CITIZENS TELECOMMUNICATIONS COMPANY OF NEBRASKA

GENERAL AND LOCAL EXCHANGE TARIFF
STATE OF NEBRASKA

TITLE SHEET
Second Revised Sheet 1
Cancels First Revised Sheet 1

CITIZENS TELECOMMUNICATIONS COMPANY OF NEBRASKA

d/b/a

FRONTIER COMMUNICATIONS OF NEBRASKA (T)

GENERAL AND LOCAL EXCHANGE TARIFF

CITIZENS TELECOMMUNICATIONS COMPANY OF NEBRASKA, hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Public Service Commission, state of Nebraska, by GTE North prior to April 1, 1993, the beginning of its possession.

By this notice it also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which GTE North Incorporated has heretofore filed with said Commission.

This Tariff applies to the Facilities for General and Local Exchange Services of CITIZENS TELECOMMUNICATIONS COMPANY OF NEBRASKA, hereinafter referred to as the Company for the following Nebraska exchanges:

Albion	Greeley	Orchard
Alma	Heartwell	Ord
Amherst	Hildreth	Orleans
Battle Creek	Kearney	Palmer
Beaver City	Leigh	Platte Center
Bertrand	Lindsay	Pleasanton
Bloomington	Madison	Republican City
Brunswick	Miller	Riverdale
Columbus	Monroe	Stamford
Duncan	Naponee	Sumner
Edison	Neligh	Tilden
Franklin	Newman Grove	Wilsonville

NOTE; This Tariff also applies to the South Bloomington (785-779), South Franklin (785-429), South Naponee (785-264) and South Republican City (785-797) Kansas customers.

RECEIVED
FEB 26 2002
NPSC-Comm Dept.

Issued: February 26, 2002

Effective: March 8, 2002

Jack D. Phillips
State Regulatory Affairs Director

SUBJECT INDEX

Item	Section	Sheet No.	
Access Line Rates	1	4	
Adjustments for Local Tax Payments	3	29	
Allowance for Interruptions	3	4	
Alterations	3	7	
Alternate Call Number Listings	2	37	
Announcement, Answering and Recording Services	3	8	
Furnishing of:			
Anonymous Call Block	2	13	
Applications for Service	3	7	
Application of:			
Business Rates	3	14	
Residence Rates	3	14	
Automatic Busy Redial	2	13	
Automatic Call Return	2	13	
Availability of Facilities	3	4	
Basic Intercept Service	2	41	
Billed Number Screening Service	2	11	
Blocking Service	2	12	
Business Customer Incentive Program	2	72	(N)
Business Traffic Study Service	2	69	
Business Rates, Application of	3	14	
Call Block	2	13	
Call Forwarding, Busy/No Answer	2	14	
Call Forwarding Service	2	14	
Call Transfer Service	2	68	
Call Tracing Service	2	15	
Call Waiting Service	2	16	
Caller ID - Name and Number	2	16	
Caller ID - Number	2	16	
Calling - Speed	2	19	
Calling - Three-Way	2	19	
Central Office Line Connection Charge	2	5	

SUBJECT INDEX

Item	Section	Sheet No.	
Checks - Returned for Nonpayment	3	15	
Citizens Bundled Services	6	1	
Citizens Dial Data Service	2	39	
Citizens Business Bundles	6	5	
Citizens Digital Centrex Service (CDC)	9	2	
Citizens Digital Channel Service	7	56	
Citizens Select Plans	6	1	
Class of Call Screening - Selective	2	47	
Code Billing Plan	2	63	
Combination Central Office Access Line Service	3	20	
Complete or Selective Blocking	2	13	
Concession Service, Employee	3	21	
Concurrence			
Wide Area Telephone Service (WATS)	8	2	
Connecting Company Lines, Use of	3	5	
Connections With Customer-Premises Equipment	10	1	
			(D)
			(D)
			(D)
Competitive Response	3	35	
Contract Periods, Initial	3	11	
Credit, Establishment and Maintenance of	3	13	
Cross Reference Listings	3	27	
Custom Calling Services	2	13	
Custom Calling Prime Package	2	26	
Custom Calling Premium Package	2	26	
Custom Calling Professional Package	2	26	
Custom PAK – Touch Call	2	26	
Custom PAK – Touch Plus	2	26	
Custom PAK – Touch Enhanced	2	27	
Custom PAK – VIP	2	27	
Customer Premises Equipment	3	10	
Customer Premises Equipment, Connection with	3	10	
Customer Premises Equipment on Multi-Party Lines	3	10	
Customer Premises Equipment Standards	3	10	
Customer Premises Wiring - Inside	3	9	
Customer Owned Pay Telephone Service	2	48	
Customer Responsibility for Payment	3	7	
Citizens CyberDS1 Service	7	52	

RECEIVED
SEP 28 2012
NPSC-Comm. Dept.

SUBJECT INDEX

Item	Section	Sheet No.	
Defacement of Premises	3	5	
Definitions	3	30	
Deposits, General	3	13	
Deposits, Interest on	3	13	
Dial Data Service	2	39	
Direct Inward Dial Stations	2	32	
Direct Inward - Outward Dial Service	2	33	
Directory:			
Errors and Omissions	3	4	
Furnishing of	3	24	
Listings	3	24	
Listings, Alternate Call Number	2	37	
Listings, Cross Reference	3	27	
Listings, Extra - Rates	2	37	
Listings, Extra - Rules	3	26	
Listings, Foreign Exchange	2	37	
Listings, Joint Users	2	40	
Listings, Non-Published	2	42	
Listings, Office Hours	3	28	
Listings, Primary	3	25	
Listings, Temporary Tenant	3	28	
Directory Assistance (Local)	2	36	
Directory Assistance (National)	2	36.1	
Directory Assistance Call Completion	2	36.1	(N)
Discontinuance of Service	3	13	
Distinctive Ring	2	18	
Duplicate Directory Listings	3	26	
EAS (See Extended Area Service)			
Electronic Bill Payment Program (EBPP)	3	15.1	
Emergency Telephone Service (9-1-1)	5	2	
Employee's Service	3	21	
Enhanced 911 Service	5	23	
Enhanced Service Providers Services	2	54	
Enterprise Service (See Special Reversed Charge Toll Service)			
Establishment and Furnishing of Service	3	7	
Establishment and Maintenance of Credit	3	13	
Exchange Boundary Maps	1	9	
Explanation of Symbols	1	2	

DEC 10 20
Comm. Dept.

SUBJECT INDEX

Item	Section	Sheet No.	
Extended Area Service (EAS):			
Additive Rates	1	5	
Calling Points	1	7	
General	1	3	
Matrix	1	3	
New Routes	3	3	
Extra Listings, Directory:			
Rates	2	37	
Rules	3	26	
Facility Relocation	3	19	(N)
Foreign Exchange Listings	2	38	
Foreign Exchange Service	2	38	
Frontier Feature5 Pack[sm]	6	5.1	
General Rules and Regulations	3	2	
Governmental Objections to Service	3	6	
Impersonation of Another	3	6	
Individual Case Basis Service Arrangements	3	22	
Initial Contract Periods	3	11	
Inside Moves and Changes (See Service Charges)			
Inside Station Wiring	3	9	
Installation Charges:			
General	2	4	
Special	3	19	
Integrated Services Digital Network (ISDN) -			
Single Line	7	16	
Primary Rate Interface (PRI)	7	48	
Intercept Service	2	41	
Interest on Deposits	3	13	
Interruptions of Service	3	4	
Intrastate Message Toll	4	2	
Joint User Service	2	40	

RECEIVED
OCT 16 2012
NPSC-Comm. Dept.

