



RESALE POTS USOC GUIDE

West Virginia Acquired - Residence

Description	Standard Class of Service USOC	Adl Line USOC	Lifeline Class of Service USOC	Lifeline FID	Blocking	Comments
Flat Rate to entire Local Service Area (Frequent Caller)	FQQ	AF8				
Flat Rate in Home Exchange Only (Community Caller)	RUD	AWB				
Flat Rate in Specified Areas (Community Plus Caller)	RUQ	AWD				
Measured Rate (Thrifty Caller)					RTVXN, RTVXP, HBS, HBQ	
Social Security Income			TP-A			
Aid to Families w/Dependent Children			TP-B			
AFDCU			TP-E			
Lifeline Credit				LNKLX		
Community Caller	AAY					
Community Plus Caller	1UB					
Features	USOC					
Home Intercom	E1N					
Three Way Calling (3WC)	ESC					
Speed Calling 30 (SC30)	ESF					
Speed Calling 8 (SC8)	ESL					
Call Forwarding Variable (CF)	ESM					
Call Waiting (CW)	ESX					
CW,CF	ES7					
CW, CF, 3WC	ETC					
CW, CF, SC8	ESA					
CW, CF,SC30	ESG					
CW, 3WC,SC8	ET8					
CW,SC8	ES6					
CW, 3WC	ER9					
Ultra Forward	FRM					Grandfathered 6/20/19
Select forward	NCE					
Remote Call Forwarding	RCF					
Remote Call Forwarding	RCFR+					
Remote Call Forwarding - EAC	RFER+					
Remote Call Forwarding - Local Measured	RM3R+					
Call Forwarding Features	USOC					



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Fixed CF - CF Busy Line / Per Line	EVB					
Fixed CF - CF Don't Answer - Per Line	EVD					
Fixed CF - CF Busy Line and Don't Answer	E5E					
Phonesmart Features	USOC					
Anonymous Call Rejection (w/ Caller ID or Caller ID w/ name)	AYW					
Caller ID Name and Number	NDF					
Caller ID-Number Only	NSD					
Priority Call	NSK					
Busy Redial & *69	NSP					Prohibited with NSQ, NSS, HBQ, HBS
Repeat Dialing (Repeat Call)	NSQ					Prohibited with NSP, HBS
Call Return *69	NSS					Prohibited with NSP, HBS
Call Trace	NST					
Call Waiting ID with Name	NWT					
Custom Calling Volume Discount	USOC					
One Feature	ESY1F					
Two Features	ESY2F					
Three Features	ESY3F					
Four Features	ESY4F					
Five Features	ESY5F					
Six Features	ESY6F					
Seven Features	ESY7F					
Eight Features	ESY8F					
Nine Features	ESY9F					
Ten Features	ESYAF					
Eleven Features	ESYBF					
Twelve Features	ESYCF					
Thirteen Features	ESYDF					
Fourteen Features	ESYEF					
Fifteen Features	ESYFF					
Sixteen Features	ESYGF					
Seventeen Features	ESYHF					



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Description	Standard Class of Service USOC	Adl Line USOC	Lifeline Class of Service USOC	Lifeline FID	Blocking	Comments
Premium Package	EWY38					
Miscellaneous	USOC					
Do Not Disturb	D7TL1					
Intercom Extra	E125B					
Guardian Enhanced Maintenance Plan	GSD					
Hunting	HTG					
Resale Premise Work	KSTPW					
DA exemption	NCA					
Network Interface New Construction	NW2					See Footnote
NID Move	NW1					
Network Interface Device Outside	NW101					
Network Interface Device	NW2					
Call Gate	OC4					
Optional Wire Maintenance Plan	OWM					
Preferred Telephone Number	RNCSP					
NID Move	RWW					
Sentry II Maintenance Plan	US24X					
Optional Wire Maintenance Plan	WMR					
Distinctive Ring/Ringmate	USOC					
Distinctive Ring-1st number	DRS1X					
Distinctive Ring-2nd number	DRS2X					
RSVP - Residence Service Variety Package	USOC					
Automatic Call Transfer - Busy	E6GNC					
Automatic Call Transfer - Busy Line Incoming and Intercommunicating Calls	E6GUR					
Automatic Call Transfer - Don't Answer	E9GNC					
Automatic Call Transfer - Don't Answer - Incoming and Intercommunicating Calls	E9GUR					
User Transfer	E2H					
Call Pickup	EAB					
Call Hold	EPH					
Inter-line Calling	PAK					



