




# How to Read Your Bill for Local Access

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**Frontier Communications**  
**Rochester, NY**  
**Effective Date: 10/1/2011**  
**Revised Date: 12/3/2014**

A thick, solid red curved line that starts from the left edge of the page and sweeps upwards and to the right, ending at the bottom right corner.

## Bill Cycles

The bill cycle is reflected as the statement ending date at the top of the bill. The bills are scheduled for mailing eight days from the statement ending date.

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## Summary Bills

Summary billing is a billing method that transfers billed amounts from multiple subordinate accounts to a single Summary Bill Master account. The amount billed to the Summary Bill Master account is the total of all charges for the subordinate accounts.

Summary billing can occur in any bill cycle. However, the billing cycle for the summary master and the subordinate accounts will match.

Each subordinate account is maintained by Frontier as a separate customer account with individual records. The summary master is also maintained as an individual account.

CLEC summary bills contain the total current charges for the subordinate bill amounts transferred to the summary bill. The summary bill contains the payment stub that should be included when making payments.

### **Summary bills are established for each CLEC based on:**

- Operating Company Name (OCN, "CC" field on LSR)
- State
- Bill Cycle (There are 10 bill cycles per month; a summary master number is established for each cycle).
- Class of Service (Residence, Business and Government), if applicable.

### **Summary bills contain the following detail:**

- **Account Summary-Previous Charges** provides information relative to the previous bill, such as:
  - Amount of Last Bill Total of amount of payments received since the last billing period
  - Total amount of adjustments applied to the account since the last billing period
  - Balance Transfers, when applicable

- Amount Due or Amount Past due, as applicable

ACCOUNT SUMMARY

PREVIOUS CHARGES

-----  
AMOUNT OF LAST BILL 43875.79

PAYMENT RECEIVED. THANK YOU. 22065.66-

ADJUSTMENTS TO SUMMARY ACCOUNT 492.14-

BALANCE(S) TRANS FROM ACCOUNTS 3.92-

-----  
AMOUNT PAST DUE 21314.07

- **Current Charges** provides a recap of the current charges from the subordinate bill which includes:
  - Frontier Basic Services includes all regulated charges
  - Non-Basic charges include deregulated charges
  - Total of the current charges
  - Total amount due, including previous balance and current charges
  - Due date for current charges. After this date, a Late Payment Charge may apply

CURRENT CHARGES

-----  
Frontier BASIC SERVICES 21546.35

NON-BASIC CHARGES 342.15

-----  
TOTAL CURRENT CHARGES 21888.50

TOTAL AMOUNT DUE 43202.57

DUE DATE FOR CURRENT CHARGES ONLY 3/29/02

- **Summary of Current Charges** displays the subordinate account number, location and total charges transferred from each subordinate account.

NOTE: The verbiage/ format in this section vary according to state regulatory billing rules.

SUMMARY OF CHARGES BY ACCOUNT

TELEPHONE NO LOCATION

972 555-9338 IRVING

CURRENT CHARGES 59.22

972 555-2981 IRVING

CURRENT CHARGES 31.50

972 555-9091 PLANO

CURRENT CHARGES .00

TOTAL CURRENT CHARGES 90.72

## Subordinate Bills

The subordinate bill is produced for each individual account established via Local Service Requests (LSRs). The bill includes an itemization of charges for the account. The amount due for subordinate accounts will be transferred to the summary bill.

*NOTE: Due to state regulatory rules, the actual verbiage indicated in the following examples may vary.*

Subordinate bills contain the following information:

**Account Summary-Previous Charges** as the subordinate bill is for information purposes, the amounts shown for Amount of Last Bill and Balance will always be .00. The previous charges were transferred to the summary master bill.

ACCOUNT SUMMARY

PREVIOUS CHARGES

-----  
AMOUNT OF LAST BILL .00

-----  
BALANCE .00

- **Current Charges** provides a recap of the current charges, including:
  - Frontier Basic Services includes all regulated charges
  - Non-Basic Services include deregulated charges
  - Total of the current charges
  - Amount transferred to the summary bill and the summary bill number
  - The Total Amount due will always be .00 since the payment is made on the summary bill rather than the subordinate bill

CURRENT CHARGES

```

-----
Frontier BASIC SERVICES 62.50
Frontier NON-BASIC SERVICES 18.79
-----
TOTAL CURRENT CHARGES 81.29
AMT TRANSFERRED TO SUMMARY BILL 999 900-0000 81.29
TOTAL AMOUNT DUE .00
  
