

# PLEASE READ THIS IMPORTANT DOCUMENT

## FRONTIER INTERSTATE ACCESS SERVICE AGREEMENT

This FRONTIER Interstate Access Service Agreement (“Agreement”) applies to the FRONTIER Services to which You subscribe, except for Services provided under (a) another FRONTIER business services agreement that applies as noted in any ordering process You used to purchase Service(s); or (b) another agreement between You and FRONTIER (unless that other agreement references this Agreement). The Effective Date of this Agreement for any individual Service is (i) the date on which You subscribe to or use the Service; or (ii) for a Service that had been ordered under a Tariff before, or was being provided under a Tariff, on the date that the Tariff was withdrawn, except for term plans under former Frontier Telephone Companies FCC 11, which shall have an Effective Date of the date on which you may disconnect the Service without a termination charge. When You apply for, subscribe to, or use the Service after the Effective Date, You are accepting the terms and conditions of this Agreement. If You do not agree with the terms and conditions of this Agreement, You must notify FRONTIER prior to the Effective Date to disconnect the Service. To disconnect the Service, You must send a disconnect ASR (order) to FRONTIER. You will be responsible for all applicable charges incurred prior to disconnection and any charges applicable due to disconnection (potentially including termination charges). FRONTIER TARIFFS, SERVICE GUIDES AND PRICE LISTS, and Acceptable Use Policy (“AUP”) (COLLECTIVELY, THE “SERVICE PUBLICATIONS”) AS MODIFIED FROM TIME-TO-TIME, ARE INCORPORATED BY REFERENCE HEREIN TO THE EXTENT EACH IS APPLICABLE TO THE SERVICE(S) PROVIDED UNDER THIS AGREEMENT, AS IF THOSE DOCUMENTS ARE SET FORTH ORIGINALLY HERE. You agree that it is impractical for FRONTIER to provide here all of the terms and conditions, including rates and charges, that are set forth under those documents and that FRONTIER has acted reasonably in providing access to the Tariffs and Service Guides as described in Section 1.

### 1. DEFINITIONS

Terms not otherwise defined in this Agreement have the following meanings:

(a) “Agreement” means the terms and conditions set forth herein and in all incorporated documents.

(b) “FRONTIER,” “the Company,” “we,” “our” and “us” means the affiliates and subsidiaries of Frontier Communications Corporation that provide or may provide Services to You under this Agreement. In the Tariffs and Service Guides, FRONTIER may be referred to as “the Telephone Company,” or “the Company.”

(c) “Acceptable Use Policy” or “AUP” means FRONTIER’s policy that applies in accordance with its terms to any Service or Service capability within its scope, as may be modified by FRONTIER from time-to-time, including, by way of example only, services provided over or accessing the Internet or certain wireless data networks. The AUP is provided at <https://frontier.com/corporate/policies> and is incorporated by reference here as if originally set forth here.

(d) “Service Guides and Price List” are those documents that contain the standard descriptions, pricing, and other terms and conditions for Services that are not contained in a Tariff. You can find FRONTIER’s Service Guides at <https://wholesale.frontier.com/resources/pricing-guides/interstate-service-guide.html>. (They may also be called “Catalogs” or “Service Descriptions,” “Price Lists” or “Terms of Service.”) A reference to “Service Guide” (singular) is to the FRONTIER Interstate Access Service Guide, unless the context indicates otherwise. FRONTIER reserves the right to modify the Service Guides from time-to-time by the methods described elsewhere in this Agreement. You should regularly review the Service Guide(s) for Your Service(s) to ensure You are familiar with the current controlling terms and conditions.

(e) “Service” or “Services” means the services offered by FRONTIER pursuant to the Service Guide, as applicable. A “Service Component” means an individual component of a Service.

(f) “Tariffs” are documents that contain the standard descriptions, pricing, and other terms and conditions for services for which a regulatory commission requires FRONTIER to file a Tariff. You will find FRONTIER’s Tariffs at <http://carrier.frontiercorp.com/crtf/tariffs/>

(g) “You” or “Your” means the person or entity subscribing to the Service(s) provided under this Agreement, and its employees, directors, agents and representatives.