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West Virginia Acquired - Residence

Description	Standard Class of Service	Adl Line	Lifeline Class of Service	Lifeline FID	Blocking	Comments
Listings	USOC					
Non Listed	NLT					
Non Published	NPU					
Non Published - No Charge	NP3					
Additional Listing	RLT					
DL Extra Lines - Res	DLR					
Expanded Variety Package	USOC					
Long Distance Message Restriction -Common Eqp.	LDE					
Netsaver Plus Calling Plan	OLVXX					See Footnote
Call Intercept					FID Details	
Call Intercept Voice Mail FID & 10-digit Voice Mail access number					/ASA0 CIVM XXXXXXXXXXXXX	
Call Intercept Override FID and 4-digit PIN					/ASA1 CIOC XXXX	
Call Intercept: Spanish-language version	S8V /TN XXX XXX-XXXX /TIID 00				/TN XXX XXX-XXXX /TIID 00	
Footnote						
Frontier will no longer honor requests for new installs or moves of these grandfathered products. Migrations of accounts containing these USOCs will be allowed,						
Revised 2/26/2021						



RESALE POTS USOC GUIDE

West Virginia Acquired - Residence Calling Packages

Description	USOC	Comments
Local Package-Choice of the most popular features (up to 3). HVM is compatible (with required contract). Local Directory Assistance is unlimited. Regional Toll and Long Distance are not included. The Local Zone calling area is not extended. (See separate tab for VAS features.)	PGORS	Access Line USOC RUQ Required- translates to RUSS3-See Footnote
Local Package Extra-Choice of the most popular features (4 or more). HVM is compatible (with required contract). Local Directory Assistance is unlimited. Regional Toll and Long Distance are not included. The Local Zone calling area is not extended. (See separate tab for VAS features.)	PGORP	
Regional Package-Local Directory Assistance is not included. The Local Zone calling area is extended. Regional Toll is unlimited. Long Distance is not included. (See separate tab for VAS features.)	PGO3E	
Regional Package Extra-Choice of the most popular features, including premium features (where available): Call Intercept, Internet Call Manager, Talking CW and HVM (with required contract). Local Directory Assistance is unlimited. The Local Zone calling area is extended. Regional Toll is unlimited. Long Distance is not included.	PGO3A	
Regional Value-This package includes Dial tone line/class of service, Touch tone, Unlimited local calling, Unlimited IntraLATA Intrastate and IntraLATA/Interstate regional calling.	PGO6R	See Footnote
Regional Essentials-Package includes Dial tone line/class of service, Touch tone, Unlimited local calling, Unlimited IntraLATA Intrastate and IntraLATA/Interstate regional calling, Choice of any or all of the following VAS: HVM (with required contract), Caller ID Number Only, Caller ID with Name, Call Waiting, Call Waiting ID Deluxe, Fixed Call Forwarding (does not count toward 3 VAS).	PGO8R	See Footnote
Footnotes		
Frontier will no longer honor requests for new installs or moves of these grandfathered products. Migrations of accounts containing these USOCs will be allowed, provided the USOC exists on the customer service records prior to the migration.		
Revised 7/1/2010		

RESALE POTS USOC GUIDE

West Virginia Acquired - Business

Description	USOC		Comments
	Standard	Auxiliary	
Class of Service			
EAC Message Rate (No allowance)	1BZ	ALJ	
Non EAC Flat Rate (Unlimited usage)	1FB	AFK	See Footnote
Business Thrifty Caller	RUB		
Thifty Caller		AQE	
Features			
	USOC		
Fixed CF - CF Busy Line/Don't Answer	E5E		
Call Forwarding Variable	ESM		
Fixed CF - CF Busy Line	EVB		
Fixed CF - CF Don't Answer - Per Line	EVD		
Standard Voice Mail - 30 Minutes	VMN1X		Available by contract only
Standard Voice Mail - 45 Minutes	VMN2X		Available by contract only
Business Answer Call - 30 Minutes - Voice Mail	MBJ1X		Available by contract only
Business Answer Call - Multiple - 30 Minutes - Voice Mail	MBJ1S		Available by contract only
Business Answer Call - Multiple - 45 Minutes - Voice Mail	MBJ2X		Available by contract only
Three Way Calling	ESC		
Speed Dialing 8 (Speed Calling 8)	ESL		
Ultra Forward	FRM		Grandfathered 6/20/19
Call Gate	OC4		
Preferred Telephone Number	RNCSP		
Phonesmart			
Select forward	NCE		
Caller ID	NSD		
Priority Call	NSK		
Repeat Dialing (Repeat Call)	NSQ		Prohibited with NSP, HBS
Busy Redial & Call Return*69	NSP		Prohibited with NSQ, NSS, HBQ, HBS
Call Return *69	NSS		Prohibited with NSP, HBS
Call Trace	NST		
Custom Calling Volume Discount			
One Feature	ESY1F		
Two Features	ESY2F		
Three Features	ESY3F		
Four Features	ESY4F		