SUBJECT INDEX

Item	Section	Sheet No.	
Late Payment Charge	3	15.1	(N)
Liability of Company	3	4	
Lifeline Assistance Service	1	10	
Line Connection Charge	2	5	
Line Extension Charges	3	18	
Link Up Nebraska	2	9	
Listings (See Directory)			
Local Exchange Service:			
Extended Area and Access Service Calling Points	1	7	
Monthly Access Line Rate Schedule	1	4	
Rates by Exchange - Business	1	5	
Rates by Exchange - Residence	1	6	
Local Exchange Tariffs	1	2	
Loop Extender - Central Office	7	3	
Loops			
Radio	7	4	
Teletype and Morse	7	4	
Maintenance of Service Charge	2	9	
Maintenance and Repair of Service and Equipment	3	8	
Maps, Exchange and Base Rate	1	9	
Message Telecommunications Service	4	6	
Mileage Charges:			
Loop Extenders for Off Premises Applications	7	3	
Off Premises	7	2	
Private Lines (Local)	7	3	
Network Protection Criteria	10	5	
900/976 Blocking Service	2	12	
911 Emergency Number Service	5	2	
Nonpayment of Service	3	7	
Nonpublished Listings	2	42	
Obligation & Liability of Telephone Company	3	4	
Off-Premise Extensions, Mileage	7	2	
Office Hour Listings	3	28	
Ownership and Use of Equipment	3	6	

RECEIVED
DEC 10 2003
NPSC-Comm. Dept.

SUBJECT INDEX

Item	Section	Sheet No.	
Payment for Services & Facilities - General	3	15	
Post Billing Toll Block	3	16	
Premise Visit Charge	2	5	
Primary Listings, Directory	3	25	
Private Lines, Local	7	4	
Private Right of Way	3	18	
Profane Language, Use of	3	6	
Promotions	11	2	
Rates, Monthly Access Line	1	4	
Reconnection Charges	2	5	
Remote Call Forwarding Service	2	44	
Repair of Service and Equipment			
Company Provided	3	8	
Customer Provided	3	9	
Reserved Telephone Numbers	2	46	
Residence Rates, Application of	3	14	
Residence Customer Incentive Program	2	70	(N)
Responsibility of Customer for Payment	3	7	
Restoral of Service Charge	2	5	
Return Check Charge	3	15	
Reverse Charge Toll Service	2	62	
Rotary (B Trunk) (See Trunks)			
Selective Class of Call Screening	2	47	
Service Charges	2	4	
Service Drops	3	19	
Service Interruptions	3	4	
Service Order Charges	2	6	
Service Performance Guarantee	2	61	
Services for Enhanced Service Providers	2	61	
Special Call Acceptance	2	18	
Special Call Forwarding	2	18	
Special Call Waiting	2	19	
Special Circuits (See Private Lines)			
Special Reverse Charge Toll Service	2	62	
Special Services, Facilities, and Arrangements	3	22	
Special Toll (Q-Z) Billing Plan	2	63	
Special Construction Charges	3	19	
Speed Calling	2	19	
Station Mileage (see Mileage)	7	2	
Subscriber Transfer Service	2	67	
Subsequent Service Order			
Regular	2	6	

SUBJECT INDEX

Item	Section	Sheet No.
Switched Data Service	7	6
Symbols, Explanation of	1	2
Tampering With Equipment	3	6
Tax Payments, Local, Adjustments for	3	29
Telecommunications Relay Surcharge	3	41
Telecommunications Service Priority (TSP) System	3	33
Telephone Directory Listings (See Directory)		
Telephone Numbers		
Direct Inward Dial	2	32
Right to	3	7
Telephones – Additional Listings	3	24
Teletype and Morse Circuits (See Private Lines Local)		
Temporary Tenant Listings	3	28
Termination of Service	3	7
Termination or Re-origination of Calls Received Over a Data Service	3	6
Toll Message Service	4	6
Toll Restriction	2	64
Toll Tapes	2	66
Traffic Study Service, Business	2	69
Transfer Service	2	67
Transmitting Messages	3	5
Trunks		
Direct Inward Dial	2	33
PBX (A Trunk)	1	4
Rotary (B Trunk)	1	4
Unusual Installation Costs	3	8
Use of Services and Facilities	3	6
Customized Number	2	30
VIP Alert	2	19
Versaline[sm] Service	12	2
Voice Mail - Grandfathered	7	67
Voice Mail Service	7	86
Wide Area Telephone Service (WATS)	8	2
Wiring - Inside Station	3	9
Zenith Service (See Special Reverse Charge Toll Service)		

(D)

RECEIVED
SEP 28 2012
NPSC-Comm. Dept

TABLE OF CONTENTS

	Sheet No.
Table of Contents	1
Application of Tariffs	2
Basic Local Exchange Service	3
Exchange Boundary Maps	9
Explanation of Symbols	2
Extended Area and Access Service Calling Points	7
Extended Area Service (EAS)	3
Extended Area Service Matrix	3
General	3
Lifeline Assistance Service	10
Local Access Exchange Rate Schedules	3
Local Exchange Monthly Access Line Rates	4
Summary of Service Offerings by Exchange	5

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

LOCAL EXCHANGE SERVICE TARIFFS

Schedule of Rates, Charges and Regulations Governing Local Exchange Service and Applying in All the Exchanges of this Company IN NEBRASKA

APPLICATION OF TARIFFS

1. These tariffs apply to the Local Telephone Exchange Services of Citizens Telecommunications Company of Nebraska - hereinafter referred to as the Company - in its exchanges in Nebraska.

2. The provision of service is subject to the General Rules and Regulations of the Company, which as they now exist or as they may be revised, added to, or supplemented by superseding issues are hereby made a part of these Local Exchange Service Tariffs.

3. These Tariffs cancel and supersede all other Tariffs issued and effective prior to the effective dates of these Tariffs.

EXPLANATION OF SYMBOLS

(C)	Signifies a changed regulation	(N)	Signifies a new rate, treatment, or regulation
(D)	Signifies a discontinued rate, treatment or regulation	(R)	Signifies a reduced rate or new treatment resulting in reduced rate
(I)	Signifies an increased rate or new treatment resulting in increased rate	(T)	Signifies change in text but no change in rate, treatment or regulation
(M)	Signifies a move of text from one area of the tariff to another, but no change in rate, treatment, or regulation	(Z)	Signifies a correction (T)

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

BASIC LOCAL EXCHANGE SERVICE

A. GENERAL

1. The General Rules and Regulations and General Exchange Service Tariffs are hereby made a part of this tariff and apply at all exchanges except as otherwise provided herein.

2. Local exchange central office access line service rates apply for each local exchange access line. Extended Area Service (EAS) additive rates apply in addition to the access line rate, where applicable.

3. The rates specified in this tariff or in any supplement hereto are net monthly rates and are payable in advance, except as otherwise provided.