## **2. USE OF THE SERVICES**

FRONTIER will provide Services to You, subject to availability and operational limitations of systems, facilities, equipment, and including any applicable special construction. You shall cause Users (anyone who uses or accesses any Service provided to You) to comply with this Agreement, and You are responsible for their use of any Services. You and all Users shall comply with all applicable state and federal laws and regulations. You are responsible for ensuring that all of the equipment You and Your Users use with a Service is compatible with the Services. You and any Users must comply with the AUP. If You desire to secure Your transmissions in connection with any of the Services, You must procure, at Your own cost, encryption software or other transmission protection.

## **3. ACCESS TO PREMISES; HAZARDS**

(a) Access. On occasion, FRONTIER may need access to Your premises and/or other premises that are not under FRONTIER’s control (“non-FRONTIER locations”) to provide the Services. You agree to allow (or obtain permission for) FRONTIER to access all non-FRONTIER locations (other than public property) and equipment reasonably required to provide the Services. Access includes the ability to review information and the right to construct, install, repair, maintain, replace and remove access lines and network facilities, and to use ancillary equipment space within any building, necessary for Your connection to FRONTIER’s network. You will furnish any conduit, holes, wire ways, wiring, plans, equipment, space, power/utilities, and other items required to perform installation of the Services, and obtain any necessary licenses, permits and consents (including easements and rights-of-way).

(b) Hazards. You shall ensure that all non-FRONTIER locations at which FRONTIER installs, maintains or provides the Services is a suitable and safe working environment, free of any substance or material that poses an unreasonable risk to health, safety or property or whose use, transport, storage, handling, disposal, or release is regulated by any law related to pollution, protection of air, water, or soil, or health and safety. If FRONTIER encounters any such hazardous materials at a location, FRONTIER may terminate the affected Service or any affected Service Component, or suspend performance until You remove the hazardous materials.

## **4. EQUIPMENT & SOFTWARE**

The Services may include use of certain equipment owned, leased or controlled by FRONTIER that is located at non-FRONTIER locations (“FRONTIER Equipment”). Title to the FRONTIER Equipment will not pass to You. You must provide electric power for the FRONTIER Equipment and keep the FRONTIER Equipment physically secure and free from liens and encumbrances. You will bear the risk of loss or damage (other than ordinary wear and tear) to the FRONTIER Equipment.

## 5. PRICES; CHARGES; BILLING; PAYMENT AND CREDITS; CHANGES TO AGREEMENT

(a) Prices and Surcharges. You agree to pay FRONTIER for the Services at the prices and charges provided in the Service Guide, and any other applicable Service Guide or Tariff, without deduction, setoff or delay for any reason. The prices do not include, and You agree to pay, all applicable taxes, regulatory and other surcharges, recovery fees, shipping charges, and other similar charges specified or allowed by any governmental entity relating to the sale, use or provision of the Services. Taxes and government surcharges will be in the amounts that federal, state, and local authorities require or permit FRONTIER to bill You. Unless a Service Publication specifies a different date, Your obligation to pay for a Service begins upon availability of the Service to You (“Cutover”).

(b) Price Changes. FRONTIER reserves the right to, from time-to-time, change the price for a Service upon the following Notice: (i) the price of a Service may be decreased without further notice to You; (ii) FRONTIER will provide Notice to You of a Service price increase at least 15 days prior to the effective date of the price increase. If You do not disconnect the affected Service by the effective date of the price increase, You will be liable for the increased price. The methods of Notice are described in Section 5(d) below, and FRONTIER will select the method of Notice at its discretion or as required by law or regulation. FRONTIER may, as required or as it feels necessary, provide Notice of a change in a tax or surcharge that will affect Your account.

(c) Changes Other Than Price. FRONTIER reserves the right to, from time-to-time, change the terms and conditions of this Agreement other than a change in price (including changes to documents incorporated by reference) upon at least 15 days prior Notice of such a change. You should regularly review the Agreement to ensure You are familiar with the current controlling terms and conditions.

