivate Service Activation

2) This Service Change Charge will be applied on a first and each additional basis and is in addition to Service Charges as specified in Section 6 of this Tariff.

c. Charges	Billing Code	Nonrecurring Charges
1) Service Establishment Charge	--	$300.00
2) Service Change Charge	--	150.00

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES (Continued)

2. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

a. Per 24 Channel System (1st or additional)

	Term Contract*	Billing Code	Monthly Rate	Billing Code	Nonrecurring Charge
1)	12 Month	--	$450.00	--	$250.00
2)	36 Month	--	$350.00	--	$250.00
3)	60 Month	--	$300.00	--	$250.00
4)	84 Month	--	$250.00	--	$250.00

Term Contracts of 24 months and 48 months are available only to existing customers who have been provided for CDCS on an Individual Case Basis (ICB).

SPECIALIZED SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES (Continued)

	Billing Code	Monthly Rate	Nonrecurring Charge	
3. Service Activation, per channel basis				
a. Exchange Line/Trunk (2) Local Calling Scope	--	15.00	0.00	
1) With EAS	(1)	15.00 (1)	0.00	
b. Citizens Digital Centrex Line	--	13.50	0.00	
1) With EAS	(1)	13.50 (1)	0.00	
c. FX, OPX, Tie Line WATS*, or Private Line	--	12.00	0.00	(C)
4. Subscriber Line Charge per activated channel	--	See Tariff FCC No.1	NA	

(1) The rates for CDCS will be in addition to the EAS rate additives. Please refer to Section 4, for EAS rates and rate applications.

(2) The rates for DID/DIOD Trunk Termination will be in addition to Exchange Line/Trunk Service Activation Charges. The DID Trunk Termination rate is found in Section 7, Sheet 12, Item B.3. The DIOD Trunk Termination rate is found in Section 7, Sheet 15, Item C.1)b).

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

A. GENERAL

1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/877/888 Services, Wide Area Telecommunications Services, and local business trunks.

2. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access. Transmission and switching of services via channelized transport.

3. ISDN-PRI provides the capability to transport customer information up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

B. REGULATIONS

1. ISDN-PRI service, where technically capable, is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.

2. The service is available from central offices that have the necessary facilities to provide ISDN-PR I service and the customers' serving wire center is ISDN-PRI capable. In the event, the serving central office is not so equipped, Citizens Communications will provide PRI service from an alternate local (or foreign) serving central office (determined by Citizens Communications), within the same calling scope at no additional charge to the customer.

3. This Tariff provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Tariff. Each ISDN-PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates specified in Section 7 for DID Service.

4. Customers under contract who disconnect PRI services before the expiration of the contract period, shall pay an early termination liability charge equal to the monthly rate times the number of months remaining in the contract.

5. During the initial contract period, the customer may add PRI services at the same monthly rate specified in the customer's original contract.

6. If a customer discontinues other Citizens Communications services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.

7. The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

C. ISDN-PRI Features

The following B-channel features are offered to the customer, at no additional charge:

1) Caller ID Number - is a standard feature within a system between an ISDN-PRI Service and a Citizens Digital Centrex/Centrex System or between two or more ISDN-PRI Services belonging to the same customer. Please refer to Section 5 of this Tariff for description.

2) Call-by-Call Service Selection - provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate channels are not required for individual services such as DID, DOD, WATS, 800/877/888 services, and local switched access lines.

3) Clear Channel Capability - allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the Bipolar with Eight Zero Substitution (B8ZS) method of providing bit sequence independence.

4) "D" Channel Back-Up - automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.

5) Non-Facility Associated Signaling (NFAS) - allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.

SPECIALIZED SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

D. RATES AND CHARGES

	Monthly Rate	Billing Code	Nonrecurring Charge	Billing Code
1. Local PRI Facilities	(1)		(1)	
2. ISDN-PRI Access				
Mound Exchange				
12 Month Contract	$420.00	--	$500.00	--
36 Month Contract	380.00	--	500.00	--
60 Month Contract	340.00	--	500.00	--
Maple Plain, Delano, Watertown, Mayer, St. Bonifacius and New Germany Exchanges				
12 Month Contract	$541.00	--	$500.00	--
36 Month Contract	501.00	--	500.00	--
60 Month Contract	461.00	--	500.00	--
3. B. Channel Activations (DIOD, DOD, Voice, Analog, and Flat Rate)				
Mound, Maple Plain,	$37.24	--	--	--
Delano	50.15	--	--	--
Watertown	47.75	--	--	--
Mayer	53.83	--	--	--
New Germany	92.63	--	--	--
4. B Channel Activations - DID Only				
Mound, Maple Plain, St. Bonifacius	$22.24	--	--	--
Delano	35.15	--	--	--
Watertown	32.75	--	--	--
Mayer	38.83	--	--	--
New Germany	81.94	--	--	--
5. Subsequent Activity Charge	$200.00	--	--	--

(1) Special Access Line (SAL) rates for 1.544 Mbps in Facilities for State Access Tariff, Section 5.7.

SPECIALIZED SERVICES

FRONTIER T-ADVANTAGE[sm] Digital Service

A General

1. FRONTIER T- ADVANTAGE[sm] is a form of digital common line service that provides 24 switched DS0 channels with integrated functionality over a single high-capacity DS1 digital facility.

2. The service includes the following functionalities:

   Direct Inward Dialing (DID) including 40 DID telephone numbers per increment of 24 DS0 channels.

   Direct Inward-Outward Dialing.

3. The service may be ordered to also include Primary Rate Interface Integrated Services Network (PRI ISDN) Service, as described elsewhere in this Tariff.

B. Regulations

1. FRONTIER T- ADVANTAGE[sm] is provided subject to availability of central office and cable and wire facilities.

2. The service is only available by term contracts for the periods designated below. If the tariffed term rate changes during the term of the contract, the contract rate will continue to apply during the remainder of the term. If the customer terminates the service prior to fulfillment of the contractual commitment, the customer shall pay a termination charge equal to the contract rate multiplied by the number of remaining months of the contractual commitment.

3. Each additional increment of 24 DS0 channels shall be ordered through separate contract.

4. Suspension of service, at no or reduced rate during suspension, is not available during the term of the contract.

5. FRONTIER T- ADVANTAGE[sm] is a service mark of Citizens Communications Company.

SPECIALIZED SERVICES

FRONTIER T-ADVANTAGE[sm] Digital Service

C. Rates and Charges

1. Extended Area Service rates do not apply.

2. Service Connection Charges, as specified in Section 6, do not apply.

3. Unless otherwise specified, the following rates and charges are in addition to the rates and charges for other associated services.

	Nonrecurring Charge	Monthly Rate	
a. FRONTIER T- ADVANTAGE[sm] Digital Service, 24 Channels			
1) One-Year Term	$1,650.00 (MDDDA)	$929.20 (MDDD1)	
2) Two-Year Term	$1,235.00 (MDDDB)	$838.58 (MDDD2)	(I)
3) Three-Year Term	None (MDDDC)	$723.58 (MDDD3)	(I)
b. FRONTIER T- ADVANTAGE[sm] Digital Service, 24 Channels, with PRI ISDN (The rates and charges for PRI ISDN specified elsewhere in this Tariff do not also apply.)			
1) One-Year Term	$1,950.00 (MDDDD)	$1,384.60 (MDDD4)	(I
2) Two-Year Term	$1,465.00 (MDDDE)	$1,154.60 (MDDD5)	(I)
3) Three-Year Term	None (MDDDF)	$1,039.60 (MDDD6)	(I)

SPECIALIZED SERVICES

FRONTIER T-ADVANTAGE[sm] Digital Service

C. Rates and Charges (Continued)

3. (Continued)

c. Service Change Charge

Applies to any change to the existing configuration of the service, per order	$150.00 (TACHG)

d. Each additional block of 20 DID telephone numbers, after the first 40 DID numbers in a 24-channel facility, per month — $5.00 (DIDA2)

SPECIALIZED SERVICES

Business Traffic Study Service

A. General

1. Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station- busy condition.

B. Regulations

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

2. A separate traffic study report is required for each access line, hunt line, or trunk group.

3. Business Traffic Study Service is available to business customers and only where technically feasible.

4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.

6. Studies are done in 7-day intervals.

7. Types of studies include (but are not limited to):
   Line or Trunk Study
   Remote Call Forwarding Study
   Multi-line Hunt Group Study

C. Rates and Charges

Set up Charge and first week per access line or trunk group	$60.00
Each additional week per access line or trunk group	$25.00

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CITIZENS BUNDLED SERVICES

A. Citizens Select* (T)

1. General

(A) Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

(B) Citizens Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Forward Busy Line
- Call Forward No Answer
- Call Waiting
- Caller ID w/Number(1)
- Caller ID w/Name and Number(1)
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.

*This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

A. Citizens Select* (Continued) (T)

1. General (Continued)

(C) Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Call Forward
- Call Forward Busy Line
- Call Forward No Answer
- Call Waiting
- Call Waiting - ID
- Caller ID w/Number(1)
- Caller ID w/Name and Number(1)
- Distinctive Ring
- Selective Call Acceptance
- Speed Call 8(2)
- Speed Call 30(2)
- Three Way Calling
- Toll Restriction
- VIP Alert
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

*This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

A. Citizens Select* (Continued) (T)

1. General (Continued)

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

(E) Citizens Bundled Services are limited to those areas served by central offices which are specifically equipped to provide such services and have the available suitable facilities.

2. Rates and Charges

(A) The Company will offer a promotional waiver of the Service Order - Subsequent Order Nonrecurring Charge as specified in Section 6 for a period of ninety (90) days from October 1, 2001. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a residential individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Select plan.

(B) Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual flat rate line service.

(C) Service Charges as specified in Section 6 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

(D) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in S8 A 1 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

(E) When a Citizens Select plan is provided at the same time as the installation or move of Residential Local Exchange Service, the customer will receive a one-time $10.00 credit per line for each line on which the plan is ordered.

*This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

A. Citizens Select* (Continued) (T)

2. Rates and Charges (Continued)

(F) Citizens Select plans are provided at the following rates.

	MONTHLY RATE	MONTHLY RATE
Citizens Select		
• Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in S8.1 (B), preceding.	$28.96	$36.20
Citizens Select Plus		
• Per individual flat rate residence line – May select any or all services/features as specified in S8.1 (C), preceding.	$32.96	$40.20

*NOTE**:** Rate Group 2 exchanges include Delano, Lindstrom, Maple Plain, Mayer, Mound, New Germany, St. Bonifacius, Scandia-Marine, Watertown and Wyoming. All others are classified as Rate Group 1.