4. Service Charges as specified in the General Exchange Service Tariff are applicable to all exchanges.

B. LOCAL ACCESS EXCHANGE LINE RATE SCHEDULES

1. Schedules of monthly local exchange access line rates by service type are included in this section of the tariff.

C. EXTENDED AREA SERVICE (EAS)

1. Monthly rate additives for EAS are based on the following matrix*, which divides the home exchange and the EAS exchange(s) into small, medium, or large groups. The access line limits for these three groups are indicated on the matrix. If an exchange has EAS to more than one exchange, the access lines for all EAS exchanges are added together to arrive at the number of access lines in the callable (EAS) exchange(s). Applicable EAS additive rates are quoted by exchange. (C)

2. Extended Area Service Matrix* (C)

		ACCESS LINES IN CALLABLE EXCHANGES		
			EAS Additive	
Access Lines In Calling Exchange	Class of Service	Small (0-1,000)	Medium (1,001-10,000)	Large (10,001 and over)
Small (0-1,000)	Residential	$.78	$1.40	$1.85
	Business	$1.40	$2.54	$3.35
Medium (1,001-10,000)	Residential	$.19	$.81	
	Business	$.36	$1.48	
Large (10,001 and over)	Residential	$.14		
	Business	$.27		

NOTE: * This matrix applies to EAS routes that were established prior to January 1, 2001. (N)

RECEIVED
MAR 30 2001
NPSC Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

LOCAL EXCHANGE MONTHLY ACCESS LINE RATES (1)

Class of Service Offered Within the Exchange Area	Monthly Rate (2)	
Business		
1-Party	$ 55.50	
Customer Owned Pay Telephone Service	31.50	
Coin Line Service	40.50	
Trunks (A & B)	90.50	(I)
Residence		
1-Party	21.50	

(1) Refer to Sheets 5 and 6 for class of service rates offered in individual exchanges.
(2) Touch Calling Service is included in the Local Exchange Monthly Access Line Rates at no additional charge.

Received by NPSC
03/07/2025

SUMMARY OF SERVICE OFFERINGS BY EXCHANGE

BUSINESS LOCAL EXCHANGE ACCESS LINES

Exchange	1-Party	COPTS	Coin	Trunks A & B	EAS Additive **	
Albion	$55.50	$31.50	$40.50	$40.50	$.86	(I)
Alma	55.50	31.50	40.50	40.50	1.40	
Amherst	55.50	31.50	40.50	40.50	3.35	
Battle Creek	55.50	31.50	40.50	40.50	3.35	
Beaver City	55.50	31.50	40.50	40.50	-	
Bertrand	55.50	31.50	40.50	40.50	3.15	
Bloomington	55.50	31.50	40.50	40.50	1.40	
Brunswick	55.50	31.50	40.50	40.50	2.54	
Columbus	55.50	31.50	40.50	40.50	.37	
Duncan	55.50	31.50	40.50	40.50	3.35	
Edison	55.50	31.50	40.50	40.50	1.40	
Franklin	55.50	31.50	40.50	40.50	1.40	
Genoa	55.50	31.50	40.50	40.50	1.40	
Greeley	55.50	31.50	40.50	40.50	2.54	
Heartwell	55.50	31.50	40.50	40.50	2.54	
Hildreth	55.50	31.50	40.50	40.50	1.40	
Kearney	55.50	31.50	40.50	40.50	.34	
Leigh	55.50	31.50	40.50	40.50	2.36	
Lindsay	55.50	31.50	40.50	40.50	2.54	
Madison	55.50	31.50	40.50	40.50	6.28	
Miller	55.50	31.50	40.50	40.50	4.10	
Monroe	55.50	31.50	40.50	40.50	3.35	
Naponee	55.50	31.50	40.50	40.50	1.40	
Neligh	55.50	31.50	40.50	40.50	.36	
Newman Grove	55.50	31.50	40.50	40.50	2.54	
Orchard	55.50	31.50	40.50	40.50	2.54	
Ord	55.50	31.50	40.50	40.50	1.48	
Orleans	55.50	31.50	40.50	40.50	2.54	
Palmer	55.50	31.50	40.50	40.50	1.40	
Platte Center	55.50	31.50	40.50	40.50	3.35	
Pleasanton	55.50	31.50	40.50	40.50	3.35	
Republican City	55.50	31.50	40.50	40.50	2.54	
Riverdale	55.50	31.50	40.50	40.50	3.35	
Stamford	55.50	31.50	40.50	40.50	2.54	
Sumner	55.50	31.50	40.50	40.50	4.10	
Tilden	55.50	31.50	40.50	40.50	1.40	
Wilsonville	55.50	31.50	40.50	40.50	-	(I)

** EAS additive to be added to the Business Central Office Access Line Rate for total Exchange Rate.

Received by NPSC
01/21/2025

SUMMARY OF SERVICE OFFERINGS BY EXCHANGE

RESIDENTIAL LOCAL EXCHANGE ACCESS LINES

(I)

Exchange	1-Party	EAS (1) Additive
Albion	$25.00	$.69
Alma	25.00	.78
Amherst	25.00	1.85
Battle Creek	25.00	1.85
Beaver City	25.00	-
Bertrand	25.00	2.53
Bloomington	25.00	.78
Brunswick	25.00	1.40
Columbus	25.00	.24
Duncan	25.00	1.85
Edison	25.00	.78
Franklin	25.00	.78
Genoa	25.00	.78
Greeley	25.00	1.40
Heartwell	25.00	1.40
Hildreth	25.00	.78
Kearney	25.00	.21
Leigh	25.00	2.36
Lindsay	25.00	1.40
Madison	25.00	3.49
Miller	25.00	3.48
Monroe	25.00	1.85
Naponee	25.00	.78
Neligh	25.00	.19
Newman Grove	25.00	1.40
Orchard	25.00	1.40
Ord	25.00	.81
Orleans	25.00	1.40
Palmer	25.00	.78
Platte Center	25.00	1.85
Pleasanton	25.00	1.85
Republican City	25.00	1.40
Riverdale	25.00	1.85
Stamford	25.00	1.40
Sumner	25.00	3.48
Tilden	25.00	.78
Wilsonville	25.00	-

(I)

Received
JUL 10 2025
NPSC Comm. Dept.

EXTENDED AREA AND ACCESS SERVICE CALLING POINTS

Exchange	Extended Service Area	Access Service Area
Albion	Newman Grove Petersburg	
Alma	Orleans Republican City Stamford Woodruff, Kan.	
Amherst	Kearney Miller	
Battle Creek	Meadow Grove Norfolk	
Beaver City	-	
Bertrand	Holdrege Loomis	
Bloomington	Franklin Naponee	
Brunswick	Neligh Orchard	
Columbus	Creston Duncan Leigh Monroe Platte Center	
Duncan	Columbus	
Edison	Oxford	
Franklin	Bloomington Hildreth Naponee	
Genoa	Monroe	
Greeley	Scotia Spalding Wolbach	
Heartwell	Minden	
Hildreth	Franklin	
Kearney	Amherst Elm Creek Miller Pleasanton Riverdale Sumner	(N)

EXTENDED AREA AND ACCESS SERVICE CALLING POINTS

Exchange	Extended Service Area	Access Service Area	
Leigh	Columbus		
Lindsay	Humphrey Newman Grove		
Madison	Norfolk		
Miller	Amherst Kearney Sumner		
Monroe	Columbus Genoa Platte Center		
Naponee	Bloomington Franklin		
Neligh	Orchard Brunswick		
Newman Grove	Albion Lindsay		
Orchard	Brunswick Neligh	Ewing Walnut	
Ord	Burwell North Loup		
Orleans	Alma Republican City Stamford Woodruff, Kan.		
Palmer	Archer		
Platte Center	Columbus Monroe		
Pleasanton	Kearney		
Republican City	Alma Orleans		
Riverdale	Kearney		
Stamford	Alma Orleans		
Sumner	Kearney Miller		(N)
Tilden Wilsonville	Meadow Grove		