(d) Notice. When Notice by FRONTIER is required, FRONTIER will provide Notice by one of the following methods, and FRONTIER shall solely determine at the time of the Notice which of the methods described here is appropriate: (i) posting the Notice on the FRONTIER website at or near the posting location of this Agreement, the Service Guide, or any relevant Tariff, other Service Guide; or, (ii) by bill insert or bill page message; or, (iii) by letter or postcard via U.S. Postal Service to Your billing address; or, (iv) via a call to Your billed telephone number; or, (v) via a Frontier Wholesale Industry Notice emailed to the email address You have provided. FRONTIER may determine that it is appropriate under certain circumstances to provide Notice of a particular change via more than one of these methods, however, such multiple Notice is not required at any time. Your continued subscription to, usage of, or payment for the Service after the effective date of any change will be deemed Your acceptance of the change(s), subject to Section 6(b). **YOU AGREE THAT NOTICE BY FRONTIER BY ANY OF THE ABOVE METHODS IS SUFFICIENT.**

(e) Billing. FRONTIER will determine the billing period and may change it from time-to-time and without Notice to You. CHARGES BEGIN TO ACCRUE AT THE START OF EACH BILLING PERIOD AND CONTINUE THROUGH THE FULL BILLING PERIOD. Monthly recurring charges will be billed in advance, and You will be billed pro-rata if the Service is installed or changed during the billing period. Usage based charges, such as those billed for calls, will be billed as used. For purposes of billing, calls will be rounded up to the next full minute for any fraction of minutes. FOR MONTHLY RECURRING CHARGES, YOUR FIRST BILL WILL INCLUDE CHARGES FOR THE PARTIAL MONTH IN WHICH CUTOVER OCCURRED AND ALL INSTALLATION CHARGES. Any mathematical error made by FRONTIER or any of its representatives does not constitute an offer and thus may be corrected or modified by FRONTIER.

(f) Payment and Disputes. Payment is due on the date specified on Your bill, or, as specified in the Service Guide, or any other applicable Service Guide or Tariff, whichever is later, or, if no date is specified, 30 days after the bill date. Restrictive endorsements or other statements on checks are void. FRONTIER may charge a late payment fee for overdue payments in an amount specified in the Service Guide, or any other applicable Service Guide or Tariff, or, if no such rate is specified, at the lower of 1.5% per month (18% per annum) or the maximum rate allowed by law. FRONTIER has the right to also recover all costs (including attorneys' fees) for collecting delinquent or dishonored payments. If FRONTIER does not receive notice of a billing dispute by Customer within ninety (90) calendar days after the date of an invoice, such invoice will be final and not subject to further challenge.

(g) Deposits, Credit Checks and Credit Limits. FRONTIER may require You to pay a deposit as a condition of providing Service. FRONTIER has the right to apply the deposit against any past due amounts at any time. You authorize FRONTIER to investigate Your credit and share information about You with credit reporting agencies. Based on Your credit worthiness as FRONTIER determines it, FRONTIER may set a credit limit on Your account at any time. If You exceed Your credit limit, FRONTIER may restrict Your access to a Service(s).

(h) Service Credits. If there is an interruption or failure of a Service caused solely by FRONTIER and not by You or a third party or for force majeure reasons described under Section 10(g), You may be entitled to a credit or credits as specified in the Service Guide, or any other applicable Service Guide or Tariff.

## **6. TERMINATION AND SUSPENSION**

(a) Insolvency; Material Breach. FRONTIER may discontinue providing You the Service(s) immediately upon notice to You if You become insolvent, cease operations, are the subject of a bankruptcy petition, or You have made an assignment for the benefit of creditors. You may terminate an affected Service for material breach by FRONTIER, and FRONTIER may terminate or suspend (and later terminate) an affected Service for material breach by You, if such breach is not cured within 30 (thirty) days of notice.

(b) By You. You may terminate this Agreement by disconnecting all the Service(s) provided under this Agreement. To disconnect the Services, You must contact FRONTIER at the number provided on Your bill and take all reasonable steps required by FRONTIER to disconnect the Service(s). If You subscribe to multiple Services that are provided under this Agreement, if You disconnect some but not all of the Services, this Agreement remains in effect for those Services that are not disconnected. You are liable for all charges related to a Service until the Service is disconnected by You according to FRONTIER's standard practices. You may incur early termination charges pursuant to such provisions in the Service Guide, or any other applicable Service Guide or Tariff.

(c) By FRONTIER. FRONTIER may terminate or suspend a Service if You: (i) fail to pay any charges when due; (ii) commit a fraud upon FRONTIER; (iii) utilize the Services to commit a fraud upon another party; (iv) unlawfully use the Services; (v) abuse or misuse FRONTIER's network or Services; or, (vi) interfere with another customer's use of FRONTIER's network or services. If You fail to rectify a violation of the AUP within 5 (five) days after receiving notice from FRONTIER, then FRONTIER may suspend or terminate the affected Service.

