



# Connecticut Resale Services Overview

## Carrier Services

Frontier Communications  
Rochester, NY

Effective: 10/25/2014

Revised: 07/13/2021

## Contents

|  |    |
|--|----|
| Connecticut Resale Services Overview ..... | 3  |
| Introduction .....                         | 3  |
| Resale Services .....                      | 3  |
| Terms and Conditions .....                 | 3  |
| In this document.....                      | 3  |
| Resale Product Overviews .....             | 4  |
| Wholesale Local Service .....              | 4  |
| PBX trunks.....                            | 4  |
| Direct Inward Dialing (DID) .....          | 5  |
| Pay Telephone Access Line.....             | 5  |
| ISDN Basic Service.....                    | 5  |
| Foreign Exchange (FX) Service.....         | 6  |
| Centrex .....                              | 6  |
| Centrex Service (Type I) .....             | 6  |
| Centrex Service (Type II) .....            | 7  |
| Centrex Service (Type III).....            | 7  |
| Digital Access Service .....               | 8  |
| Distinctive Alerting Service .....         | 8  |
| Off Premise Extension (OPX).....           | 8  |
| Charter Number.....                        | 9  |
| Features.....                              | 9  |
| Feature Packages .....                     | 9  |
| Operator Service Features .....            | 9  |
| Blocking Services .....                    | 10 |
| Optional Services.....                     | 10 |
| E911.....                                  | 11 |
| Change Log.....                            | 12 |

## Connecticut Resale Services Overview

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### Introduction

This document provides an overview of Resale services that are available in the state of Connecticut. Services may be classified as residence, home office, or business

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### Resale Services

With Frontier Communication **Resale Services**, Competitive Local Exchange Carriers (CLECs) buy Frontier telecommunications services at reduced prices and resell them at a profit to their end user customers. CLECs who do not own their own telecommunications transmissions facilities are also known as resellers.

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### Terms and Conditions

Retail telecommunications services are available for Resale under the term of a Wholesale Interconnection Agreement (ICA). To the extent a specific service is offered under a tariff contract or term agreement, terms and conditions apply in parity with the Retail offer.

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### In this document

The following products are available as Resale service.

| Products                |                       |                                   |
|-------------------------|-----------------------|-----------------------------------|
| Wholesale Local Service | PBX Trunks            | Pay Telephone Access Line Service |
| ISDN Basic              | Foreign Exchange (FX) | Centrex                           |
| Digital Access          | Distinctive Alerting  | Off Premise Extension (OPX)       |
| Charter Number          | Features              | Operator Service Features         |
| Blocking Features       | Other Services        | E911                              |

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## Resale Product Overviews

### Wholesale Local Service

Wholesale Local Service may be classified as Residence, Home Office, or Business. The following service types are available.

| Type                         | Description  |
|------------------------------|--|
| Basic                        | Basic resale service is a flat-rated service and provides unlimited local calling within the defined local calling area  |
| Per minute                   | Per minute service provides monthly billing based on local usage in addition to a flat monthly rate. Per Minute service is not available where another type of local exchange service (flat rate) is established on the same premises    |
| Message rate (Grandfathered) | Message Rate Service allows calls to be placed within the local service area of an exchange. Billing for Message Rate Service consists of a monthly rate determined by the appropriate Exchange Classification and a per message charge. |

### PBX trunks

PBX trunks may be used either as one way outgoing or as two-way. PBX trunks are designated as residence or business and are flat rated, providing unlimited calling to all other exchange service lines within the defined local calling areas of each Telephone Company wire center from which they are furnished.

Signaling options include loop start or ground start. E911 service for PBX trunks will reflect the index number of the PBX rather than the individual station lines.

Vertical features are not available for PBX trunks however hunting is available upon request.

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## Resale Product Overviews, Continued

### Direct Inward Dialing (DID)

DID service is considered a business service and includes central office switching equipment and functionality necessary for one way inward dialing from the public switched telephone network directly to stations associated with customer/end user provided switching equipment located on the premises of the end user.

### Pay Telephone Access Line

Pay Telephone Access Line Service is a voice grade, individual line which provides pay telephones with access from payphone station equipment to the Telephone Company's central office facilities for the purpose of connecting the customer's Payphone Service Provider's (PSP) payphones to the Telephone Company's network.

Types of pay telephone access lines include

- Coin pay access line (CPAL)
- Limited non-coin payphone access line (LNPAL)
- Non-coin payphone access line (NPAL)
- Inmate payphone access line (IPAL)

### ISDN Basic Service

ISDN Basic Service is an integrated voice/data communications service utilizing Integrated Services Digital Network (ISDN) architecture on the end user's local loop, based on the national ISDN standard.

ISDN Basic Service provides for simultaneous digital voice and data capabilities over a single access line.

| Type                  | Description  |
|-----------------------|--|
| Alternate Data/Voice  | This type of channel provides the capability to originate and receive circuit-switched voice or data calls sequentially on the same B channel. |
| Circuit Switched Data | This type of channel provides the capability to originate and receive circuit-switched data calls at speeds up to 64 Kbps.                     |

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## Resale Product Overviews, Continued

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### Foreign Exchange (FX) Service

Foreign Exchange (FX) service is a voice grade, exchange line service furnished from an exchange other than the one which normally serves the geographic area (i.e., wire center) in which the end user is located.