EXCHANGE BOUNDARY MAPS

Pursuant to Chapter 5, Article 2.25, Nebraska Public Service Commission Regulations, individual local exchange boundary maps for the following exchanges operated by the Company in Nebraska are filed separately with the Nebraska Public Service Commission: (T)

	Base Rate Area	Exchange Area Map		Base Rate Area	Exchange Area Map
Albion	1M	8	Madison	20M	13
Alma	2M	9	Miller	21M	7
Amherst	3M	7	Monroe	22M	3
Battle Creek	4M	8	Naponee	23M	5
Beaver City	5M	7	Neligh	24M	7
Bertrand	6M	10	Newman Grove	25M	12
Bloomington	7M	5	Orchard	26M	8
Brunswick	8M	7	Ord	27M	11
Columbus	9M	21	Orleans	28M	9
Duncan	10M	7	Palmer	29M	9
Edison	11M	8	Platte Center	30M	7
Franklin	12M	7	Pleasanton	31M	12
Genoa	13M	11	Republican City	32M	6
Greeley	14M	8	Riverdale	33M	6
Heartwell	15M	5	Stamford	34M	7
Hildreth	16M	7	Sumner	35M	10
Kearney	17M	21	Tilden	36M	8
Leigh	18M	11	Wilsonville	37M	7
Lindsay	19M	9			

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

LIFELINE ASSISTANCE SERVICE

A. GENERAL

1. Lifeline Assistance Service provides a discount for low income residential customer on telephone or qualifying internet services. (D) (T)

B. APPLICATION

a. The customer eligible for Lifeline Assistance Service must meet the qualifications in 47 C.F.R §54.409 (T)

b. An additional credit in the amount of $3.50 per month will also be made to the local single line residential rate of qualifying Lifeline Assistance Voice Service customers. This additional credit is implemented to increase the amount of Lifeline Assistance support per order of the Nebraska Public Service Commission in Docket No. NUSF-2, Progression Order #3, effective 9/1/99. (D)

c. Subscriber certification and recertification will comply with 47 C.F.R §54.410. (D) (T) (D)

d. Toll Blocking, where technology exists and as specified in Toll Restriction Service (Section 2), is available to Lifeline Service customers at no charge.

RECEIVED
NOV - 8 2016
NPSC-Comm. Dept.

LIFELINE ASSISTANCE SERVICE

B. APPLICATION (Continued)

6. Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Toll Restriction Service where the service is available. If toll blocking is unavailable a deposit may be charged.

7. Lifeline Assistance Voice Service may not be disconnected for non-payment of toll charges unless a waiver of this requirement is granted by the Public Service Commission for a specific customer.

8. Funding for Lifeline Assistance Service (Baseline, Supplemental and Additive amounts) is obtained from universal service support mechanisms to which all telecommunications carriers that provide telecommunications service contribute on an equitable and nondiscriminatory basis.

C. RATES AND CHARGES

1. A total credit amount applies to the Lifeline customer's monthly bill as follows:

	Billing Code	Broadband (2) Monthly Credit	Voice (2) Monthly Credit	
Federal Lifeline Support Credit		9.25	6.50	(I)
Nebraska Universal Service Fund Additional Credit Amount (1)	R1LF	3.50	3.50	
Total Credit Amount		12.75	10.00	(R)

2. With the exception of the initial installation charges all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.

3. When a customer is no longer eligible for Lifeline Assistance Service, the Lifeline credit amount specified in 1. preceding, will be discontinued and regular tariffed rates and charges will apply.

(1) Per PSC Order effective 9/1/99. (refer to B.2, preceding) x
(2) Broadband: Service that includes qualifying broadband service.
Voice: Voice service with no qualifying broadband service. ($5.25 + additional $1.25 to waive entire federal subscriber line charge.) (C) (C)

Received by NPSC
12/17/2021

GENERAL EXCHANGE SERVICES TARIFF

Schedule of Rates and Charges and Regulations Governing General
Exchange Services and Applying in all the Exchanges of This Company
IN NEBRASKA

TABLE OF CONTENTS

	Sheet No.	
Table of Contents	1	
Application of Tariffs	3	
Service Charges	4	
Basic Intercept Service	41	
Billed Number Screening Service	11	
Blocking Service	12	
Business Customer Incentive Program	72	
Citizens Dial Data Service	39	
Custom Calling Services	13	
Customer Owned Pay Telephone Service	48	
Customized Number Service	30	
Direct Inward Dial (DID) PBX Station Numbers Trunking and Common Equipment	32	
Direct Inward-Outward Dialing (DIOD) Service	33	
Directory Assistance Service (Local)	36	
Directory Assistance Service (National)	36.1	
Directory Assistance Call Completion	36.2	
Directory Listings	37	
Duplicate Bill Charge	76	(N)
Foreign Exchange Service	38	
Frontier Emergency Connect Service	42	

Received by NPSC
07/27/2021

GENERAL EXCHANGE SERVICES TARIFF

TABLE OF CONTENTS (Cont'd)

	Sheet No.	
Joint User Service	40	
Maintenance of Service Charge	9	
Road Work Recovery	9	
Remote Call Forwarding Service	44	
Reserved Telephone Numbers	46	
Residence Customer Incentive Program	70	
Selective Class of Call Screening	47	
Service Charges	4	
Service Performance Guarantee	61	
Services for Enhanced Service Providers	54	
Special Reverse Charge Toll Service	62	
Special Toll (Q-Z) Billing Plan	63	
Toll Restriction	64	
Toll Tapes	66	
Transfer Service	67	
Call Transfer Service	68	
Business Traffic Study Service	69	
Nebraska Universal Service Fund	74	
Vacation Get Away Service	75	(N)

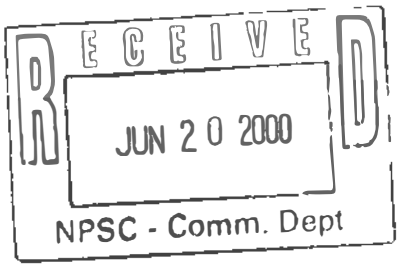
RECEIVED
JUL 24 2019
NPSC-Comm. Dept.

APPLICATION OF TARIFFS

1. These Tariffs apply to the General Exchange Services of Citizens Communications, hereinafter referred to as the Company, in exchanges of the Company in Nebraska. In the event of any conflict between any rate, rule, or regulation contained in these General Exchange Service Tariffs and any rate, rule, or regulation contained in the Local Exchange Service Tariffs, the rate, rule, or regulation contained in the Local Exchange Service Tariff shall apply.

2. The provision of services and facilities, as provided herein, is subject to the General Rules and Regulations of the Company, which General Rules and Regulations as they now exist or as they may be revised, added to, or supplemented by superseding issues are hereby made a part of these General Exchange Service Tariffs.

3. These Tariffs cancel and supersede all other Tariffs issued and effective prior to the effective date of these tariffs.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICE CHARGES

A. GENERAL

1. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at the customer's request:

   a. Connections
   b. Changes

2. Service charges are in addition to all other applicable rates and charges associated with the service being provided unless otherwise stated for specific items.

3. Payment of Service Charges

   a. Service charges for the initial establishment of service may be payable at the time application is made for the particular service and prior to the establishment of service, or upon presentation of a bill.

   b. Service charges for the initial establishment of residential service may be extended over a period of three months. For a complete listing of terms and conditions, please see installment billing for residential customers under payment for services and facilities in Section 3. (C)

4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

5. Services Charges are the following:

   a. Service Ordering Charge

      Applicable for work done in receiving, recording, and processing information necessary to execute a customer's request for connections of service, changes, or additions to existing service.

RECEIVED
OCT - 6 2016
NPSC-Comm. Dept.