*This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundle* (02/03/2022)

1. General

a. Citizens Business Bundle plan provides a flat rate for services/features as listed below. Business customers subscribing to the following package are entitled to unlimited use of the selected services/features.

b. Citizens Business Bundle

Customers subscribing to this plan may select up to five (5) features from the following list:

- Anonymous Call Rejection
- Automatic Busy Redial
- Automatic Call Return
- Call Forward
- Call Forward Busy Line
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting ID
- Call Waiting
- Caller ID w/Number(1)
- Caller ID w/Name and Number(1)
- Distinctive Ring
- Special Call Acceptance
- Selective Call Rejection
- Special Call Forwarding
- Speed Dial 8(2)
- Speed Dial 30(2)
- Three Way Calling
- VIP Alert

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundle* (Cont'd) (02/03/2022)

1. General (Cont'd)

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

2. Rates and Charges

   a. Service Charges are not applicable for a Citizens Business Bundle package provided at the same time as the initial installation for a business line.

   b. Service Charges as specified in Section 6 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Bundle package.

   c. Existing Citizens Business Bundle customers cannot take advantage of promotions for any of the individual services/features specified in Section 8.B.1.b, preceding unless specifically allowed by the terms and conditions of the promotion.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundle* (Cont'd) (02/03/2022)

2. Rates and Charges (Cont'd)

d. Citizens Business Bundle plans are provided at the following rates.

	MONTHLY RATE
Business Bundle	
• Per individual business access line – Includes choice of up to 5 services/features as specified in Section 8 .B.1.b., preceding.	$19.95

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (T)

1. General

Frontier Choices[sm] Tier Bundles are package offerings available to residential customers and include, as described below, either one or two flat-rate residential access lines, the customer's choice of specified features, ten free local directory assistance calls per month, and certain designated non-regulated and federally tariffed services. Listing of the non-regulated services and federally tariffed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

a. Tier I Bundle consists of the following services and features:

- One Residence One-Party Local Exchange Service Access Line
- 10 Free Local Directory Assistance Calls
- Call Forward
- Call Forward Busy Line
- Call Forward No Answer
- Call Waiting
- Call Waiting - ID
- Caller ID w/Number(1)
- Caller ID w/Name and Number(1)
- Distinctive Ring
- Selective Call Acceptance
- Speed Call 8(2)
- Speed Call 30(2)
- Three Way Calling
- Toll Restriction
- VIP Alert
- *69 (Auto Call Return)
- *66 (Auto Redial)
- Internet Call Waiting (Non-regulated)
- Voice Mail (Non-regulated)

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (Continued) (T)

1. General

   b. Tier II Bundle consists of all services and features in Tier I Bundle, plus: Frontier® dial-up Internet service (Non-regulated)

   c. Tier III Bundle consists of all services and features in Tier II Bundle, plus:

      One Additional Residence One-Party Local Exchange Service Access Line

      Interstate End User Common Line Charge on the Additional Line (Federally Tariffed)

   d. Tier IV Bundle consists of all services and features in Tier I Bundle, plus:

      256 Kbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

      256 Kbps Frontier® Internet Service (Non-regulated)

   e. Tier V Bundle consists of all services and features in Tier I Bundle, plus:

      1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

      1 Mbps Frontier® Internet Service (Non-regulated)

2. Regulations

   a. A Tier Bundle is available only to customers who are served from a central office in which all services in the Tier Bundle are offered and can be provided by the Company to the customer.

   b. Each Tier Bundle package includes an allowance of ten free Local Directory Assistance calls per month. This allowance applies only to calls to the Directory Assistance Service Call Service described in Section 5 and does not include directory assistance calls to other carriers. The allowance is per package, not per line for multiple line packages, and includes the free call allowance per line specified in Section 5. Unused free calls from one month may not be carried over to subsequent months.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (Continued) (T)

2. Regulations (Continued)

c. With the exception of the Interstate End User Common Line Charge associated with the additional line within the Tier III Bundle package and unless otherwise stated in this section, all Interstate End User Common Line Charges and other applicable surcharges, taxes, and rates including, unless otherwise specified in this section, EAS rate additives will be billed separately from and in addition to the rates for the Tier Bundles.

d. Frontier and Frontier Choices are service marks of Citizens Communications Company.

e. A Tier Bundle may also be offered as part of a bundle that includes video services or other non-regulated or federally tariffed or price-listed services.

3. Rates and Charges

a. Unless otherwise stated in this section, Service Charges as specified in Section 6 apply to the installation of individual components of the Tier Bundles.

b. When a customer orders Tier Bundle IV or Tier Bundle V, a one-time Set-Up Charge (Non-regulated) and the Service Order Charge apply as follows:

1) If the customer is an existing customer who already subscribes to Asymmetrical Digital Subscriber Line Service, the Service Order Charge shall apply as specified in Section 6.

2) If the customer is an existing customer who does not already subscribe to Asymmetrical Digital Subscriber Line Service, the Set-Up Charge shall apply instead of the Service Order Charge.

3) If the customer is a new customer, both the Service Order Charge and the Set-Up Charge shall apply.

4) The Set-Up Charge (Non-regulated) will be reduced if the customer agrees to a one-year term service commitment. If the customer terminates the Tier Bundle during the one-year term period, a termination charge of $100.00 shall apply.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (Continued) (T)

3. Rates and Charges (Continued)

c. The customer may subsequently add or delete services or features, as listed for the Tier Bundle, at no additional charge. Service Charges do not apply to such changes.

d. The otherwise applicable Service Order Charge does not apply when the customer switches to another Tier Bundle.

e. When a customer orders a Tier Bundle concurrently with the installation or move of Residence Local Exchange Service, the customer will receive a one-time credit of $10.00 for each Tier Bundle ordered.

f. Monthly Rates

1) Frontier Choices[sm] Tier Bundles

	Exchange Group A	Exchange Group B	Exchange Group C	
Tier I	$40.00	$35.00	$30.00	
Tier II	60.00	55.00	50.00	(I)
Tier III	85.00	75.00	70.00	(I)
Tier IV	84.00	79.00	74.00	(I)
Tier V	94.00	89.00	84.00	(I)

2) Exchange Groups
Exchange Group A includes all exchanges in Rate Group 2 as listed in Section 4.

Exchange Group B includes all exchanges in Rate Group 1 as listed in Section 4, except the Milaca, Dodge Center, Blooming Prairie, Ellendale and Hayfield exchanges.

Exchange Group C includes the Milaca, Dodge Center, Blooming Prairie, Ellendale and Hayfield exchanges.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (Continued) (T)

3. Rates and Charges (Continued)

3) Extended Area Service
For Exchange Group A, the monthly rates include any Extended Area Service associated with Local Exchange Service in the customer's exchange.

For Exchange Groups B and C, the monthly rates do not include associated Extended Area Service, and Extended Area Service rate additives will be billed separately from and addition to the rates for the Tier Bundles.

g. Term Commitment

1) Customers may subscribe to a Tier Bundle with a one year commitment. With the one year contract, the customer will pay a lower monthly charge

2) A termination liability will apply if the customer terminates the access line component of the Tier Bundle offering during the one year term period. The termination liability is the residential access line rate times the remaining months of the one year contract.

3) Monthly rates with a one year commitment are:

	Exchange Group A	Exchange Group B	Exchange Group C	
Tier I	$35.00	$30.00	$25.00	
Tier II	$55.00	$50.00	$45.00	(I)
Tier III	$72.00	$62.00	$57.00	(I)
Tier IV	$71.00	$66.00	$61.00	(I)
Tier V	$79.00	$74.00	$69.00	(I)

4) For term plans entered into prior to February 1, 2006, the monthly rate with a one-year commitment will continue to apply to the Tier Bundle after the end of the one-year period and until the customer discontinues the Tier Bundle.

For term plans entered into after January 31, 2006, at the end of the one- year period, the current rate with a one-year term commitment will apply for another one-year term commitment unless the customer requests that the one-year term not be renewed, in which case the normal monthly rate will apply on a month-to-month basis. The company will notify the customer of this provision before renewal of the one-year term.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions*

1. General

FrontierWorks[sm] Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forwarding Busy/No Answer, and certain designated non- regulated and federally tariffed or price-listed services. Listing of the non- regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. These offerings are limited to existing customers as of August 19, 2006 at their existing locations.

a. FrontierWorks[sm] Small Business Solutions: SB1

(1) One Business Access Line, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier® dial-up Internet Service (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

b. FrontierWorks[sm] Small Business Solutions: SB2

(1) One Business Access Line, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® DSL Max Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

1. General (Continued)

c. FrontierWorks[sm] Small Business Solutions: SB3

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier dial-up Internet Service (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

d. FrontierWorks[sm] Small Business Solutions: SB4

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® DSL Max Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

1. General (Continued)

e. FrontierWorks[sm] Small Business Solutions: SB5

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® 512 Kbps Business DSL Internet Service (Non- regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

f. FrontierWorks[sm] Small Business Solutions: SB6

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

1. General (Continued)

g. FrontierWorks[sm] Small Business Solutions: SB7

(1) One Business Access Line, including Call Forward Busy Line and Call Forward No Answer

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
(a) 1 Mbps/128 Kbps, or
(b) 2 Mbps/256 Kbps, or
(c) 3 Mbps/384 Kbps, depending on availability

4) Frontier® Business DSL Internet Service (Non- regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

h. FrontierWorks[sm] Small Business Solutions: SB8

(1) Two Business Access Lines, including Call Forwarding Busy Line and Call Forward No Answer.

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
(a) 1 Mbps/128 Kbps, or
(b) 2 Mbps/256 Kbps, or
(c) 3 Mbps/384 Kbps, depending on availability

(4) Frontier® Business DSL Internet Service (Non- regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

i. FrontierWorks[sm] Small Business Solutions: ADL

(1) One Business Access Line, including Call Forward Busy Line and Call Forward No Answer

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

1. General (Continued)

j. Optional Services

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

(1) FrontierWorks[sm] Select5

Choice of five of the following:

Caller ID—Name and Number
Call Forwarding
Call Waiting
Speed Calling-8 or Speed Calling-30
Three-Way Calling
Busy Redial
Call Return
Rotary Hunt Service

(2) FrontierWorks[sm] Select5 with Voice Mail (Non-regulated)

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number
Call Forwarding
Call Waiting
Speed Calling-8 or Speed Calling-30
Three-Way Calling
Busy Redial
Call Return
Rotary Hunt Service

(3) Citizens Conference on Demand (Non-regulated)

(4) Citizens Webexchange (Non-regulated)

(5) FrontierPages[sm] free one-inch Yellow Pages advertisement (Non- regulated)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

2. Regulations

a. FrontierWorks[sm] Small Business Solutions are available only to existing customers as of August 19, 2006 at their existing location.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

(1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

(2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

(3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

2. Regulations (Continued)

b. (Continued)

(4) (Continued)

(a) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to- month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

(b) The calculations described in paragraph (a) above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

(c) The early termination liability charges described in paragraph above shall not apply to cancellation of bundles within 90 days of activation.