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West Virginia Acquired - Business

Description	USOC		Comments
Five Features	ESY5F		
Six Features	ESY6F		
Seven Features	ESY7F		
Eight Features	ESY8F		
Nine Features	ESY9F		
Ten Features	ESYAF		
Eleven Features	ESYBF		
Twelve Features	ESYCF		
Thirteen Features	ESYDF		
Fourteen Features	ESYEF		
Fifteen Features	ESYFF		
Additional Features			
Hunting	HTG		
Subscriber Line Charge			
Dial Tone Line	DTL		
Long Distance Message Restriction -Common Eqp.	LDE		
DA Exemption	NCA		
Optional Toll Main	SCF		
Maximum Value Plan	TGX		
MVP Plus	TUX		
Listings			
Additional Business	CLT		
Joint User - Flat	JUM		
Additional listing other	LLT		
Non Listed Name	NLT		
Non Published	NPU		
Non Published - no charge	NP3		
DL Extra Lines - Bus	DLB		
Routing			
Specialized Routing using line class codes	SRPLC		
Specialized Routing using routing nodes	SRPND		
Customized Routing	UROLZ		
Operator Services			



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West Virginia Acquired - Business

Description	USOC		Comments
Operator Revert - 2nd level	ORM		
Operator Revert	ORV		
Inside Wire Maintenance			
Wire Maintenance	WMR		
Miscellaneous			
Distinctive Ringing 1st Number	DRS1X		
Distinctive Ringing 2nd Number	DRS2X		
Network Interface New Construction	NW2		
NID Move	RWW		
Optional Calling Plans			
Business Bonus Discount Plan (12 Month)	OVQCX		
Footnote			
AFK is known as "Frequent Caller in West VA.			
Revised 2/26/2021			



RESALE POTS USOC GUIDE

West Virginia Acquired Business Calling Packages

Description	USOC	
Freedom Basic for Business Local - Includes Unlimited Local Calling	PGOKJ	
Freedom Basic for Business Local w/Toll - Includes Unlimited Local and Regional Toll Calling	PGOKM	
Freedom Vertical Package		
Feature Package 1- This package is available to POTS customers who purchase the Local Only, Local w/Toll Package. Includes Call Forwarding, Call Waiting, 3 Way Calling. The customer can select any single feature, a combination of any two (2) of the features or all three (3) features.	PGOKS	
Revised 10/11/2018		

RESALE POTS USOC GUIDE

West Virginia Acquired Value Added Services

Description	USOC	Comments
PGORS - Local Package - Include desired features on RS form		
Local Package Ordering Code	PGORS	Access Line USOC RUQ Required- translates to RUSS3
Busy Redial *66	CS66M	
Call Return *69	CS69M	
Anonymous Call Rejection	CSANR	Required when CSNAM is ordered
Call Forward	CSCF	
Call Forward Busy	CSCFB	
Call Forward No Answer	CSFNA	
Call Waiting	CSCW	Required when CSCWI is ordered
Call Waiting ID	CSCWI	CSCW must accompany this feature
Caller ID w/Name	CSNAM	CSANR must accompany this feature
Distinctive Ring	CSSRR	
Selective Call Rejection	CSSCR	
Speed Dial 30	CSC30	
PGO3A - Regional Package Extra - No restriction on the number of features included in the package.		
Anonymous Call Rejection Alone	AYK	
Anonymous Call Rejection	AYW	
Busy Redial	NSQ	
Call Block	NSY	
Call Forwarding Variable	ESM	
Call Intercept	WHO	Not Compatible with Distinctive Ring
Call Return (*69)	NSS	
Call Waiting	ESX	
Call Waiting ID	NWT	When NWT is requested, ESX is required and this counts as 1 VAS.
Caller ID Number only	NSD	When NSD/NDF is requested, AYW is required and this counts as 1 VAS.
Distinctive Ring 1st Number	DRS1X	If both DRS1X and DRS2X are requested, this will count as 2 VAS.
Distinctive Ring 2nd Number	DRS2X	If both DRS1X and DRS2X are requested, this will count as 2 VAS.
Fixed Call Forwarding	E5E, EVB	
Home Voice Mail	MBB1X	Only available with required contract
Intercom Extra	E125B	Not compatible with Three Way Calling or Voice Dialing. The Reseller can have
Speed Dialing 8	ESL	
Speed Dialing 30	ESF	
Talking Call Waiting	TW1	
Three Way Calling	ESC	
Ultra Forward	FRM	Grandfathered 6/20/19