SERVICE CHARGES

A. GENERAL (Cont'd)

5. Service charges are the following: (Cont'd)

b. Central Office Connection Charge (C)

Applicable to work performed in the Central Office to provide a Central Office Access Line to a customer's premise.

c. Access Line Work Charge (C)

Applicable if a Company employee must visit a customer's premise to install or make requested changes to drop wire, grounding or station protection.

d. Reconnect Charge (C)

Applicable for work associated with reconnecting a service that is temporarily disconnected for nonpayment.

6. Service charges are not applicable to changes in grade of basic exchange service with the exception of service downgrade.

B. DEFINITIONS

1. Central Office Access Line

The term "Central Office Access Line" denotes the line between the serving Central Office up to and including the demarcation point at the premises.

2. Change

The term "Change" denotes the substitution of a different telephone number or party line assignment made at the request of the customer that is not required to maintain adequate service. Change also denotes move of service drop or station protector.

3. Connection

The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

4. Reconnect Charge (C)

The term "Reconnect Charge" denotes the reconnection of a service that is temporarily disconnected for nonpayment. (C)

RECEIVED
OCT - 6 2016
NPSC-Comm. Dept.

SERVICE CHARGES

C. APPLICATION OF CHARGES

1. Service Ordering Charge

Service Order activity is classified as either Initial (establishment of service) or Subsequent (modification to an existing service). Only one Service Ordering charge is applicable for all items ordered at the same time for completion on the same date.

a. One Initial Service Ordering Charge is applicable to each order for connection of the service.

b. One Subsequent Service Ordering Charge is applicable to each order for change or addition to existing service, and the following:

(1) Customer initiated change or addition of additional directory listing.

(2) Customer initiated change of telephone number.

(3) Only one charge is applicable per order if more than one change is requested on the order.

c. A Service Ordering Charge is not applicable to restoral of service that is disconnected for nonpayment.

2. Central Office Connection Charge (C)

a. One Central Office Connection Charge is applicable to the provision of each Central Office Access Line. (C)

b. A Central Office Connection Charge is not applicable when service is assumed by a customer prior to the disconnection of the location's current customer and there is no change of telephone number. (C)

c. A Central Office Connection Charge is applicable to each change of party-line assignment made at the request of the customer. (C)

d. A Central Office Connection Charge is applicable to work performed in the Central Office to provide service to a customer. (C)

e. A Central Office Connection Charge is applicable to each change in telephone number made at the request of the customer. (C)

RECEIVED
OCT - 6 2016
NPSC-Comm. Dept.

SERVICE CHARGES

C. APPLICATION OF CHARGES (Cont'd)

3. Premise Visit Charge

a. One premise visit charge is applicable whenever a Company employee is dispatched to the customer's premise to install drop wire, grounding or station protection.

b. One premise visit charge is applicable whenever a Company employee is dispatched to move a service drop and/or associated station protection devices when requested by the customer.

c. No premise visit charge is applicable for subsequent visits required to complete an order to which a visit charge has been applied.

4. Restoral Charge

A restoral charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

D. CHARGES

		Nonrecurring Charges Residence	Business
1.	Service Ordering		
a.	Initial Order, each	$24.00 (I) SCC10	$28.00 (I) SCC11
b.	Subsequent Order, each	20.00 (I)	24.00 (I)
2.	Line Connection, each	21.00 (I) SCC19	25.00 (I) SCC19
3.	Premise Visit, each	31.00 (I) SCC17	45.00 (I) SCC29
4.	Restoral Charge, each	37.00 (I) RECR	41.00 (I) RECB

Received
JAN 15 2020
NPSC Comm. Dept.

SERVICE CHARGES

E. CONDITIONS UNDER WHICH NO SERVICE CHARGES APPLY

1. No service charges apply for the following Telephone Company initiated work:

   a. To move or change a customer's telephone service or equipment up to the demarcation point, if required or initiated by the Company.

   b. Disconnection of service for nonpayment of charges due. The charge applicable for restoral of service is specified under D., Charges, in this section.

2. No service charges apply for the following customer-initiated requests, providing work is limited to that specified below:

   a. Termination of Central Office Access Line service.

   b. The "From" portion of work involved in a transfer of Central Office Access Line service from one premise to another.

   c. Changes in grade of basic exchange service with the exception of service downgrade.

   d. Service up to the demarcation point reestablished after destruction of the customer's premises by Act of God or a public enemy, whether at the same or another location.

   e. Changes from nonpublished directory listings to published directory listings.

3. No Service Charges apply to the provision of Custom Calling Services (Refer to Sheet 20, C, 1 of this Section). (N) (N)

RECEIVED
DEC 11 2000
NPSC - Comm. Dept

SERVICE CHARGES

F. MAINTENANCE OF SERVICE CHARGE

1. General

Upon the customer's request and upon the Company's subsequent notification to the customer of the associated charge, the Company will perform a service check. If the service check determines the difficulty to be on the Company's side of the demarcation point, no charge will be assessed for the service check. If the service check determines the difficulty to be on the individual customer's side of the demarcation point, a charge will be assessed for the service check when the difficulty is associated with existing or new inside station wiring or terminal equipment which is not the responsibility of the telephone utility to replace, repair, or maintain.

Only one service charge will be assessed for each difficulty, which is detected regardless of the number of tests, which are conducted unless otherwise provided herein.

2. Rate

Maintenance of Service Charge $29.50

G. ROAD WORK RECOVERY

1. General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs/product guides. The surcharge will be billed monthly per account.

2. Regulations

Surcharge will be assessed at the time of billing. There will be no proration of charges. There will be no discounts for vacation, seasonal or temporary suspension of service.

3. Rates

Monthly Rate Per Account
Business $3.75 (I)
Residence $3.75 (I)

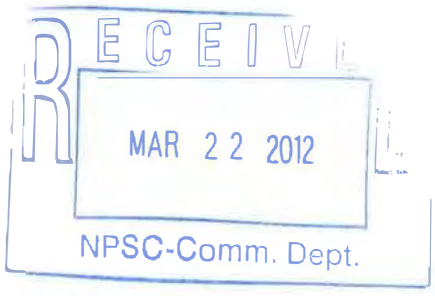
/

Received by NPSC
07/21/2025

SERVICE CHARGES

G. RESERVED FOR FUTURE USE (Cont'd) (D)

(D)



BILLED NUMBER SCREENING SERVICE

A. GENERAL

1. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect calls, third number billed calls or both to a customer's telephone account.

2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.

3. Billed Number Screening Service is offered subject to the availability of suitable facilities.

4. The minimum contract period for Billed Number Screening Service is one month.

B. RATES

1. The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs.

	Billing Code	Monthly Rate	Nonrecurring Charge
a) Option 1-No Collect or Third Number Billing,			
- per line screened	BNS1	$2.00	*
- per COPT line screened	COIN1	.34	*
b) Option 2-No Third Number Billing,			
- per line screened	BNS2	$2.00	*
- per COPT line screened	COIN2	.34	*
c) Option 3-No Collect Billing,			
- per line screened	BNS3	$2.00	*
- per COPT line screened	COIN3	.34	*

* A subsequent Service Order charge applies as shown in D1.b. in this section.

RECEIVED
JUN 20 2000
NPSC - Comm Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.

2. The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.

   a) 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.

   b) 976 Blocking Service blocks access to all telephone numbers for which the prefix 976 (1+NPA+976 or 1+976) must be dialed.

3. The service is classified as a local exchange telecommunications service.

B. CONDITIONS

1. The Company's obligation to furnish network facilities for Blocking service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.