FX service allows a customer's end user to have a line located at their premises which has the capability of making and receiving calls from a different local calling area without incurring any toll charges.

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### Centrex

Centrex is a central office based telecommunications system that provides telecommunications access lines and call management features. It utilizes a complex dedicated software block in a central office switch that defines the calling patterns, access and call management features for each line in the system.

*See the next 3 blocks for available Centrex service types.*

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### Centrex Service (Type I)

Centrex Service Functionality-Type I (CSF-I) is available as a flat rate business service that is furnished, subject to availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer/end user provided telephone equipment.

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## Resale Product Overviews, Continued

Centrex Service Functionality Type II (CSF-II) is available as a flat rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and end user-provided non-key telephone instruments or non-switched key systems. The service provides for intercommunication between stations of a single system and exchange service and toll connections for such stations. The service will be provided for systems with a minimum of two (2) lines with no maximum limitations. The following definitions apply to terms used in connection with CSF-II service:

| Term                | Definition   |
|---------------------|--|
| System              | all CSF-II Service provided to a single end user both at the principal location or at secondary location(s) owned or leased by that end user |
| CSF-II station line | a line connecting CSF-II dial switching equipment to a station   |

### Centrex Service (Type III)

Centrex Service Functionality Type III (CSF-III) is an exchange rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer-provided standard instruments or non-switched key systems.

| Term   | Definition  |
|--|---|
| System Common Equipment (i.e., Common Block) | All CSF-III Service provided to a single end user both at the principal location or at secondary location(s) owned or leased by that end user   |
| CSF-III primary station line                 | Includes the central office switching, system and station features which apply to each line as well as the physical outside facility which provides the connection between the CSF-III switching equipment and the end user's premises. |

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## Resale Product Overviews, Continued

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### Digital Access Service

Digital Access Service is an exchange service providing trunk side digital network access for voice and data communications.

| Term     | Definition   |
|----------|--|
| Basic    | Digital exchange trunks provisioned over a 1.544 Mbps (DS1) communications link. |
| Enhanced | Simultaneous voice and data capabilities over a single digital access link.      |

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### Distinctive Alerting Service

Distinctive Alerting Service (aka Distinctive Ring) will enable an end-user to have up to three telephone numbers associated with a single line. The customers who subscribe to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line.

Customers who subscribe to Distinctive Alerting Service are entitled to one directory listing for each Distinctive Alerting TN at no charge.

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### Off Premise Extension (OPX)

Off Premises Extension Service (OPX) is intended for the answering of incoming calls at a premise other than that of the location of the primary service.

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## Resale Product Overviews, Continued

(continued)

| Service types                           | Definition   |
|---|--|
| OPX Access Line<br>(Business/Residence) | The extension of the end user's primary service, OutWATS, or 800 Custom Service to another location.     |
| OPX Secretarial<br>(Business/Residence) | The end user's primary service is extended to terminate at a Secretarial or Telephone Answering service. |

### Charter Number

Charter Number is a service that allows a wholesale customer to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow wholesale customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers.

### Features

Features are available to Resale customers where facilities allow, from central offices equipped to provide the service. Not all Telephone Company central offices will be equipped to provide all the features.

### Feature Packages

Feature packages are available for Resale end-user customers. See [Resale Vertical Class Features & Package Ordering Matrix](#) for package contents and availability.

### Operator Service Features

Operator service features include the following:

- Directory Assistance
- Directory Assistance call completion
- Directory Assistance call completion blocking
- Operator Services Toll and Assist

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## Resale Product Overviews, Continued

### Blocking Services

The following service blocks are available to Resale customers.

- 900 service numbers
- International direct dial blocking
- Collect and bill to third party
  - \*Block Collect and Bill to Third calls
  - \*Block Bill to Third calls only
  - \*Block Collect calls only
- Toll Restriction
- Pay Per Use feature blocks

### Optional Services

Optional Resale services include

| Feature              | Description   |
|----------------------|---|
| Temporary suspension | Temporary suspension of service less than one month. Incoming calls to the suspended service will be routed to a not-in-service announcement  |
| Seasonal suspension  | Seasonal suspension of service for one month or longer, but not to exceed nine months out of any twelve month period.   |
| Dual service         | Dual Basic or Per Minute service in connection with a move of its end user to a different building or premises within the same geographical operating area (i.e., wire center), service may be furnished, where facilities permit, at both locations simultaneously with the same telephone number and the same service.        |
| Delayed move         | End user service at the current location is disconnected up to thirty (30) days prior to the connection of service at the new location and the end user has chosen to retain the same telephone number. The new service must be located within the same geographical operating area (i.e., wire center) as the current service. |

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## Resale Product Overviews, Continued

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(continued)

| Feature                         | Description  |
|---------------------------------|--|
| Interexchange Carrier selection | End-user choice of an intrastate and an interstate Interexchange Carrier (IC) to allow ability to access pre-selected IC's without dialing an access code. |
| Originating line screening      | Prevents operator assisted sent paid calls from being billed to the originating telephone number.  |

### E911

For non-facilities based customers of the Telephone Company, the rates and charges for Resale include E-911 service and input/updates of the ALI records into the E-911 database.

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## Change Log

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**Purpose** This map provides all updates made to this document.

| Date       | Update  |
|------------|---|
| 07/13/2021 | Update embedded links, format, logo, disclaimer |
|            |   |
|            |   |

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