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West Virginia Acquired Value Added Services

Description	USOC	Comments
Voice Dialing	VWSXX	Not available in DMS10
PGO3E- Regional Package - No restriction on the number of features included in the package.		
Anonymous Call Rejection Alone	AYK	
Anonymous Call Rejection	AYW	
Call Waiting	ESX	
Call Waiting ID	NWT	When NWT is requested, ESX is required and this counts as 1 VAS.
Caller ID	NDF	
Caller ID Number only	NSD	When NSD/NDF is requested, AYW is required and this counts as 1 VAS.
Fixed Call Forwarding	E5E, EVB	
Home Voice Mail	MBB1X	Only available with required contract
Speed Dialing 8	ESL	
Speed Dialing 30	EST	
Three Way Calling	ESC	
Revised 12/8/2020		

RESALE POTS USOC GUIDE West Virginia Acquired Blocking

Description	USOC	Comments
Per Call Blocking Party	NGP	
Block reminders, special deliveries and mailbox to mailbox messaging (w/Home Voice Mail)	BKG	
Per Use Call Trace	HBG	
Deny Repeat Call	HBQ	
Call Return Deny	HBS	
Deny Select Forward	HBV	
Line Blocking	NG5	
Easy Number Pay Per Call (Used also in Coin Resale & Centrex Resale)	NR9ZD	
Call Block	NSY	
Revised 7/1/2010		



RESALE POTS USOC GUIDE West Virginia Acquired Inside Wire

Description	USOCs	Comments
1 Line Modular Desk Jack	RJ11C	
1 Line Modular Wall Jack	RJ11W	
2 Line Modular Desk Jack	RJ14C	
2 Line Modular Wall Jack	RJ14W	
25 Pair Jack	RJ21X	This jack will terminate in the phone closet, acting as the network interface, wired for 25 pairs. Utilize this jack when a network interface is needed; in addition to wall, desk or data jacks ordered on individual lines.
Alarm Jack	RJ31X	
Data Jack	RJ45S	
Marina, Dock, Boat, Trailer Jack	RJ15C	
USOCs for services offered to Resale customers with signed contract for Resale Inside Wire Installation and Maintenance		
Revised 7/1/2010		



RESALE POTS USOC GUIDE CHANGE LOG

Date of Change	Tab Changed	USOC & Definition:Added/Removed/Revised
7/1/2010	All	Removed Verizon references. Added Frontier references.
4/13/2014	WV Residence	Added new DL Extra Lines - Ordering Code = DLR
4/13/2014	WV Business	Added new DL Extra Lines - Ordering Code = DLB
1/4/2017	WV Value Added	Corrected PGORS feature codes
10/11/2018	WV Residence & VAS	Added RUQ/RUSS 3 Access Line code requirement for PGORS package
1/24/2019	WV Residence	Removed Flat Residence - RUA.
11/15/2019	WV Residence	Removed Caller ID with Name NNK. Use NDF to order.
8/13/2020	WV Residence	Removed access lines AQG, DTL, LW3, RVM, SCF, TGX, TUX.
12/8/2020	WV Residence, Business & VAS	FRM (Ultra Forward) is grandfathered as of 6/20/19. Removed and noted.
2/26/2021	WV Residence, WV Business	Removed TTV
Please review specific tab within the USOC Guide for details of change.		

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