2. Blocking Service is available only for blocking access to all NPA or prefix telephone numbers from a particular network access line, and not for blocking access to a specific NPA or prefix telephone number.

C. RATES

1. Each line blocked is subject to the following charges:

		Billing Code	Nonrecurring Charge
a)	900 Blocking Service, per line	900BR/900BB	$4.00*
b)	976 Blocking Service, per line	976BR/976BB	$4.00*

2. Applicable Service Charges apply as set forth in Section 2 of this tariff.

3. If 900 and 976 Blocking Service are ordered at the same time, only one $4.00 Nonrecurring Charge applies per line.

* First-time orders for Blocking Service shall be without charge to the customer. The charges above apply to second and all subsequent orders for Blocking Service.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOM CALLING SERVICES

A. GENERAL

1. Custom Calling Services are limited to those areas served by central offices specifically equipped to provide such services and have the available suitable facilities.

2. These services may be provided only in connection with individual line residence, business service and some multiline services. Party line customers and PBX customers are excluded.

3. The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID, Automatic Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Automatic Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID, Automatic Call Return or other similar services identified in this tariff.

B. DESCRIPTIONS

1. Anonymous Call Rejection - Anonymous Call Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. (T) (T)

2. Busy Number Redial (*66) - is an arrangement, which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed. (T)

3. Call Return (*69) - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the service, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed. (T)

4. Call Block - allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement, which specifies that the called party is not accepting calls.

JUL 2 2014
NPSC-Comm. Dept.

CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

5. Call Forwarding Service* - permits the customer to have all calls made to their line transferred to another telephone number. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. Call Forwarding may be arranged for:

   a. Fixed operation, which provides for Company establishment or change of the forwarded telephone number destination requested by the customer. In the event of an interruption in "fixed" Call Forwarding Service, the Company will reestablish the most current forwarded telephone number destination shown in its records. Feature activation and deactivation is the responsibility of the customer.

   b. Variable operation, which provides for customer establishment and change of the forwarded telephone number destination. The customer is also responsible for feature activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of "variable" Call Forwarding Service.

6. Call Forwarding Service - Busy/No Answer - Variable* - permits the customer to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The customer is responsible for the establishment and change of the forwarded telephone number destination. The customer is also responsible for service (Busy, No Answer or Busy/No Answer) activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding Service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described in B.6, B.7 and B.8 following or rotary (trunk hunting) service.

7. Call Forwarding Service - Busy Line - Fixed* - This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a normal busy line condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described in B.5 preceding or rotary (trunk hunting) service.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

* The grade of transmission on Three-way Calling and Call Forwarding Services may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

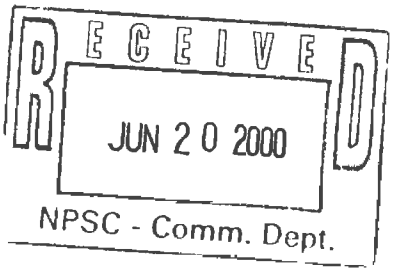
CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

8. Call Forwarding Service - No Answer - Fixed* - This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described in B.5 preceding or rotary (trunk hunting) service.

9. Call Forwarding Service - Busy Line/No Answer - Fixed* - This service, permanently activated, permits the customer to have incoming calls redirected to a preselected telephone number at another location on a different premises when such incoming calls encounter either a normal busy line condition or a no answer condition. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with Call Forwarding Service as described in B.5 preceding or rotary (trunk hunting) service.

10. Call Tracing Service - allows the customer to immediately and automatically trace the last incoming call received from a local service. Upon the customer's request the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s). Call Tracing Service will be the only nuisance call tracing service available to residential one-party and business one-party customers where this feature is offered.



* The grade of transmission on Call Forwarding Service may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

11. Call Waiting/Cancel Call Waiting - allows a customer, engaged in a conversation, to receive an audible signal that a second party has attempted to call this line. The calling party receives normal ringback tone. The customer may elect to either go on-hook and receive ringing from the second caller, or may use hookswitch flashes to hold private conversations with each of the two parties on an alternative basis. Cancel Call Waiting permits the customer with Call Waiting to inhibit the operation of call waiting for one call. Call Waiting is automatically restored to the customer's line upon a disconnect. (T) (T) (T)

12. Call Waiting ID - is a service that will allow a Caller ID/Call Waiting subscriber who is offhook on an existing call to receive caller identification information on a new incoming call. Once the customer receives the Caller ID data, he or she may decide whether to ignore the waiting call, interrupt the current call and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as for the existing Call Waiting service except that the subscriber has the ability to identify the waiting caller. The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (Number or Name and Number Service) at the tariffed rates for each service or in a "flexible package"/Choice PAC arrangement. The customer must subscribe to this service specifically even though there are not additional rates or charges.

13. Caller Identification Services

a. Caller ID – Number* - is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer. (T)

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

b. Caller ID - is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service. (T)

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling name and telephone number display by activating Selective Blocking-Per Call or Complete Blocking-Per Line as described in this section of the tariff. (T)

* This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUL - 2 2014
NEBSC Comm Dept.

CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

13. Caller Identification Services (Cont'd)

c. For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. If the calling identification information is not available for forwarding to the called party, the customer's display device will give an anonymous indication. Calling identification information is unavailable from calls made through some large PABX systems, from most cellular radio calls, and currently from interexchange carrier calls. Nor is the calling identification information made available when incoming calls have been handled by an operator or charged to credit cards.

Customers subscribing to Calling Identification Services will be responsible for the provision of compatible display equipment. The Company assumes no liability for any incompatibility of the customer provided display equipment.

Telephone numbers transmitted via Calling Identification Services are intended solely for the use of the Calling Identification Service subscriber. Resale of this information is prohibited by this tariff.

Anonymous Call Block is available at the monthly rate in conjunction with these services.

d. New residential Caller ID-Name and Number or Caller ID-Number subscribers will receive a $5 coupon by U. S. Mail. If the customer continues to subscribe to Caller ID Name for 120 consecutive days, the customer may redeem the coupon for a one-time credit of $5.00. The coupon expires 150 days after the activation date of the Caller ID Name Service.

14. Camp-On/Busy Number Redial * - permits the customer to dial a camp-on code when a busy station is reached. The call is retried automatically through the central office until both parties are available. A special tone alerts the customer that a successful camp-on has been activated. When the customer answers, the called party's line is rung, and the two parties are connected in a normal two-way call. Only busy calls within the central office are retried automatically.

15. (D) | (D)

16. Complete Blocking (Per Line) or Selective Blocking (Per Call) - allows customers, in areas where Caller - ID Number is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking (Complete Blocking is Company activated on a line which automatically blocks all calls or Selective Blocking which is customer activated blocking prior to a call). For certified law enforcement and violence intervention agencies, per line blocking can be arranged at no charge. This service will prevent the telephone number from being identified for all calls placed from that line.

RECEIVED
JUL - 2 2014
NPSC-Comm. Dept.

* This service is limited to existing customers at their existing locations.

CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

17. Last Number/Save Number Redial * - permits the customer to dial a code which initiates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically.

18. Distinctive Ring - allows separate ringing to be applied to an individual line, where each of two numbers, a main number and a Distinctive Ring number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

    Regulations for directory listings as set forth in this section will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the Distinctive Ring number, regardless of the class of service.

19. Selective Call Acceptance - allows a customer to select (maximum of 12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally. (T)

20. Selective Call Forwarding - is an arrangement, which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selective Call Forwarding is activated, only calls from the prespecified numbers will be forwarded. (T)

* This service is limited to existing customers at their existing locations.

