



21 West Ave., Spencerport, NY 14559  
[Frontier.com](http://Frontier.com)

December 17, 2024

Advice Letter No.: NAV-24-03

Records Management Bureau  
New Mexico Public Regulation Commission  
1120 Paseo De Peralta  
Santa Fe, NM 87501-2747

**RE: Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company – Grandfathered Services**

Dear Commissioners and Staff:

Navajo Communications Company, Inc. d/b/a Frontier Navajo Communications Company submits an electronic filing of revised tariff sheets for the New Mexico Public Regulation Commission review and approval.

The purpose of this filing is to grandfather Frontier Digital Phone Unlimited (Challenger), Frontier Digital Phone Unlimited Plus (Challenger), Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited and Frontier Digital Phone Unlimited Plus.

A copy of the newspaper ad and affidavit will be sent to the Commission after publication.

It is respectfully requested that this filing become effective on January 1, 2025.

Please direct any questions or notifications of action taken on this filing to Leslie Zink at (585) 777-4717, or [Leslie.Zink@ftr.com](mailto:Leslie.Zink@ftr.com).

Sincerely,

Leslie Zink  
Sr. Manager, Pricing & Tariffs

LZ: tr  
Enclosures

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – Grandfathered as of January 1, 2025**

(C)  
(C)

**I. 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  
Unlimited Extended Area Service

Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

\*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

**II. 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.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)** (Continued) - Grandfathered as of  
January 1, 2025

(C)  
(C)

**II. CONDITIONS** (Continued)

- 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. 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.
- M. Stay Connected Seasonal <sup>1</sup> Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. 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.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.
  - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 8. The Federal Subscriber Line Charge is included in the monthly rate.
  - 9. All applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)** (Continued) - Grandfathered as of January 1, 2025 (C)  
(C)

**III. 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 Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** - Grandfathered as of  
January 1, 2025

(C)  
(C)

**I. 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	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

**II. 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.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** (Continued) - Grandfathered  
as of January 1, 2025

(C)  
(C)

**II. 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.
- L. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. 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.
  - 3. Customer's line will be available for 911 calls only at the time of suspension.
  - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 6. The cost of the service includes the Subscriber Line Charge.
  - 7. This service does not change any other terms and conditions of the product.
  - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - 9. All other applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)** (Continued) - Grandfathered (C)  
as of January 1, 2025 (C)

**III. 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 Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered as of January 1, 2025**

(C)

**I. GENERAL**

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line  
Unlimited Extended Area Service  
Call ID with Name  
Call Waiting/Call Waiting ID/Cancel Call Waiting

Feature Package

3 Way Calling	Call Forward No Answer
*66 Busy Number Redial	Speed Call 8 <sup>(1)</sup> or 30
*69 Call Return	Call Forward Busy
Anonymous Call Block/Rejection	Selective Call Rejection
Basic Call Forward	Priority Call
Basic or Deluxe Voicemail	

**II. SPECIAL 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 regulated services that are included in the bundle in accordance with existing tariff rules.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.



**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued) – Grandfathered as of January 1, 2025 (C)

**II. SPECIAL CONDITIONS** (Continued)

- 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. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- 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.
- L. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect 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. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS** (Continued) – Grandfathered as of January 1, 2025 (C)

**II. SPECIAL CONDITIONS** (Continued)

L. (Continued)

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

**III. 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. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 15 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED** – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail 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

Basic Flat Rate Access Line	Caller ID with Name
Unlimited Extended Area Service	Speed Call 8 <sup>(1)</sup>
*66 Busy Number Redial	*69 Call Return
Call Waiting/Call Waiting ID/Cancel Call Waiting	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Call Forward No Answer	3 Way Calling
Priority Call	Speed Call 30
Call Forward Busy	Anonymous Call Block/Rejection
Selective Call Rejection	Basic Call Forward

**II. SPECIAL 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.
- 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.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued) – Grandfathered as of January 1, 2025 (C)

**II. SPECIAL CONDITIONS** (Continued)

- 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 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. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- K. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. 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.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED** (Continued) – Grandfathered as of January 1, 2025 (C)

**II. SPECIAL CONDITIONS** (Continued)

K. (Continued)

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The Federal Subscriber Line Charge is included in the monthly rate.
9. All applicable taxes and surcharges apply.

**III. 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 Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

FRONTIER DIGITAL PHONE UNLIMITED PLUS) – Grandfathered as of January 1, 2025

(C)

**I. GENERAL**

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voicemail 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

Two Flat Rate Access Lines	Caller ID with Name
Unlimited Extended Area Service	Speed Call 8 <sup>(1)</sup>
*66 Busy Number Redial	*69 Call Return
Call Waiting/Call Waiting ID/Cancel Call Waiting	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Call Waiting	3 Way Calling
Call Forward No Answer	Priority Call
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward Busy	Selective Call Rejection

**II. SPECIAL 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.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** – Grandfathered as of January 1, 2025

(C)

**II. SPECIAL CONDITIONS** (Continued)

- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- 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.
- L. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
  - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - 2. 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.
  - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
  - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - 5. The cost of the service includes the Subscriber Line Charge.
  - 6. This service does not change any other terms and conditions of the product.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS** – Grandfathered as of January 1, 2025 (C)

**II. SPECIAL CONDITIONS** (Continued)

L. (Continued)

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The Federal Subscriber Line Charge is included in the monthly rate.
9. All applicable taxes and surcharges apply.

**III. 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 Service Order Charges as specified in Section 15 do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 25, 2020.