(d) In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

2. Regulations (Continued)

c. The FrontierWorks[sm] Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

d. The FrontierWorks[sm] Select5 package is available only in association with a FrontierWorks[sm] Small Business Solutions bundle.

e. The bundle rate will appear as a single line item on the customer's bill.

f. 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 rates will be billed separately and in addition to the bundle rate.

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

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

i. FrontierWorks[sm] is a service mark of Citizens Communications Company.

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 6 apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. Service Charges do not apply if the customer switches to another FrontierWorks[sm] Small Business Solutions bundle of greater value.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

3. Rates and Charges (Continued)

d. The customer may add or delete the services or features of the FrontierWorks[sm] Select5 package without incurring a Service Charge.

e. Monthly Rates

(1) Rate Group 1

		----------Term----------		
		One Year	Two Years	Three Years
(a)	SB1	$60.00	$58.00	$54.00
(b)	SB2	$86.00	$82.00	$76.00
(c)	SB3	$96.00	$92.00	$86.00
(d)	SB4	$122.00	$116.00	$108.00
(e)	SB5	$148.00	$136.00	$126.00
(f)	SB6	$220.00	$200.00	$180.00
(g)	SB7	$127.66	$120.68	$113.47
(h)	SB8	$163.32	$154.36	$144.94
(i)	ADL	$26.35	$24.92	$23.26

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

3. Rates and Charges (Continued)

e. Monthly Rates (Continued)

(2) Rate Group 2

	Term		
	One Year	Two Years	Three Years
(a) SB1	$74.00	$70.00	$66.00
(b) SB2	$100.00	$94.00	$88.00
(c) SB3	$122.00	$116.00	$108.00
(d) SB4	$148.00	$140.00	$132.00
(e) SB5	$174.00	$160.00	$148.00
(f) SB6	$246.00	$224.00	$202.00
(g) SB7	$140.59	$132.86	$124.88
(h) SB8	$189.18	$178.72	$167.76
(i) ACL	$39.28	$37.10	$34.67

	Monthly Rate
(3) FrontierWorks[sm] Select5	$ 9.95
(4) FrontierWorks[sm] Select5 With Voice Mail	$ 12.95

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

D. FrontierWorks[sm] Small Business Solutions* (Continued)

3. Rates and Charges (Continued)

f. Rate Groups

(1) Rate Group 1

All exchanges included in the Rate Group 1 Exchange Listing in Section 4, except that no bundles are offered in the following exchanges: Alden, Argyle, Alvarado, Belgrade, Elrosa, Hallock, Herman, Jasper (MN), Kennedy, Oslo (MN), Stephen, Warren, and Wheaton.

(2) Rate Group 2

All exchanges included in the Rate Group 2 Exchange Listing in Section 4.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections*

1. General

FrontierWorks[sm] Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. FrontierWorks[sm] Business Connections are limited to existing customers as of August 19, 2006 at their existing locations.

a. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name.

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

5. White Page Bold Ad (Non-regulated

b. Bundle 2

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name.

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes.(Non-regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

1. General (Continued)

b. Bundle 2 (Continued)

5. White Page Bold Ad (Non-regulated)

c. Bundle 3

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name.

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non- regulated internet services and 8 email boxes (Non- regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

5. White Page Bold Ad (Non-regulated)

6. Two-Line Business Set 9Non-regulated)

7. Phone Care-an equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

d. Bundle 4

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name.

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Frontier High Speed Internet Service and 10 email boxes (Non- regulated)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

1. General (Continued)

d. Bundle 4 (Continued)

4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non- regulated internet services with Static IP and 10 email boxes. (Non-regulated)

5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

6. White Page Bold Ad (Non-regulated)

7. Two-Line Business Set (Non-regulated)

8. Phone Care-an equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

e. Bundle 5

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name.

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Frontier High Speed Internet Service and 10 email boxes (Non- regulated)

4. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non- regulated internet services with Static IP and 10 email boxes plus a Wireless Router. (Non-regulated)

5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

1. General (Continued)

e. Bundle 5 (Continued)

6. White Page Bold Ad (Non-regulated)

7. Two-Line Business Set (Non-regulated)

8. Phone Care-an equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

f. Bundle 6

1. Two Centrex lines, including the following features where available:

Enhanced Call Forwarding
Call Transfer
Caller ID Name and Number
Queuing
Last Number Redial
Speed Call 8 or 30
Three Way Calling
Abbreviated Dialing

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non- regulated internet services and 8 email boxes (Non- regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

5. White Page Bold Ad (Non-regulated)

6. Two-Line Business Set (Non-regulated)

7. Phone Care-an equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

1. General (Continued)

g. Bundle 7

1. Two Centrex lines, including the following features where available:

   Enhanced Call Forwarding
   Call Transfer
   Caller ID Name and Number
   Queuing
   Last Number Redial
   Speed Call 8 or 30
   Three Way Calling
   Abbreviated Dialing

2. Voice Mail (Non-regulated) and Message Waiting Indication

3. Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non- regulated internet services with Static IP and 10 email boxes. (Non-regulated)

4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

5. White Page Bold Ad (Non-regulated)

6. Two-Line Business Set (Non-regulated)

7. Phone Care-an equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

1. General (Continued)

h. Optional Services

1. The following services may be added to Bundles 1-5 of the bundles above:

a. FrontierWorks Optional Business Feature Package .

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Queuing
Selective Call Forwarding

b. Voice Mail

2. The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Busy Redial
Call Return Selective Ring

b. Voice Mail

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

2. Regulations

a. FrontierWorks[sm] Business Connections are available only to existing customers as of August 19, 2006 at their existing locations.

b. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.

(1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

(2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

(3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

2. Regulations (Continued)

b. (Continued)

(4) (Continued)

(a) The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than $250 for a one-year term, $500 for a two-year term, and $750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

(b) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

d. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

e. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.

f. The bundle rate will appear as a single line item on the customer's bill

g. 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 rates will be billed separately and in addition to the bundle rate.

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

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

2. Regulations (Continued)

i. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

j. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

k. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

l. In the Frontier Works Optional Business Feature Package, “Enhanced Call Forward” forwards all calls to a user-changeable forward- to number. It overrides Call Forward Busy Line and Call Forward No Answer

m. FrontierWorks is a service mark of Citizens Communications Company.

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.

d. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

3. Rates and Charges (Continued)

e. Monthly Rates

(1) Rate Group 1 (Non-Metro Exchanges)

		Term		
		One Year	Two Years	Three Years
(a)	Bundle 1	$89.99	$84.99	$79.99
(b)	Bundle 2	$134.99	$126.99	$118.99
(c)	Bundle 3	$129.99	$119.99	$114.99
(d)	Bundle 4	$174.99	$163.99	$153.99
(e)	Bundle 5	$189.99	$179.99	$169.99
(f)	Bundle 6	$139.99	$129.99	$119.99
(g)	Bundle 7	$161.99	$151.99	$142.99

Rate Group 2 (Metro Exchanges + Almelund and Taylors Falls)

		Term		
		One Year	Two Years	Three Years
(a)	Bundle 1	$99.99	$94.99	$89.99
(b)	Bundle 2	$144.99	$139.99	$129.99
(c)	Bundle 3	$144.99	$139.99	$129.99
(d)	Bundle 4	$194.99	$184.99	$169.99
(e)	Bundle 5	$214.99	$199.99	$189.99
(f)	Bundle 6	$159.99	$154.99	$144.99
(g)	Bundle 7	$208.99	$199.99	$184.99

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Business Connections* (Continued)

3. Rates and Charges (Continued)

e. Monthly Rates (Continued)

(2) Optional Services

1. Bundles 1-5

a. FrontierWorks Optional Business Feature Package
$9.99 per line

b. Voice Mail
Additional Voice Mail Box $7.49 (01/30/2023)

More than 8 Voice Mail Boxes,
Per Mail Box $4.49 (01/30/2023)

2. Bundles 6-7

a. Optional Centrex Features
$2.49 per feature (01/30/2023)

b. Voice Mail

Additional Voice Mail Box $7.49 (01/30/2023)

More than 8 Voice Mail Boxes,
Per Mail Box $4.49 (01/30/2023)

* This service is limited to existing customers at their existing locations.

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm]* (02/03/2022)

1. General

a. Frontier Small Business Advantage[sm] is a package offering available to Business customers on Business lines. The package includes Two Business lines, Call Forward Variable, Caller ID – Name and Number, Rotary Hunting (where available), Three-Way Calling, and Abbreviated Dialing (where available).

Bundle 1

Two Business Lines
Call Forwarding -Variable
Caller ID – Name and Number
Rotary Hunting (where available)
Three-Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication
Three hundred minutes (300) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle. (Federally Price-Listed)

b. Bundle 2

Two Business Lines
Call Forwarding – Variable
Caller ID -Name and Number
Rotary Hunting (where available)
Three-Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication
Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle. (Federally Price-Listed)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm] * (Continued) (02/03/2022)

1. General

Bundle 3

Two Business Lines
Call Forwarding – Variable
Caller ID - Name and Number
Rotary Hunting (where available)
Three-Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication
Nine hundred minutes (900) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

Bundle 4

Two Business Lines
Call Forwarding – Variable
Caller ID - Name and Number
Rotary Hunting (where available)
Three-Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication Frontier High Speed Internet Service, a bundle of Federally Tariffed
Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 10 email boxes. (Non-regulated)
Two hundred minutes (200) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle. (Federally-Price Listed)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm] * (Continued) (02/03/2022)

1. General (Continued)

Bundle 5

Two Business Lines
Call Forwarding – Variable
Caller ID - Name and Number
Rotary Hunting (where available)
Three - Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication
Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 10 email boxes. (Non-regulated)
Four hundred minutes (400) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle. (Federally Price Listed)

Bundle 6

Two Business Lines
Call Forward (Variable)
Caller ID - Name and Number
Rotary Hunting (where available)
Three - Way Calling
Abbreviated Dialing (where available)
Voice Mail (Non-regulated) and Message Waiting Indication
Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 10 email boxes. (Non-regulated)
Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle. (Federally Price Listed)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm] * (Continued) (02/03/2022)

1. General (Continued)

   d. Additional Features. The following features may be added to the bundle and will be billed on a per feature basis.