```

- Frontier **Basic Service** displays the billing dates for monthly services, which are billed a month in advance.
- **Local Service Charges and Optional Service Charges.** Monthly recurring charges appear in this section. The charge will describe the item of service, indicate the quantity, unit rate and total amount for each item:

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Frontier BASIC SERVICE (MAR 1 TO APR 1)
LOCAL SERVICE CHARGE
DESCRIPTION QTY UNIT RATE
RESIDENCE LINE 1 7.27 7.27
EXTENDED AREA SERVICE - RESA 1 6.89 6.89
RESALE DIRECTORY LIST NON PUB 1 1.57 1.57
RESALE TOUCH CALL LINE CHARGE 1 1.43 1.43
INTERSTATE SUBSCRIBER LINE CHG 1 3.50 3.50
SUBTOTAL 20.66
  
```

OPTIONAL SERVICE CHARGE DESCRIPTION	QTY	UNIT	RATE
NAME & NUMBER CALLER ID	1	6.18	6.18
SUBTOTAL		6.18	
TOTAL		26.84	

- **Adding and Changing Basic Service** includes recent service order activity (including the effective date), non-recurring charges for order activity and prorated monthly recurring charges, as applicable.

NOTE: The PON information is only reflected on bills when service order activity has been completed and processed.

NOTE: Billing of installation charges on multiple billing statements, often referred to as installment billing, is prohibited.

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## Usage Charges

- Usage charges are itemized immediately following Frontier basic, local and optional service charges on subordinate bills. Usage charges are itemized in the following hierarchy:
  1. **Local measured** (See NOTE 1)
  2. **ZUM (CA only) Frontier Local Calls** (See NOTE 2)
  3. **Frontier Basic Regional**
  4. **Long Distance** (specific long distance carrier charges)

Each call category is itemized as follows:

- Date of call (chronological order)
- Time of call (chronological order)
- Place called
- Number called

- Period (rate period)
- Min. (length of call)
- Amount of call

Each category is totaled and carried forward to the current charges section of the bill. Frontier charges are included with "Frontier Basic Services" charges, and Long distance charges are included in "other basic charges".

NOTE 1: Local measured usage is itemized by the number of calls made in each rate period, i.e., day, evening, night.

NOTE 2: Zone Usage Measurement service (ZUM) is a discounted long distance rate option for making calls to certain communities beyond the Frontier local calling area. ZUM is available only in the state of California.

ZUM Zone 1 and 2 are considered local messages. These messages have origination and termination points which are zero to twelve miles apart. These messages are aggregated and presented on the bill in the Local Call Summary Section.

ZUM Zone 3 is considered short distance toll. These messages have origination and termination points, which are twelve to sixteen miles apart. They are presented as Zone Unit Charges.

The rating of ZUM messages is similar in structure to intralata toll in that they have day evening, night and weekend rates. They also have a rate for the first minute and a rate for additional minutes.

Taxes/Surcharges Frontier will bill the CLEC for all applicable taxes and surcharges, unless the CLEC has provided Frontier with a signed tax exemption form.

*\*\* NOTE: ZUM (CA only), local measured, toll*

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## Final Bills

When an account has been disconnected a closing statement is produced 15 days after the out order has been processed. The cycle that the closing statement is produced in will be the cycle that falls 15 days after the completion of the out order; this may or may not be the same billing cycle as the current account.

Thirty days after the closing statement a final bill will be produced.

The format of the closing statement and the final bill is the same as current accounts.

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## General Information

**Bill Payment Stub**-Paper bills contain a detachable payment stub on the bottom of page 1 of the summary bill. This payment stub identifies the account and to ensure proper credit, the stub should be included with the payment.

**Blocking Charges**-Blocking charges will be applied as provided by State tariffs.

**Electronic Billing**-For information regarding electronic billing, refer to the Bill Format and Delivery Section.

**Late Payment Charges**-Late Payment Charges are assessed on unpaid balances brought forward to the new bill as allowed by State tariffs.

**PIC Change Charges**-PIC change charges will be applied as provided by State tariffs.

**Billing Inquiries & Questions**- If a CLEC has an inquiry or a general question about bill copy requests, or bill explanations, they may call 1-866-351-7888.

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## Change Log

Date	Page Number	Change
12/3/2014	1	Update title page

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