RECEIVED
JUL - 2 2014
NPSC-Comm. Dept.

CUSTOM CALLING SERVICES

B. DESCRIPTIONS (Cont'd)

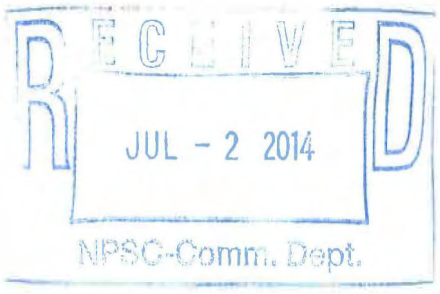
21. Special Call Waiting** - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

22. Speed Calling Service - allows the customer to select from a preprogrammed list of eight or thirty telephone numbers stored in the system's memory by use of one and two digit codes, respectively. The call will be automatically placed to the number selected.

23. Three-Way Calling Service* - permits a customer to add a third party to an existing conversation, whether the original call was incoming or outgoing.

24. Priority Call - allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone. (T)

25. Multiple Simultaneous Call Forward - This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (N) (N)



* The grade of transmission on Three-Way Calling Service may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed.
** This service is limited to existing customers at their existing locations.

CUSTOM CALLING SERVICES

C. SERVICE CHARGES/GUARANTEE/WAIVER OF CHARGES

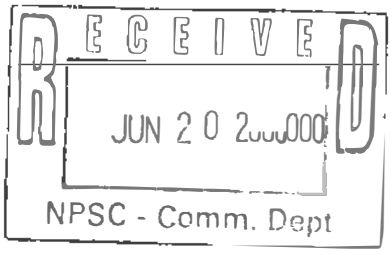
1. Service Charges are not applicable to the provision of Custom Calling Services.

2. Satisfaction Guarantee

If at anytime the customer notifies the Company he is not satisfied with the service(s), and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The service(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

3. Waiver of Charges

During specific time periods throughout the year, the Company may offer special promotions in various exchanges equipped to provide calling services.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOM CALLING SERVICES

D. RATES

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

		Monthly Rate Res.		Monthly Rate Bus.	Nonrecurring Charge
1.	When provided individually, each service per line equipped				
a.	Anonymous Call Rejection	$6.00	(I)	$6.00	$0.00
b.	Busy Number Redial (*66)	6.50		6.99	0.00
	1) With CUSTOM PAKs (1)	3.25		3.90	-
	2) Per Use (3)	3.00		3.00	
c.	Call Return (*69)	6.50		6.99	0.00
	1) With CUSTOM PAKs (1)	4.00		4.80	-
	2) Per Use (3)	3.00		3.00	
d.	Selective Call Rejection	6.50		6.99	0.00
	1) With CUSTOM PAKs (1)	2.40		3.20	-
e.	Call Forwarding	9.75	(I)	9.00	0.00
	1) With CUSTOM PAKs (2) or CUSTOM PAK - TOUCH PLUS*	1.10		1.10	-

* This service offering is limited to all existing subscribers at their existing locations.
- (1) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL and CUSTOM TOUCH PLUS.
- (2) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL and CUSTOM PAK - VIP.
- (3) The total monthly Per Use charges for each service are capped at $15.00 (Res) and $15.20 (Bus).

Received by NPSC
02/16/2023

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.		Monthly Rate Bus.	Nonrecurring Charge
1. When provided individually, each service per line equipped (Cont'd)				
f. Call Forwarding Busy/No Answer	$9.75	(I)	$9.75	$0.00
1) With CUSTOM PAKs (1)	2.10		2.10	-
g. Call Forwarding Busy Line-Fixed	9.75	(I)	9.00	0.00
1) With CUSTOM PAKs* (1)	1.10		1.10	-
h. Call Forwarding No Answer-Fixed*,	9.50	(I)	9.00	0.00
1) With CUSTOM PAKs* (1)	1.10		1.10	-
i. Call Forwarding, Busy/No Answer-Fixed*	9.75	(I)	8.25	0.00
1) With CUSTOM PAKs* (1)	1.30		1.30	-

* When this service is purchased by an Enhanced Service Provider (ESP) as a service for ESP clients, as described elsewhere in this Tariff, the Installation Charge is not applicable.

* This service offering is limited to all existing subscribers at their existing locations.

(1) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL, CUSTOM PAK - TOUCH PLUS, CUSTOM PAK - ENHANCED and CUSTOM PAK - VIP.

Received by NPSC
02/16/2023

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.	Monthly Rate Bus.		Nonrecurring Charge
1. When provided individually, each service per line equipped (Cont'd)				
j. Call Tracing Service				
1) Per Use (2)	8.00	8.25		
k. Call Waiting/Cancel Call Waiting	9.75	25.25	(I)	0.00
l. Call Waiting ID**	0.00	0.00		0.00
m. Caller ID – Number*	10.50	27.00	(I)	0.00
n. Caller ID	13.75	29.00	(I)	0.00
o. Camp-On/Busy Number Redial*	5.99	3.85		0.00
p.				
q. Complete Blocking or Selective Blocking	0.00	0.00		0.00
r. Last Number/Save Number Redial*	5.99	6.60		0.00

* This service offering is limited to all existing subscribers at their existing locations.
** Customers subscribing to Call Waiting ID must pay tariff or flexible packaging/Choice PAC rates for both Call Waiting and either Caller ID - Number or Caller ID - Name and Number. Under flexible packaging or Choice PAC each service will be counted individually.
(1) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH PLUS and CUSTOM PAK - ENHANCED.
(2) The total monthly Per Use charges for this service is capped at $32.50 (Res) and $32.50 (Bus).

Received by NPSC
03/07/2025

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.		Monthly Rate Bus.	Nonrecurring Charge
1. When provided individually, each service per line equipped (Cont'd)				
s. Distinctive Ring	$6.99		$7.00	$0.00
1) With CUSTOM PAKs* (1)	3.30		3.30	0.00
t. Selective Call Acceptance	7.00	(I)	6.99	0.00
1) With CUSTOM PAKs (1)	1.00		1.50	-
u. Selective Call Forwarding	7.00	(I)	6.99	0.00
1) With CUSTOM PAKs (1)	1.30		1.95	-
v. Special Call Waiting*	5.99		6.00	0.00
1) With CUSTOM PAK - TOUCH PLUS	2.50		3.00	-
w. Speed Calling 8 Number*	6.50		5.99	0.00
1) With CUSTOM PAKs (2) 4400*	.95		.95	-

* This service offering is limited to existing subscribers at existing locations.

(1) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL, CUSTOM PAK - TOUCH PLUS, CUSTOM PAK - ENHANCED and CUSTOM PAK - VIP.
(2) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL, CUSTOM PAK - TOUCH PLUS, CUSTOM PAK - ENHANCED and CUSTOM PAK - VIP.