      Automatic Busy Redial
      Automatic Call Return
      Call Forwarding Busy Line
      Call Forwarding No Answer
      Speed Call 8 or Speed Call 30
      Distinctive Ring
      Call Waiting/Cancel Call Waiting

2. Regulations

   a. A 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.

   b. The bundles are offered only on a two-year term contract.

      1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.

      2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

      3. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm] * (Continued) (02/03/2022)

2. Regulations (Continued)

b. (Continued)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than $500 for a two year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

c. The bundle rate will appear as a single line item on the customer's bill.

d. The bundle rate includes Touch Tone Dialing (TTD) and Extended Area Service (EAS) in exchanges where TTD and EAS is included in the local service access line rate. In exchanges where TTD and EAS is billed separately from the local service access line rate, TTD and EAS rates will be billed separately and in addition to the bundle rate.

e. All End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

f. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage[sm] * (Continued) (02/03/2022)

2. Regulations (Continued)

g. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

d. Monthly Rates

	Two Year Term
Metro Rate	
Bundle 1	$104.99
Bundle 2	$114.99
Bundle 3	$124.99
Bundle 4	$154.99
Bundle 5	$164.99
Bundle 6	$174.99
Additional Features	$2.49 per feature (01/30/2023)

	Two Year Term
Non-Metro Rate	
Bundle 1	$74.99
Bundle 2	$84.99
Bundle 3	$94.99
Bundle 4	$124.99
Bundle 5	$134.99
Bundle 6	$144.99
Additional Features	$2.49 per feature (01/30/2023)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Service* (T)

1. General

a. The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Call Forwarding Busy Line (Fixed)
Call Forward No Answer (Fixed)
Call Waiting /Cancel Call Waiting
Caller ID – Name and Number
Voicemail with Message Waiting Indicator (non-regulated)
Frontier Communications of America's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30 Call Forwarding
Calling Forwarding Busy Line/No Answer (Fixed)

c. Whole House Dialing

Customers who order Digital Phone Service and subscribe to High Speed Internet are eligible for Whole House Dialing. Whole House Dialing gives a second access line free of charge for the length of the High Speed Internet contract. The Interstate End User Subscriber Line charges and other applicable surcharges and taxes associated with this additional line will be billed.

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Service*

2. Regulations

a. The Frontier Digital Phone Service is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to their descriptions and regulations as specified elsewhere in the tariff.

c. Community Calling Plan is not available with the bundle.

d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Other surcharges and taxes will apply.

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

3. Rates and Charges

Month-to-Month	$49.99
Digital Phone Enhanced Feature Pack	$5.49 (01/03/2023)

* This service offering is limited to all existing subscribers at their existing locations.

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

CITIZENS BUNDLED SERVICES

I. Frontier Business Unlimited Service* (02/03/2022)

1. General

a. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Local Exchange Service Access Line, Extended Area Service (where applicable), Custom Calling Features, Voice Mail (non-regulated) and federally price listed services. Listing of the non- regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these service are subject to state authority.

Basic Local Exchange Service Access line
Extended Area Service (where applicable)
Call Forward Busy/No Answer
Voice Mail – Frontier Business Deluxe Voice Mail or Frontier Business Essentials as available (Non-regulated)
Caller ID – Name and Number
Frontier Communications of America's, Frontier Business Unlimited Calling Plan (Federally Price listed)
Two features from the feature package listed below

b. Frontier Business All In Feature Package

Anonymous Call Block
Automatic Busy Redial
Automatic Call Return
Call Forwarding
Call Forwarding Busy Line
Call Forwarding No Answer
Call Waiting
Call Waiting ID
Distinctive Ring
Speed Call 8 or 30
Three-Way Calling
VIP Alert
Call Transfer

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

I. Frontier Business Unlimited Service* (Continued) (02/03/2022)

2. Regulations (Continued)

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 this tariff.

c. Call detail for Extended Area Service (where applicable) will not be displayed on the customer's monthly telephone bill.

d. 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 will result in disconnection of the basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

g. 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.

3. Rates and Charges

a. 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.

b. Unless otherwise stated elsewhere in this section, Service Connection Charges as defined elsewhere in the tariff apply to the installation of individual components of the bundle.

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

	Monthly Rate
All Exchanges	$69.99
Frontier Business All In Feature Package	$5.49 (01/30/2023)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Bronze*+ (T)

1. General

a. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority. (T)

Features and Services

Residence One-Party Service
Extended Area Service (EAS Additive)
Caller ID – Name and Number
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID
Frontier Communications of America's, - Frontier Digital Phone Essentials Calling Plan (Federally Price listed)

b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding
Call Forwarding Busy Line/No Answer (Fixed)

c. Whole House Dialing

Customers who order Digital Phone Service and subscribe to High Speed Internet are eligible for Whole House Dialing. Whole House Dialing gives a second access line free of charge for the length of the High Speed Internet contract. The Interstate End User Subscriber Line charges and other applicable surcharges and taxes associated with this additional line will be billed.

* This service offering is limited to existing subscribers of the service at their existing locations. (N)
\+ This bundle previously was called Frontier Digital Phone Essentials. (N)

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Bronze*+ (Continued)

2. Regulations (Continued)

a. The Frontier Digital Phone Bronze is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

d. 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.

e. Customers may add or delete any features offered in the package without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. The bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

i. Community Calling Plan is not available with the bundle.

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

3. Rates and Charges

a. Extended Area Service, where provided, is included in the bundle and will not be billed separately. 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.

b. Frontier Digital Phone Bronze is provided at the following rate:

	Monthly Rate
Frontier Digital Phone Bronze	$24.99
Digital Phone Enhanced Feature Pack	$5.49 (01/30/2023)

* This service offering is limited to existing subscribers of the service at their existing locations.
\+ This bundle previously was called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

K. Stay Connected Seasonal Offering * (06/05/2020)

1. General

Stay Connected Seasonal Offering allows a customer to suspend their Digital Phone Service Bundle, Digital Phone Essentials Bronze, Frontier Digital Phone 100, Frontier Digital Phone Essentials 1- 2010, Frontier Digital Phone Plus Service, Frontier Digital Phone Nationwide Unlimited with Essentials 1- 2010, Frontier Digital Phone Nationwide Unlimited with Essentials 4 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited, Frontier Digital Phone Unlimited Plus, Frontier Digital Phone Unlimited (Challenger) or Frontier Digital Phone Unlimited Plus (Challenger) while they are away, for a minimum of one month and up to nine months for a reduced rate.

2. Regulations

a. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection charges do not apply

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.

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

g. The monthly rate includes the Federal End User Common Line Charge.

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected was used.

3. Rates and Charges

	Monthly Rate
Stay Connected Seasonal Offering	$9.99

* Stay Connected Seasonal Service is grandfathered. Effective June 5, 2020 this service offering is limited to existing subscribers at existing locations. (06/05/2020)

CITIZENS BUNDLED SERVICES

L. Frontier Business Essentials** (02/03/2022)

1. General

a. Frontier Business Essentials is a package offering available to business customers. The package includes a flat rate Basic Business Line, and a combination of enhanced calling features.

Features and Services

Flat Rate Business Line
Extended Area Service
Call Forwarding Busy/No Answer
Frontier Business Basic Voicemail (Non-Regulated)
Three features from the Frontier Business Feature package listed below.

b. Enhanced Feature Pack*

The following services are included in the feature package and may be added to the bundle.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding
Calling Forwarding Busy Line/No Answer (Fixed)

c. Frontier Business All In Feature Package

Anonymous Call Block
Automatic Busy Redial
Automatic Call Return
Call Forwarding
Call Forwarding Busy Line
Call Forwarding No Answer
Call Waiting
Call Waiting ID
Distinctive Ring
Speed Call 8 or 30
Three-Way Calling
VIP Alert
Call Transfer
Caller ID Name
Frontier Business Deluxe Voicemail

* This service offering is limited to all existing subscribers at their existing locations.
** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

L. Frontier Business Essentials** (Continued) (02/03/2022)

2. Regulations

a. The Frontier Business Essentials is available where technically feasible.

b. The bundles are offered on a month to month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

3. Rates and Charges

	Per Month
Frontier Business Essentials Package	$54.99
Enhanced Feature Pack*	$4.49 (01/30/2023)
Frontier Business All In Feature Package	$5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone Plus Service*

1. General

a. The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below, including certain non-regulated services.

Two Flat-Rate Residential One-Party Access Lines
Extended Area Service (where provided)
Call Forwarding Busy Line (Fixed)
Call Forward No Answer (Fixed)
Call Waiting /Cancel Call Waiting
Caller ID – Name and Number
Voicemail with Message Waiting Indicator (non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

* This service offering is limited to all existing subscribers at their existing locations.

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer. (T) | (T)

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone Plus Service* (Continued)

2. Regulations

a. The Frontier Digital Phone Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. 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

f. Customers may add or delete any features offered in the package without a service order charge.

g. The bundle is offered on a one, two, or three, year term basis.

1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

2. If the customer cancels the bundle before the end of the term contract, an early termination charge of $200.00 shall apply

h. The bundle will appear as a single line item on the bill.

i. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

3. Rates and Charges

	Monthly Rate
Digital Phone Plus Service	$49.99
Enhanced Feature Pack	$5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

N. Frontier Business Metro* (02/03/2022)

1. General

a. Frontier Business Metro Service is a bundled offering available to business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. In each bundle, customers may select any or all of the following services and features:

One Single Party Business Access Line
Extended Area Service (where provided)
Call Forwarding (Fixed)
Call Waiting
Caller ID – Name and Number
Voicemail with Message Waiting Indicator (Non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 8 or 30
Call Forwarding

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

N. Frontier Business Metro* (Continued) (02/03/2022)

2. Regulations

a. The Frontier Business Metro bundle is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

f. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

g. 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.

h. Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

3. Rates and Charges

	Monthly Rate
Business Metro	$44.99
Enhanced Feature Pack	$4.49 (01/30/2023)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

O. Frontier Digital Phone 100* (T)

1. General

The Frontier Digital Phone 100 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Extended Area Service, and Speed Calling 8.

2. Regulations

a. The Frontier Digital Phone 100 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. 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.

d. Federal Subscriber Line Charge will be billed separately from the bundle offering. All other surcharges and taxes will apply. Extended Area Service, where provided, is included in the bundle and will not be billed separately.

e. The bundle is offered on a month-to-month basis.

f. The bundle will appear as a single line item on the bill.