(d) Withdrawal of Service. FRONTIER reserves the right to withdraw a Service upon reasonable Notice.

(e) Network Changes. FRONTIER reserves the right to temporarily suspend or interrupt Services at any time to make necessary changes in how we provide Services over our network and facilities to your premises. We will provide advance notice of these network changes to the extent required by this Agreement, applicable law and regulation. In some cases, such changes in how we provide Services may require a technician to be dispatched to your premises to install new network equipment and transfer your service to the new network equipment in order to ensure you continue to receive such Services. The network equipment we install at your premises may require the use of your electrical power for the operation of our facilities. Where a technician visit is required, **if you do not allow FRONTIER to install the new network equipment at your premises, your Service may be disconnected.**

(f) Liable for Payment. If any Service is terminated or disconnected for any reason, You are responsible for all charges and fees through the date of disconnect. If any Service is disconnected prior to the rendering by FRONTIER of a billing statement, You may be liable for reimbursement to FRONTIER for time and materials, and any third party charges that were incurred by FRONTIER prior to the effective date of disconnect.

(g) Reinstatement. If You ask FRONTIER to reinstate a Service following a disconnection, cancellation or termination, FRONTIER may, in its sole discretion, require You to pay a deposit or other applicable charges, including installation charges in addition to all outstanding charges for the Service.

## **7. DISCLAIMERS OF WARRANTIES AND LIABILITY**

### **(a) Disclaimer of Warranties:**

FRONTIER MAKES NO EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT OR THOSE ARISING FROM USAGE OF TRADE OR COURSE OF DEALING. FURTHER, FRONTIER MAKES NO WARRANTY THAT TELEPHONE CALLS OR OTHER TRANSMISSIONS WILL BE CORRECTLY ROUTED OR COMPLETED WITHOUT ERROR OR INTERRUPTION (INCLUDING CALLS TO 911). FURTHERMORE, FRONTIER MAKES NO WARRANTY REGARDING: (i) NETWORK SECURITY; (ii) THE ENCRYPTION EMPLOYED BY ANY SERVICE; (iii) THE INTEGRITY OF ANY DATA THAT IS SENT, BACKED UP, STORED OR LOAD BALANCED; (iv) THAT FRONTIER'S SECURITY PROCEDURES WILL PREVENT THE LOSS OR ALTERATION OF OR IMPROPER ACCESS TO YOUR DATA; OR; (v) THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. FRONTIER IS NOT LIABLE FOR ANY DAMAGES RELATING TO: (i) INTEROPERABILITY; (ii) ACCESS TO OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, EQUIPMENT, SERVICES, CONTENT OR NETWORKS PROVIDED BY YOU OR OTHERS; (iii) SERVICE DEFECTS; (iv) SERVICE LEVELS, DELAYS OR INTERRUPTIONS UNLESS SPECIFICALLY PROVIDED OTHERWISE IN THIS AGREEMENT; (v) ANY INTERRUPTION OR ERROR IN ROUTING OR COMPLETING CALLS OR OTHER TRANSMISSIONS (INCLUDING 911 CALLS); (vi) LOST OR ALTERED TRANSMISSIONS; (vii) UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS, OR DESTRUCTION OF YOUR OR OTHERS' APPLICATIONS, CONTENT, DATA, NETWORK OR SYSTEMS.

### **(b) Limitation of Liability:**

FRONTIER'S ENTIRE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR DAMAGES ARISING OUT OF THIS AGREEMENT AND NOT DISCLAIMED UNDER THIS AGREEMENT SHALL NOT EXCEED THE APPLICABLE CREDITS SPECIFIED IN THE SERVICE PUBLICATION OR, IF NO CREDITS ARE SPECIFIED, AN AMOUNT EQUAL TO THE TOTAL NET CHARGES TO YOU FOR SERVICE TO WHICH THE CLAIMED DAMAGES RELATE DURING THE PERIOD IN WHICH SUCH CLAIMED DAMAGES OCCUR AND CONTINUE. IN NO EVENT SHALL ANY OTHER LIABILITY ATTACH TO FRONTIER THIS LIMITATION WILL NOT APPLY TO BODILY INJURY, DEATH OR DAMAGE TO REAL OR TANGIBLE PROPERTY DIRECTLY CAUSED BY FRONTIER'S GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT.