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

O. Frontier Digital Phone 100* (Continued) (T)

2. Regulations (Continued)

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

h. The following features are available at rates specified below: Call Forwarding

Call Forwarding
Busy Line
Call Waiting/Cancel Call Waiting
Caller ID Name
Caller ID Name and Number
Call Waiting ID
Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Call 30
Call Trace

3. Rates and Charges

Monthly Rate	$23.99
One Feature	$5.99
Two Features	$7.99
Three Features	$9.99
All Listed Features	$12.99

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

P. Frontier Digital Phone Essentials 1- 2010* (T)

1. General

a. The Frontier Digital Phone Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Extended Area service (where provided) and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Call Forwarding
Three-Way Calling
Call Waiting/Cancel Call Waiting
Call Waiting ID
Caller ID – Name and Number

b. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle.

Call Forward Busy
Caller ID Number
Automatic Call Return
Automatic Busy Redial
Speed Call 30
Call Tracing Service

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

P. Frontier Digital Phone Essentials 1 - 2010* (Continued)

2. Regulations

a. The Frontier Digital Phone Essentials 1 is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

f. 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.

g. Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate
Monthly Rate	$28.99
Unlimited Feature Package	$5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010* (T)

1. General

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Extended Area Service (where provided) and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Call Forward Busy Line/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting Three-Way Calling
Automatic Busy Redial Speed Call 8 Automatic Call Return 10 free DA Calls
Voice Mail with Message Waiting Indication (non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Speed Call 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010* (Continued)

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

f. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate
Frontier Digital Phone Nationwide Unlimited with Essentials 1	$39.99
Enhanced Feature Pack	$5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010* (T)

1. General

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Extended Area Service (where provided) and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication (non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Speed Calling 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Three-Way Calling
Automatic Busy Redial
Speed Call 8
Automatic Call Return

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

T. Frontier Digital Phone Nationwide Unlimited with Essentials 4 – 2010* (Continued)

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 4 is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

f. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate
Monthly Rate	$19.99
Enhanced Feature Pack	$ 5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

U. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010* (T)

1. General

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes two basic Flat Rate Access Line, Extended Area Service (where provided) and a combination of local features. Customers can take any combination of features for the same flat rate charge. Features are added to the first line only.

Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Three-Way Calling
Automatic Busy Redial
Speed Call 8
Automatic Call Return
10 free DA Calls
Voice Mail with Message Waiting Indication (non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Speed Calling 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

U. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010* (Continued)

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

f. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	$39.99
Enhanced Feature Pack	$ 5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

V. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010*

1. General

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 is a package offering available to residential customers that subscribe to flat rate service. The package includes two basic Flat Rate Access Line, Extended Area Service (where provided) and a combination of local features. Customers can take any combination of features for the same flat rate charge. Features are added to the first line only.

Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication (non-regulated)

b. Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Speed Calling 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Three-Way Calling
Automatic Busy Redial
Speed Call 8
Automatic Call Return

* This service offering is limited to all existing subscribers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

V. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 – 2010* (Continued)

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

e. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

f. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate
Monthly Rate	$19.99
Enhanced Feature Pack	$ 5.49 (01/30/2023)

* This service offering is limited to all existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

W. Frontier Business Nationwide Unlimited Service I** (T)

1. General

   a. The Frontier Business Nationwide Unlimited Service I is a package offering available to business customers who subscribe to a maximum of twelve one Party business access lines per customer location. Frontier Business Nationwide Unlimited Service I features and services are listed below.

      One Business Access Line
      Caller ID - Name and Number
      Call Forwarding Busy Line/No Answer
      Extended Area Service (where applicable)
      Frontier Deluxe Voice Mail (non-regulated)
      Eight features from the Frontier Business All In Feature Package listed below.

   b. Frontier Business All In Feature Package

      Call Waiting/Cancel Call Waiting Automatic Call Return
      Three-Way Calling Call Transfer
      Speed Calling 8 or 30 Numbers Caller ID Blocking
      Distinctive Ring Automatic Busy Redial
      Call Forwarding Selective Call Acceptance
      Selective Call Forwarding Call Forwarding – Busy Line
      Call Forward No Answer Call Waiting - ID

2. Regulations

   a. The Frontier Business Nationwide Unlimited Service I is available where technically feasible.

   b. The features are provided subject to their individual service regulations as specified in this tariff.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

W. Frontier Business Nationwide Unlimited Service I**(Continued)

2. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Nationwide Unlimited Service I 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 basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundles are offered on a month to month basis.

h. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

i. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

j. Customers may select any eight features in the Frontier Business All In Feature Package for no extra charge.

k. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

a. Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	Monthly Rate
First Frontier Business Nationwide Unlimited Service I Line	$66.99
Additional Frontier Business Nationwide Unlimited Service I Lines	$56.99
Frontier Business All In Feature Package, per line	$ 5.49 (01/30/2023)

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

CITIZENS BUNDLED SERVICES

X. Frontier Business Nationwide Unlimited Service II* (02/03/2022)

1. General

a. The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve one Party business access lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

One Business Access Line
Caller ID - Name and Number
Call Forwarding Busy/No Answer
Extended Area Service (Where applicable)
Frontier Deluxe Voice Mail
Six features from the Frontier Business All In Feature Package listed below.

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Automatic Call Return
Three-Way Calling	Selective Call Forwarding
Speed Calling 8 or 30 Numbers	Caller ID Blocking
Distinctive Ring	Automatic Busy Redial
Call Forwarding	Selective Call Acceptance
Call Transfer	Call Forwarding Busy Line
Call Forward No Answer	Call Waiting - ID

2. Regulations

a. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

X. Frontier Business Nationwide Unlimited Service II* (Continued) (02/03/2022)

. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Nationwide Unlimited Service II 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 basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundles are offered on a month to month basis

h. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

i. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

j. Customers may select any six features in the Frontier Business All In Feature Package for no extra charge.

k. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

a. Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	Monthly Rate
First Frontier Business Nationwide Unlimited Service II Line	$52.99
Additional Frontier Business Nationwide Unlimited Service II Lines	$46.99
Frontier Business All In Feature Package, per line	$ 5.49 (01/30/2023)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of March 2, 2022. (02/03/2022)

CITIZENS BUNDLED SERVICES

Y. Frontier Business Local Unlimited I** (T)

1. General

   a. The Frontier Business Local Unlimited I is a package offering available to business customers, including the features and services listed below.

      One Business Access Line
      Extended Area Service (where applicable)
      Three features from the Frontier Business All In Feature Package listed below.

   b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Automatic Call Return
Three-Way Calling	Selective Call Forwarding
Speed Calling 8 or 30 Numbers	Caller ID Blocking
Distinctive Ring	Automatic Busy Redial
Call Forwarding	Selective Call Acceptance
Call Transfer	Call Forwarding Busy Line
Call Forward No Answer	Call Waiting - ID
Caller ID Name and Number	Frontier Basic or Deluxe Voice Mail

2. Regulations

   a. The Frontier Business Local Unlimited I is available where technically feasible.

   b. The features are provided subject to their individual service regulations as specified in this tariff.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

Y. Frontier Business Local Unlimited I** (Continued)

2. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Local Unlimited I 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 basic local service.

e. All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

f. The bundle cannot be used in association with a Residential line, PBX service or ISDN service.

g. Customers may select any three features in the Frontier Business All In Feature Package for no extra charge.

h. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Monthly Rate
Frontier Business Local Unlimited I	$42.99
Frontier Business All In Feature Package	$5.49 (01/30/2023)

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

CITIZENS BUNDLED SERVICES

Z. Frontier Business Local Unlimited II** (T)

1. General

a. The Frontier Business Local Unlimited II is a package offering available to business customers, including the features and services listed below.

One Business Access Line
Extended Area Service (Where applicable)
Two features from the Frontier Business All In Feature Package listed below.

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Automatic Call Return
Three-Way Calling	Selective Call Forwarding
Speed Calling 8 or 30 Numbers	Caller ID Blocking
Distinctive Ring	Automatic Busy Redial
Call Forwarding	Selective Call Acceptance
Call Transfer	Call Forwarding Busy Line
Call Forward No Answer	Call Waiting - ID
Caller ID Name and Number	Frontier Basic or Deluxe Voice Mail

2. Regulations

a. The Frontier Business Local Unlimited II is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

Z. Frontier Business Local Unlimited II** (Continued)

2. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Local Unlimited II 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 basic local service.

e. All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

f. The bundle cannot be used in association with a Residential line, PBX service or ISDN service.

g. Customers may select any two features in the Frontier Business All In Feature Package for no extra charge.

h. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Monthly Rate
Frontier Business Local Unlimited II	$35.99
Frontier Business All In Feature Package	$5.49 (01/30/2023)

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

CITIZENS BUNDLED SERVICES

AA. ISDN - Primary Rate Interface (ISDN-PRI) Bundle

1. General

   Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B- channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. Regulations

   a. ISDN PRI Bundle Service is available where technically feasible.

   b. 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.

   c. 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 for the change and will pay the current rates in effect for the term commitment chosen.

   d. 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).

   e. 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 Service Ordering Charge 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.

CITIZENS BUNDLED SERVICES

AA. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued)

2. Regulations (Continued)

f. Ports will be provided at the T-1 level only.

g. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

h. 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.

i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

j. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

CITIZENS BUNDLED SERVICES

AA. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued)

3. Rates and Charges

2-Year Term [1]	Monthly Rate
ISDN-PRI Bundle	$934.23 (03/02/2023)
ISDN-PRI Bundle with 20 DID Numbers	949.23 (03/02/2023)
ISDN-PRI Bundle with 50 DID Numbers	954.23 (03/02/2023)
ISDN-PRI Bundle with 100 DID Numbers	959.23 (03/02/2023)
3-Year Term [1]	
ISDN-PRI Bundle	$768.91 (03/02/2023)
ISDN-PRI Bundle with 20 DID Numbers	783.91 (03/02/2023)
ISDN-PRI Bundle with 50 DID Numbers	788.91 (03/02/2023)
ISDN-PRI Bundle with 100 DID Numbers	793.91 (03/02/2023)
5-Year Term [1]	
ISDN-PRI Bundle	$686.25 (03/02/2023)
ISDN-PRI Bundle with 20 DID Numbers	701.25 (03/02/2023)
ISDN-PRI Bundle with 50 DID Numbers	706.25 (03/02/2023)
ISDN-PRI Bundle with 100 DID Numbers	711.25 (03/02/2023)

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

CITIZENS BUNDLED SERVICES

BB. Frontier Digital Phone Essentials

1. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

a. Features and Services

Flat Rate Residential Access Line	Extended Area Service	
Caller ID	Call Waiting/Cancel Call Waiting	(T)

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Three Way Calling	Call Forward	
Busy Number Redial (*66)	Speed Call 30	(T)
Call Return (*69)	Distinctive Ring	(T)
Anonymous Call Rejection		
Call Forward Variable or Fixed	Call Forward Busy	
Selective Call Forwarding	Selective Call Rejection	
Selective Call Acceptance	Priority Ring	
Basic or Deluxe Voicemail		

2. Regulations

a. The Frontier Digital Phone Essentials is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. 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.

CITIZENS BUNDLED SERVICES

BB. Frontier Digital Phone Essentials (Continued)

2. Regulations (Continued)

   d. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

   e. Customers may add or delete any features offered in the package without a service order charge.

   f. 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.

   g. The bundles are offered on a month to month basis.

   h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month
Frontier Digital Phone Essentials	$21.99
Feature Pack	$5.49 (01/30/2023)

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Unlimited

1. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

a. Features and Services

Flat Rate Residential Access Line	Extended Area Service Caller ID	
Call Waiting/Cancel Call Waiting ID	Speed Calling 30	
Call Return (*69)	Voicemail (non-regulated)	(T)

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Busy Number Redial (*66)	Three Way Calling	(T)
Call Forward	Distinctive Ring	
Anonymous Call Rejection		
Priority Ring	Call Forward Variable or Fixed	
Call Forward Busy	Selective Call Forwarding	
Selective Call Rejection	Selective Call Acceptance	

2. Regulations

a. The Frontier Digital Phone Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. 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.

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Unlimited (continued)

2. Regulations (continued)

   d. Customers may add or delete any features offered in the package without a service order charge.

   e. 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.

   f. The bundles are offered on a month to month basis.

   g. The bundle will appear as a single line item on the bill.

   h. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited do not apply.

3. Rates and Charges

	Per month
Frontier Digital Phone Unlimited	$31.99
Feature Pack	$5.49 (01/30/2023)

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited Plus

1. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

a. Features and Services

Two Flat Rate Residential Access Line	Extended Area Service	
Busy Number Redial (*66)	Caller ID	(T)
Call Waiting/Cancel Call Waiting		(T)
Speed Calling 30	Call Return (*69) Voicemail (non-regulated)	

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

	Three Way Calling	(D)
Call Forward	Distinctive Ring	
Anonymous Call Rejection		(D)
Priority Ring	Call Forward Variable or Fixed	
Call Forward Busy	Selective Call Forwarding	
Selective Call Rejection	Selective Call Acceptance	

2. Regulations

a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited Plus (continued)

2. Regulations (continued)

   c. 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.

   d. Customers may add or delete any features offered in the package without a service order charge.

   e. 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.

   f. The bundles are offered on a month to month basis.

   g. The bundle will appear as a single line item on the bill.

   h. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus do not apply.

3. Rates and Charges

	Per month
Frontier Digital Phone Unlimited Plus	$31.99
Feature Pack	$5.49 (01/30/2023)
Stay Connected Seasonal Service * (06/05/2020)	$9.99

* Stay Connected Seasonal Service is grandfathered. Effective June 5, 2020 this service offering is limited to existing subscribers at existing locations. (06/05/2020)

CITIZENS BUNDLED SERVICES

EE. Frontier Simply Unlimited Service ** (T)

1. General

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

One Flat Rate Business Access Line
Extended Area Service (where applicable)
Call Forwarding Busy/Don't Answer
Caller ID
Voicemail (non-regulated)
Eight Features from the Feature Package listed below

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Three Way Calling
Multiline Hunt Service	Speed Call 30
Distinctive Ring	Anonymous Call Block
Priority Call	Call Transfer
Selective Call Acceptance	Caller ID Blocking
Call Return (*69)	Busy Number Redial (*66)
Call Forwarding	Call Forwarding – Busy Line
	Select Call Forwarding
Selective Call Rejection	Call Forwarding Don't Answer

2. Regulations

a. The Frontier Simply Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

EE. Frontier Simply Unlimited Service ** (Continued)

2. Regulations (Continued)

   c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

   d. Frontier Simply Unlimited Service includes basic local service and non- basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

   e. Customers may add or delete any features offered in the package without a service order charge.

   f. The bundle will appear as a single line item on the customer's bill.

   g. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

   h. The bundles are offered on a month-to-month basis.

   i. Bundles on line four through twelve are given an additional discount.

3. Rates and Charges

   a. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

   b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate
Frontier Simply Unlimited Service (Lines 1 to 3)	$48.99
Each Additional Package (Lines 4 to 12)	$33.99
Frontier Business All in Feature Package	$5.49 (01/30/2023)

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

CITIZENS BUNDLED SERVICES

FF. Frontier OneVoice

1. General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

b. Premium Feature Package Call Return (*69)

Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

2. Regulations

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 this tariff.

c. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

CITIZENS BUNDLED SERVICES

EE. Frontier Simply Unlimited Service (continued)

2. Regulations (continued)

d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge or an early termination fee.

f. The bundle will appear as a single line item on the customer's bill.

g. 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.

h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, one, two** or three* year term basis. (04/03/2024)

Text Deleted (07/27/2020)

3. Rates and Charges

a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. New customers will incur a non-recurring charge up to $95.00 per account. This charge supersedes the Initial Order and Connection charges. (07/27/2020)

	Monthly Rate
Monthly Rate Basic Bundle	$57.99 (01/31/2024)
Term Price with 1, 2** or 3* year commitment	$42.99 (04/03/2024)
Premium Feature Package	$9.99

* The three year term plan is grandfathered as of March 1, 2024. Customers at the end of their three year term plan will be moved to a month to month, one, or two year term commitment. (01/31/2024)

** The two year term plan is grandfathered as of May 3, 2024. Customers at the end of their two year term plan will be moved to a month to month, or one year term commitment. (04/03/2024)

CITIZENS BUNDLED SERVICES

EF. Frontier Commercial Voice Unlimited**

1. General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle
Single Party Flat Rate Access Line
(Touchtone) where applicable
Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Three Way Calling
Hunting

2. Regulations

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 Commercial Voice Unlimited 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.

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

EF. Frontier Commercial Voice Unlimited (continued)** (T)

2. Regulations (continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

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, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

9. The bundle is offered on a month-to-month, or one 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. At the end of the one year term, customers will be moved to the month pricing.

3. Rates and Charges

- Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

- Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	Monthly Rate
	Basic Bundle
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

**This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

EG. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (N)

1. GENERAL

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call

2. 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.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

CITIZENS BUNDLED SERVICES

EG. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

2. CONDITIONS (Continued)

   g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

   h. The bundle is offered on a month-to-month basis.

   i. The bundle will appear as a single line item on the bill.

   j. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

   k. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

   l. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

3. RATES AND CHARGES

   a. 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.

   b. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited (Challenger) do not apply.

   c. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate
Frontier Digital Phone Unlimited (Challenger)	$21.99
Feature Package	$5.49 (01/30/2023)

CITIZENS BUNDLED SERVICES

E5. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (N)

1. GENERAL

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Unlimited Extended Area Service
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward
Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

2. CONDITIONS

a. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

CITIZENS BUNDLED SERVICES

E5. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

2. CONDITIONS (Continued)

f. The bundle is offered on a month-to-month basis.

g. The bundle will appear as a single line item on the bill.

h. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

3. RATES AND CHARGES

a. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

b. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) do not apply.

c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate
Frontier Digital Phone Unlimited Plus (Challenger)	$21.99
Feature Package	$5.49 (01/30/2023)

CITIZENS BUNDLED SERVICES

E6. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

1. GENERAL

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle
Local Exchange Network Access Line
Caller ID with Name
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Anonymous Call Rejection
Basic Voicemail
Touchtone
Unlimited Domestic Long Distance calling including Canada and Mexico

2. 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.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

CITIZENS BUNDLED SERVICES

E6. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued) (N)

2. CONDITIONS (Continued)

g. All taxes and surcharges will apply and be billed separately.

h. The bundle is offered on a month-to-month basis.

i. The bundle will appear as a single line item on the bill.

j. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

k. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

l. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

m. A customer selecting this bundle is required to be PIC'd to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. RATES AND CHARGES

a. All surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

c. Customers subscribing to Frontier Residential Unlimited Voice Service and a qualifying Frontier Broadband Service will be given a $23.00 credit per month on their Frontier Broadband Service.

d. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate
Frontier Residential Unlimited Voice Service	$43.00*

* Rate includes unlimited long distance provided by Frontier Communications of America, Inc.

(N)

CITIZENS BUNDLED SERVICES

E7. Frontier Unlimited Voice and Feature Bundle (N)

1. GENERAL

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

2. 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.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

d. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

CITIZENS BUNDLED SERVICES

E7. Frontier Unlimited Voice and Feature Bundle (Continued) (N)

2. CONDITIONS (continued)

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

f. The bundle is offered on a month-to-month basis.

g. The bundle will appear as a single line item on the bill.

h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.

l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

(N)

CITIZENS BUNDLED SERVICES

E7. Frontier Unlimited Voice and Feature Bundle (Continued) (N)

3. RATES AND CHARGES

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and CO Connection Charge.

c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$73.00*

* Rate Includes unlimited long distance provided by Frontier Communications of America, Inc.

(N)

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PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (09/13/2023)

A. Citizens Select and Citizens Select Plus Promotion

Residential customers who order Citizens Select or Citizens Select Plus service packages on their existing or additional lines between February 1, 2002, and March 31, 2002, inclusive, will receive waiver of the $12.00 Subsequent Service Order Charge. For each line on which the service package is ordered, the customers will also receive a $10.00 credit on their next bill. If they do not subscribe to the service for at least 30 continuous days, a subsequent reversing charge will apply, equal to the $10.00 credit per line plus the waived $12.00 Subsequent Service Order Charge.

B. Call Waiting Promotion

Residential customers who order Call Waiting as an individual service between March 1, 2002, and April 30, 2002, inclusive, will receive waiver of the Call Waiting monthly rate of $2.45 per line that would otherwise apply for the first month of subscription. If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the waived monthly rate of $2.45 per line. This offer does not apply to orders for Call Waiting as part of Citizens Select or Citizens Select Plus service packages or as part of Custom Calling packages.

C. Caller ID Promotion

Residential customers who order Caller ID – Name and Number or Caller ID – Number as an individual service between April 1, 2002, and May 31, 2002, inclusive, will receive an offer to receive a free Consumerware SID Type 1 Caller ID display unit. The customer will pay the $5.50 shipping and handling charge. If the customer does not subscribe to the service for at least 90 continuous days, the customer will be charged an additional $19.95, plus applicable state sales tax, for the Caller ID display unit. This offer does not apply to orders for Caller ID – Name and Number or for Caller ID – Number as part of Custom Calling packages.

PROMOTIONS

D. Frontier Feature5 Packsm Promotion

Customers who order the Frontier Feature5 Pack[sm] between April 15, 2002, and July 13, 2002, inclusive, will receive waiver of the Subsequent Service Order Charge. This offer does not apply to orders for Local Exchange Service.