**(c) Consequential Damages:**

FRONTIER WILL NOT BE LIABLE TO YOU OR ANY THIRD PARTY UNDER **ANY** CIRCUMSTANCE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES.

**(d) Survival and Applicability:**

These disclaimers and limitations of liability will apply regardless of the form of action, whether in contract, tort, strict liability or otherwise and whether damages were foreseeable. These disclaimers and limitations of liability will survive failure of any exclusive remedies provided in this Agreement.

**8. THIRD PARTY CLAIMS**

You agree at Your expense to defend or settle any claim against FRONTIER, its affiliates, and its and their employees, directors, subcontractors, and suppliers, and to pay all compensatory damages finally awarded against such parties where the claim arises on account of or in connection with the access to or use, resale or sharing of the Service(s) by You or by any User.

**9. IMPORT/EXPORT CONTROL**

You, not FRONTIER, are responsible for complying with import and export control laws, conventions and regulations for all equipment, software, or technical information You move or transmit between countries using the Services.

**10. GENERAL PROVISIONS**

(a) Confidentiality and Privacy. Each party is responsible for complying with the privacy laws to which it is subject and will not disclose any confidential information pertaining to the other unless required to do so under applicable law or regulation. Until directed otherwise by You in writing, if FRONTIER designates a dedicated account representative as Your primary contact with FRONTIER, You authorize that representative to discuss and disclose Your customer proprietary network information to any employee or agent of Yours without a need for further authentication or authorization.

(b) Independent Contractor Relationship. Each party is an independent contractor. Neither party controls the other, and neither party nor its Affiliates, employees, agents or contractors are Affiliates, employees, agents or contractors of the other party.

(c) Assignment. This Agreement may not be assigned by either party without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed. FRONTIER may (i) assign in whole or relevant part its rights and obligations under this Agreement to an affiliate, or (ii) subcontract work to be performed under this Agreement.

(d) Reserved for future use. (C)

(e) Third Party Rights. This Agreement does not provide any third party (including Users) any remedy, claim, liability, cause of action or other right or privilege.

(f) Governing Law. The law of the State of the billing address of Your Service shall govern this Agreement except to the extent that such law is preempted by or inconsistent with applicable Federal Law. This Agreement is limited to Services provided in the United States.

(g) Force Majeure. The Company shall not be liable for any loss or damage, delay, or failure in performance of any of the services or facilities furnished by the Company from causes beyond the

Company's control, such as fire; flood; lightning; earthquakes; power failures or blackouts; severe weather; explosions; wars or armed conflicts; national, state or local emergencies; civil disobedience; shortage of labor or materials; labor disputes, strikes, or other concerted acts of workers (whether of the Company or others); embargoes; acts of God; acts of terrorism, or acts of vandalism or acts otherwise known as "Force Majeure."

(h) Entire Agreement. This Agreement (which may include any other signed (including e-signed) agreement with FRONTIER that incorporates this Agreement by reference) constitutes the entire agreement between FRONTIER and You concerning the Services and supersedes all other written or oral agreements. This Agreement may only be modified as set forth above, and in no case can be modified or supplemented by any other written or oral statements, proposals, service descriptions or purchase order forms.

(i) Severability. If any part of this Agreement is found to be invalid or unenforceable, the rest of the Agreement remains enforceable.

(j) Priority of Terms of Signed Agreements. If You have another signed (including e-signed) agreement with FRONTIER that incorporates this Agreement by reference, the terms of that signed agreement shall have priority over the terms in this document, without regard to the fact that this document has been incorporated into an attachment to that agreement.

(k) Priority of This Agreement and Incorporated Documents. Subject to Section 10(j) above, in the event of a conflict between the terms and conditions of this Agreement, the terms and conditions of the Service Guide, the terms and conditions of an applicable other Service Guide, or the terms and conditions of a Tariff, the following order of priority (descending) will be applied to determine which terms and conditions control: this Agreement, Service Guide; any other applicable Service Guide; and then Tariff, provided that a Tariff will take priority over any inconsistent language in the foregoing terms and conditions in any jurisdiction to the extent applicable law does not permit non-Tariff terms and conditions to take precedence over inconsistent Tariff terms and conditions.

**DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**