E. Citizens Select and Citizens Select Plus Promotion

Residential customers who order Citizens Select or Citizens Select Plus service packages on initial, additional or existing lines between May 8, 2002, and June 21, 2002, inclusive, will receive on their next bill a $10.00 credit per line for each line on which the service package is ordered. For each line on which the service is ordered, the customer will also receive an offer to purchase a Caller ID cordless telephone having an approximate retail value of $100.00, at a $50.00 discount. The customer will also pay the $5.50 shipping and handling charge. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the associated $50.00 discount per telephone, plus applicable state sales tax.

F. Frontier Feature5 Pack[sm] Promotion

Customers who order the Frontier Feature5 Pack[sm] between July 15, 2002, and September 30, 2002, inclusive, will receive waiver of the Subsequent Service Order Charge. This offer does not apply to orders for Local Exchange Service.

G. Caller ID Promotion

Residential customers who are not subscribers to Caller ID-Name and Number, either as an individual service or as part of the Citizens Select or Citizens Select Plus service packages, and who order one of these three services between July 31, 2002, and September 20, 2002, inclusive, will receive the following dated coupons to be redeemed by the customer by mail:

1. One coupon redeemable for a $20.00 credit applied to their next month's Frontier Long Distance bill.

2. One coupon redeemable for a $10.00 credit applied to their second month's Frontier Long Distance bill.

If the customer does not continue to subscribe to the Caller ID-Name and Number service for a minimum of 90 days, the customer will be charged back any of the redeemed credits listed above.

PROMOTIONS

H. Additional Line Promotion

Residential customers who order an additional Local Exchange Service line between September 15, 2002, and October 15, 2002, inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period.

I. Citizens Select and Citizens Select Plus Promotion

Residential customers who order Citizens Select or Citizens Select Plus service packages on their existing lines between October 15, 2002, and November 15, 2002, inclusive, will receive on their next bill a $10.00 credit per line for each existing line on which the service package is ordered. If the customer does not subscribe to the service package for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $10.00 credit per line.

PROMOTIONS

J. Frontier Feature5 Pack[sm] Promotion

A. Customers who order the Frontier Feature5 Pack[sm] between October 14, 2002, and December 31, 2002, inclusive, will receive:

1. Waiver of the Service Ordering Charge, and

2. A choice of one of the following two offers:

a. Caller ID display unit with list price of $19.95 at no charge, or

b. A choice of one of the following telephones: a Cortelco Model 2210 single-line telephone with list price of $90.00 at a price of $66.00, or a Cortelco Model 2220 two-line telephone with list price of $120.00 at a price of $90.00, or a Panasonic 900 Mhz cordless telephone with list price of $99.95 at a price of $59.00.

This offer does not apply on orders for Basic Local Exchange Service.

K. Caller ID and Call Waiting Promotion

1. Residential customers who order Caller ID - Number or Caller ID – Name and Number on their existing lines, either as an individual service or as part of the Citizens Select or Citizens Select Plus service packages, between November 15, 2002, and December 31, 2002, inclusive, will receive at no charge a Caller ID display unit and a prepaid calling card good for 100 minutes of long-distance service. The customer will be charged an additional $19.95 for the Caller ID display unit if the customer does not continue to subscribe to the Caller ID service or the Citizens Select or Citizens Select Plus service package for a minimum of 90 days,

2. Residential customers who order Call Waiting on their existing lines, either as an individual service or as part of the Citizens Select or Citizens Select Plus service packages, between November 15, 2002, and December 31, 2002, inclusive, will receive at no charge a prepaid calling card good for 100 minutes of long-distance service.

PROMOTIONS

L. CITIZENS SELECT AND CITIZENS SELECT PLUS PROMOTION

Residential customers who order the Citizens Select or Citizens Select Plus service packages on their existing lines between January 1, 2003, and February 15, 2003, inclusive, will receive on their next bill a waiver of the Subsequent Service Order Charge and, for each existing line on which the service is ordered, their choice of either a $10.00 credit per line or a Caller ID display telephone having a retail value of $60.00. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $12.00 Subsequent Service Order Charge and either the $10.00 credit per line or the $60.00 retail value per telephone.

M. CALLER ID AND CITIZENS SELECT/CITIZENS SELECT PLUS PROMOTION

Residential customers who order Caller ID Name and Number, either as an individual service or as part of the Citizens Select or Citizens Select Plus service package on their existing lines between February 16, 2003, and March 15, 2003, inclusive, will receive the following incentives:

1. For each existing line on which Caller ID Name and Number is ordered as an individual service, the customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display unit having a retail value of $20.00. If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the $20.00 retail value of the Caller ID display unit.

2. On orders for the Citizens Select or Citizens Select Plus service package, the Subsequent Service Order Charge will be waived. For each existing line on which the service package is ordered, the customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display cordless telephone having a retail value of $50.00. If the customer does not subscribe to the service package for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $12.00 Subsequent Service Order Charge and the $50.00 retail value of the Caller ID display cordless telephone.

PROMOTIONS

N. ADDITIONAL LINE PROMOTION

Residential customers who order an additional Local Exchange Service line between March 1, 2003, and April 15, 2003, inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period.

O. CALLER ID PROMOTION

Residential customers who order Caller ID Name and Number as an individual service on their existing lines between March 16, 2003, and April 30, 2003, inclusive, will receive their choice of the following incentives for each existing line on which Caller ID Name and Number is ordered:

1. The customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display unit having a retail value of $20.00, or

2. The customer will receive, while supplies last, at no charge a prepaid calling card good for 100 minutes of long-distance service and having a retail value of $6.00.

If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the $20.00 retail value of the Caller ID display unit or the $6.00 retail value of the prepaid calling card, as applicable.

P. FRONTIER CHOICES[sm] TIER BUNDLES PROMOTION

Residential customers who order a Frontier Choices[sm] Tier Bundle on their existing lines between April 16, 2003, and July 14, 2003, inclusive, will receive waiver of the otherwise applicable Service Order Charge and a one-time credit of $10.00 for each Tier Bundle ordered.

PROMOTIONS

Q. ADDITIONAL LINE PROMOTION

Business customers who order three or fewer additional access lines between June 15, 2003, and August 31, 2003, inclusive, will receive waiver of the otherwise applicable Service Ordering Charge and Line Connection Charge.

R. FRONTIER FEATURE5 PACKSM PROMOTION

Customers who order the Frontier Feature5 Pack^{sm} on their existing or additional lines or as part of an initial order for Basic Local Exchange Service, between June 15, 2003, and August 31, 2003, inclusive, will receive the following:

1. Waiver of the Service Ordering Charge that is otherwise applicable to the Frontier Feature5 Pack^{sm} , and a

2. Monthly credit of $6.00 per line applied against the regular monthly charge of $11.95 per line for three months.

If customers, within the first 60 days of their subscription to the Frontier Feature5 Pack^{sm}, notify the Company of their dissatisfaction with the Frontier Feature5 Pack^{sm} and request to discontinue the service, they will be offered a full refund of one month's net monthly recurring charge of $5.95 per line, or prorated portion thereof if subscription is less than 30 days. The service will be discontinued from the customer's line. The refund will be applied as a credit on the customer's bill. Each customer who subscribes to the service during the promotional period will be entitled to the credit one time, subject to the above conditions.

PROMOTIONS

S. FRONTIER CHOICES TIER BUNDLES PROMOTION

During a promotional period from July 20, 2003, through August 29, 2003, inclusive, existing and new subscribers to Frontier Choices[sm] Tier Bundles will be offered a cordless Caller ID display phone having a retail value of $49.95 for $24.95, with no shipping and handling charges. Subject to the availability of the cordless phone, the Company reserves the right to substitute a cordless phone of equal or greater value.

T. CALLER ID PROMOTION

Residential customers who order Caller ID - Name and Number or Caller ID - Number as an individual service on their existing lines between September 1, 2003, and October 15, 2003, inclusive, will receive their choice of either a Caller ID display unit having a retail value of $20.00 or a credit equal to the charge for one month of the Caller ID service. If the customer does not subscribe to the Caller ID for at least 180 continuous days, a subsequent reversing charge will apply, equal to either the
$20.00 value of the Caller ID display unit or the charge for one month of the Caller ID service, depending on the choice that the customer had selected.

U. FRONTIER CHOICESSM TIER BUNDLES PROMOTION

Residential customers who order a Frontier Choices[sm] Tier Bundle on their existing lines between September 1, 2003, and October 17, 2003, inclusive, will receive waiver of the otherwise applicable Service Order Charge and a one-time credit as follows:

Bundle	Credit
Tier I	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$20.00
Tier V	$25.00

This offer is available only to customers who do not already subscribe to a Frontier Choices[sm] Tier Bundle and to customers who switch to another Frontier Choices[sm] Tier Bundle of greater value.

PROMOTIONS

V. CALLER ID AND FRONTIER CHOICES^{sm} TIER BUNDLES OFFERS

During the period from September 1, 2003, through November 28, 2003, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices^{sm} Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choices^{sm} Tier Bundle. If the customer discontinues the Frontier Choices^{sm} Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

W. CALLER ID AND FRONTIER CHOICES^{sm} TIER BUNDLES OFFERS

During the period from December 1, 2003, through February 28, 2004, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices^{sm} Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choices^{sm} Tier Bundle. If the customer discontinues the Frontier Choices^{sm} Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

PROMOTIONS

X. FRONTIER CHOICESsm TIER BUNDLES PROMOTION

1. Residential customers who order a Frontier Choicessm Tier Bundle between January 5, 2004, and February 20, 2004, inclusive, under a one-year term contract will receive the following incentives:

   a. Tier II or Tier III Bundle. For each bundle ordered, the customer will receive a free Caller ID phone with a retail value of $39.95.

   b. Tier IV or Tier V Bundle. For each bundle ordered, the customer will receive the following monthly credit per bundle for six months, applied against the regular monthly charge per bundle:

Bundle	Monthly Credit per Bundle
Tier IV	$ 5.05
Tier V	$10.00

2. If the customer discontinues the service before the one-year term contract expires, a subsequent reversing charge will apply, equal to, as applicable, the retail value of the phone received or the monthly credits received.

3. This offer is not available in the following exchanges, where the Frontier Choicessm Tier Bundles One-Year Term Commitment is separately offered, as specified in Section 8:

   Blooming Prairie
   Dodge Center
   Ellendale
   Hayfield
   Milaca

PROMOTIONS

Y. CALLER ID AND FRONTIER CHOICES[sm] TIER BUNDLES OFFERS

During the period from March 1, 2004, through May 29, 2004, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices[sm] Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices[sm] Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choices[sm] Tier Bundle. If the customer discontinues the Frontier Choices[sm] Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

Z. FRONTIER CHOICES[sm] TIER BUNDLE PROMOTION

Residential customers who order a Frontier Choices Tier Bundle on existing or additional lines between April 24, 2004, and June 18, 2004, inclusive, will receive waiver of the otherwise applicable Subsequent Service Order Charge and a one-time credit as follows:

Bundle	Non-Recurring Credit Per Bundle
Tier I	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$30.00
Tier V	$35.00

The Primary Service Order Charge is not waived on orders where that charge applies.

PROMOTIONS

AA. FRONTIERWORKS^{sm} SMALL BUSINESS SOLUTIONS PROMOTION

Business customers who order a FrontierWorks^{sm} Small Business Solutions bundle on a new, additional, or existing line between May 24, 2004, and August 13, 2004, inclusive, will receive waiver of the otherwise applicable Service Charges specified in Section 6.

BB. CALLER ID AND FRONTIER CHOICES^{sm} TIER BUNDLES OFFERS

During the period from May 31, 2004, through August 28, 2004, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices^{sm} Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choicesy Tier Bundle. If the customer discontinues the Frontier Choicesy Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

CC. FRONTIER CHOICESSM TIER BUNDLE PROMOTION

Between June 21, 2004, and July 30, 2004, inclusive, residential customers who order, for a 12-month term, a Frontier Choices^{sm} Tier IV or Tier V Bundle on an existing line or with initial installation of Local Exchange Service will receive waiver of the otherwise applicable Service Charges specified in Section 5. The customers will also receive, for each of the first two months of the term, a credit equal to the monthly rates for the Asymmetrical Digital Subscriber Line Service and the Frontier Internet service that are components of the Tier Bundle. If the customer discontinues the Tier Bundle before the end of the 12-month term, a subsequent reversing charge will apply, equal to these credits. Customers who order a Tier Bundle with installation of Local Exchange Service under the terms of this promotion will not receive the $10.00 one-time credit that they would otherwise receive pursuant to Section 8.C.3(e).

PROMOTIONS

DD. ADDITIONAL LINE PROMOTION

Existing and new residential customers who order an additional access line during the promotional period between August 2, 2004, and October 30, 2004, inclusive, and commit to keep the additional line for 12 months will receive a one-time credit of $50.00 and a discount of 50 percent off the monthly rate of Residential Local Exchange Service for nine months for each of the committed access lines. Separately itemized rates for Extended Area Service are not discounted. This promotion applies to additional lines ordered either individually or as part of a bundled service package.

Existing residential customers who, during this promotional period, commit to keep an additional access line for 12 months will receive a discount of 50 percent off the monthly rate of Residential Local Exchange Service for nine months for each of the committed access lines. Separately itemized rates for Extended Area Service are not discounted. This promotion applies to commitments on existing lines beyond the first line, either individually or as upgrades to a bundled service package.

If the customer discontinues the additional access line before the end of the 12-month commitment period, a reversing charge will apply, equal to the credits and discounts previously applied in this promotion.

The additional access lines that qualify under this promotion are not eligible for Seasonal Service or Vacation Rate Service, as described in Section 5, during the 12-month commitment period.

This promotion applies only where facilities are available during the promotional period.

PROMOTIONS

EE. CALLER ID AND FRONTIER CHOICES[sm] TIER BUNDLES OFFERS

During the period from August 30, 2004, through November 27, 2004, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices[sm] Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices[sm] Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choices[sm] Tier Bundle. If the customer discontinues the Frontier Choices[sm] Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

FF. FrontierWorks[sm] Small Business Solutions Promotion

Business customers who order FrontierWorks[sm] Small Business Solutions bundle SB1, SB2, SB3, SB4, SB5, or SB6 under a two-year or three-year term contract and also order FrontierWorks[sm] Select5 as part of the bundle on a new or existing line between October 12, 2004, and December 31, 2004, inclusive, will receive the following: (1) waiver of the otherwise applicable Service Charges, and (2) the FrontierWorks[sm] Select5 free for the first six months.

PROMOTIONS

GG. CALLER ID AND FRONTIER CHOICES[sm] TIER BUNDLES OFFERS

During the period from November 29, 2004, through February 26, 2005, inclusive, new residential Caller ID - Name and Number subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices[sm] Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. The offer will also be available to residential customers who do not receive the mailing but who order a Frontier Choices[sm] Tier Bundle during this period and who provide the special offer code at the time of the order. This offer is available only to residential customers who do not already subscribe to a Frontier Choices[sm] Tier Bundle. If the customer discontinues the Frontier Choices[sm] Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

HH. CALLER ID AND FRONTIER CHOICES[sm] TIER BUNDLES OFFERS

During the period from February 28, 2005, through May 28, 2005, inclusive, new residential Caller ID - Name subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00.
The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices[sm] Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. This offer is only available to residential customers who do not already subscribe to a Frontier Choices[sm] Tier Bundle. If the customer discontinues the Frontier Choices[sm] Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

PROMOTIONS

II. Caller ID and Frontier Choices Tier Bundles Offers

During the period from May 30, 2005, through August 27, 2005, inclusive, new residential Caller ID - Name subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00.
The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. This offer is only available to residential customers who do not already subscribe to a Frontier Choices^{sm} Tier Bundle. If the customer discontinues the Frontier Choices^{sm} Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

JJ. Caller ID and Frontier Choices Tier Bundles Offers

During the period from August 29, 2005, through November 26, 2005, inclusive, new residential Caller ID - Name subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. This offer is only available to residential customers who do not already subscribe to a Frontier Choices^{sm} Tier Bundle. If the customer discontinues the Frontier Choices^{sm} Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

PROMOTIONS

KK. Caller ID and Frontier Choices Tier Bundles Offers

During the period from November 28, 2005, through February 26, 2006, inclusive, new residential Caller ID - Name subscribers and new Caller ID - Number subscribers will receive a coupon by U.S. mail. If the customer continues to subscribe to the service for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID service.

The mailing will also include an offer for a free cordless Caller ID phone having an approximate retail value of $50.00, offered to customers who order one of the Frontier Choices^{sm} Tier Bundles during this period. To receive the free phone, with no shipping and handling charge, the customer must provide, at the time of the order, the special offer code included in the mailing. This offer is only available to residential customers who do not already subscribe to a Frontier Choices^{sm} Tier Bundle. If the customer discontinues the Frontier Choices^{sm} Tier Bundle within the first 180 days of the activation date of the bundle, the customer will be charged $55.45 for the value of the phone and shipping and handling.

LL. Move Within Service Area Promotion

The purpose of this filing is to offer a special promotion to residential customers. The promotion waives the Primary Service Order Charge and the Line Connection Charge for an existing residential customer who moves to a new location within the company's service territory and initiates new residential service at that new location. The name on the account must remain unchanged and the new account must be set up within a week of the cancelled account. The waiver is conditional upon the customer retaining service at the new location for at least six months. If the customer terminates service at the new location within six months, the amount of the waived service charges will be billed to the customer. A customer can take advantage of this offering only once. The original account must be in good standing to take advantage of the promotion. Effective March 19, 2006 through June 17, 2006.

PROMOTIONS

MM. Frontier Choices[sm] Tier Bundle Promotion

Between August 15, 2006 and November 10, 2006, eligible customers that accept this offer and order a Frontier Choices[sm] Tier Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under the one- year term rate plan and that 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, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of $100 applies if the Tier Bundle contains only regulated services; a termination fee of $200 applies if the Tier Bundle contains both regulated and non-regulated services. 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.

NN. Digital Phone Enhanced Feature Pack Promotion

Existing and new residential customers who order Digital Phone Enhanced Feature pack between August 11, 2007, and November 9, 2007 will receive a waiver of the applicable nonrecurring installation/activation charges.

OO. Digital Phone Essentials Promotion

New residential customers who order Digital Phone Essentials between April 1, 2008, and June 29, 2008 will receive a waiver of the applicable nonrecurring installation/activation charges.

PP. Frontier Business Metro (N)

New business customers who order Frontier Business Metro between February 27, 2009, and May 27, 2009 will receive a waiver of the applicable nonrecurring installation/activation charges. (N)

PROMOTIONS

QQ. Simply Unlimited Multiline Promotion

Beginning May 12, 2013 and extending until July 30, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited Bundle for $23.99/line per month. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the 2nd and 3rd line remain in effect.

RR. Simply Unlimited Multiline Bundle – All Line Promotion

Beginning July 7, 2013 and extending until October 4, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

SS. Simply Unlimited Multiline Bundle – All Line Promotion

Beginning October 7, 2013 and extending until December 31, 2013, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

TT. Simply Unlimited Multiline Bundle – All Line Promotion

Beginning January 3, 2014 and extending until March 28, 2014, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

UU. Simply Unlimited Multiline Bundle – All Line Promotion without Broadband (N)

Beginning January 19, 2014 and extending until April 15, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect. (N)

PROMOTIONS

VV. Simply Unlimited Multiline Bundle – All Line Promotion without Broadband

Beginning April 17, 2014 and extending until June 30, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

WW. Frontier Simply Unlimited Promotion

Beginning September 5, 2014 thru November 23, 2014 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

XX. Frontier Simply Unlimited Promotion

Beginning November 24, 2014 through March 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

YY. Frontier Simply Unlimited Promotion (N)

Beginning April 1, 2015 through June 29, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

(N)

PROMOTIONS

ZZ. Frontier Simply Unlimited Promotion

Beginning July 1, 2015 through December 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

AAA. OneVoice Nationwide Promotion

Beginning November 1, 2015 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived.
Changes to the product services after 3/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

BBB. OneVoice Nationwide Promotion (N)

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect. (N)

PROMOTIONS

CCC. OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

DDD. Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/20/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

EEE. Digital Phone

Beginning August 12, 2018 and extending through October 19, 2018, new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of $19.99 for two years. Digital Phone products include:

- Frontier Digital Phone Unlimited (Leader)
- Frontier Digital Phone Unlimited Plus (Leader)
- Frontier Digital Phone Unlimited (Challenger)
- Frontier Digital Phone Unlimited Plus (Challenger)

FFF. Digital Phone Unlimited (N)

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

- Frontier Digital Phone Unlimited (Leader)
- Frontier Digital Phone Unlimited Plus (Leader)
- Frontier Digital Phone Unlimited (Challenger)
- Frontier Digital Phone Unlimited Plus (Challenger)

(N)

PROMOTIONS

GGG. Frontier OneVoice (N)

Between August 22, 2021 and November 19, 2021, New fiber based Frontier OneVoice customers who purchase a qualifying broadband service will be give a $29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N)