Received by NPSC
02/16/2023

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.		Monthly Rate Bus.	Nonrecurring Charge
1. When provided individually, each service per line equipped (Cont'd)				
x. Speed Calling (Cont'd) 30 Number	$6.50		$6.99	$0.00
(1) With CUSTOM PAKs* (1)	1.30		1.30	-
y. Three-Way Calling	9.75	(I)	10.25	0.00
1) With CUSTOM PAKs* (2)	1.30		1.30	-
2) Per Use (2)	3.00		3.00	
z. Priority Call	5.00		6.00	0.00
1) With CUSTOM PAKs (3)	1.50		2.00	-
aa. Multiple Simultaneous Call Forward	n/a		$11.00	
2. When provided as a service package, each package per line equipped				
a. Economy Package (Call Waiting & Call Forwarding)*	3.60		3.60	0.00

* This service offering is limited to all existing subscribers at their existing locations.
(1) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL, CUSTOM PAK - TOUCH PLUS, CUSTOM PAK - ENHANCED and CUSTOM PAK - VIP.
(2) Includes the following CUSTOM PAKs: CUSTOM PAK - TOUCH CALL and CUSTOM PAK - VIP.
(3) Includes the following PAKs: CUSTOM PAK - TOUCH CALL, CUSTOM PAK - TOUCH PLUS and CUSTOM PAK - ENHANCED.
(4) The total monthly Per Use charges for this service is capped at $15.00 (Res) and $15.00 (Bus).

Received by NPSC
02/16/2023

RECEIVED
JUN 0 2000
NPSC - Comm. Dept.

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.	Monthly Rate Bus.	Nonrecurring Charge
2. When provided as a service package, each package per line equipped (Cont'd)			
b. Custom Calling Prime Package (Call Waiting, Call Forwarding, Speed Call-8, & Three-Way Calling) (EF28, EF27)*	$4.75	$4.75	$0.00
c. Custom Calling Premium Package, (Call Waiting, Three Way Calling, Speed Call-8, Call Forwarding, Camp-On/Busy Number Redial, Cancel Call Waiting, Last Number/Save Number Redial) (SCPR, SCPB)*	7.15	7.15	0.00
d. Professional Package (Call Waiting, Call Forwarding, Speed Call-30, and Three-Way Calling) (C30R, C30B)*	8.55	8.55	0.00
e. CUSTOM PAK - TOUCH CALL (Touch Calling, Call Waiting and Cancel Call Waiting) (CWCCR, CWCCB)*	4.20	4.60	0.00
f. CUSTOM PAK - TOUCH PLUS (Touch Calling, Three-Way Calling, Call Forwarding and Speed Call-8) (CFCSR)*	4.40	4.70	0.00

* This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

	Monthly Rate Res.	Monthly Rate Bus.	Nonrecurring Charge
2. When provided as a service package, each package per line equipped			
g. CUSTOM PAK - ENHANCED (Call Waiting, Automatic Call Return, Automatic Busy Redial and Call Blocking) (S4400)**	$8.75	$0.00	$0.00
h. CUSTOM PAK - VIP (Call Waiting, Three-Way Calling, Call Forwarding, Speed Call-8, Automatic Call Return, Automatic Busy Redial, Call Blocking, VIP Alert and Cancel Call Waiting) (S4900)**	13.25	0.00	0.00

(D)

(D)

RECEIVED
AUG 14 2003
NPSC-Comm. Dept.

** This service offering is limited to existing residential customers at their existing locations.

CUSTOM CALLING SERVICES

(D)

Reserved for Future Use

(T)

(D)

CUSTOM CALLING SERVICES

D. Rates (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

4. Choice PAC - Business

a) This service offers a discount of 30% off the rates as specified D.1. preceding to business customers who subscribe to individual Custom Calling Services. This discount applies only when the customer subscribes to three or more of the following services *:

Automatic Busy Redial
Automatic Call Return
Call Block
Call Forwarding (variable)
Call Forwarding Busy/No Answer
Call Waiting
Caller ID - Name and Number
Caller ID - Number
Distinctive Ring
Special Call Acceptance
Special Call Forwarding
Speed Calling 8 and 30
Three Way Calling
VIP Alert

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

b) If three or more services are ordered, on a per account basis, the discount will apply on rates of all services.

c) If the customer subscribes to less than three services or the customer removes a service(s) such that the total subscription becomes less than three, the discount does not apply.

d) A service may be added at a later date for the discount to apply. A service may also be substituted for another at a later date and the discount will continue to apply.

* Anonymous Call Block and Cancel Call Waiting are not included in the threshold amount of three, however, these services will be discounted if the threshold amount is met.

CUSTOMIZED NUMBER SERVICE

A. GENERAL

1. Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.

2. The Company reserves and retains the right:

   a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Customized Number Service charge will not be refunded to the customer.

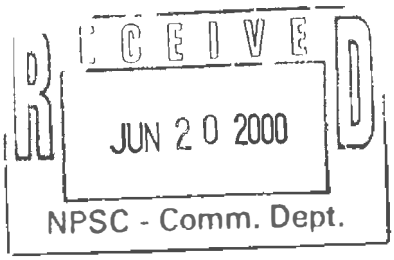
   b. To reject any request for specific telephone numbers for any reason, including but not limited to: relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.

   c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Tariff.

B. RATES

1. The appropriate Service Charges as found in Section 2 will apply for Customized Number Service in addition to a monthly rate when the service is requested after the initial installation of service.

		Billing Code	Monthly Rate
a.	Each Customized Number requested and placed into service	CTNR CTNB	$2.50



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOMIZED NUMBER SERVICE

C. CONDITIONS

1. The Customized Number Service charge applies whenever a customer:

   a. Requests a telephone number other than the next available number from the allocation list, and such requested number is placed into service within six months of the date of the request.

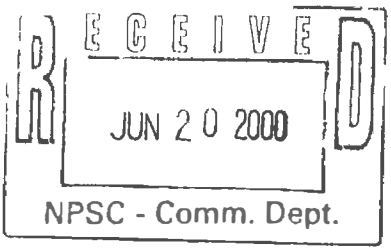
   b. Request a number change from their present number to a Customized Number Service.

2. The Customized Number Service charge does not apply whenever a customer:

   a. Requests assignment of the same telephone number that had been previously assigned to that customer.

3. The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number Service.

4. Customized Number Service includes a standard directory listing consisting of the customer's name, address and telephone number. It does not include a directory listing where the number is reflected in alphabetical characters.

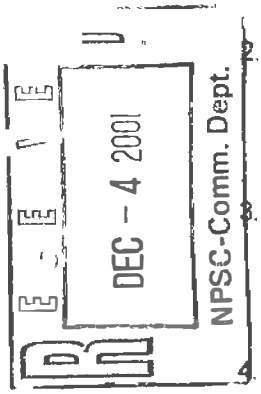


F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

DIRECT INWARD DIAL (DID) PBX STATION NUMBERS
TRUNKING AND COMMON EQUIPMENT

A. GENERAL

1. Direct Inward Dialing (DID) permits incoming dialed calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant.



2. This service is subject to the availability of existing equipment and facilities. Construction charges will apply if additional equipment or facilities are required in the Central Office to provide this service. When equipment or service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case shall apply.

3. The Company assigns station numbers for DID in blocks of 100 numbers. Station numbers assigned to the customer shall not exceed 99 vacant numbers. When additional numbers are required, they will be made available as soon as the Company has equipment available for this purpose. The Company cannot guarantee that station numbers will be made available in all cases.

4. Customers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.

5. The rates and charges specified are in addition to the applicable trunk rate or other rates and charges for other services or facilities with which this service is associated. It is the customer's responsibility to ensure that the CPE selected is compatible to operate with DID service.

B. RATES	Billing Code	Monthly Rate	Installation Charge	
1. Block of 100 Seven-Digit Numbers for Direct Inward Dial Station Numbers				
a. Assigned, each block	DIDB	$121.00	-	
b. Reserved, each block	DIDB	121.00	-	
2.* Block of 20 Seven-Digit Numbers for Direct Inward Dial Station Numbers				
a. Assigned, each block	TDIDB	40.70	-	
b. Reserved, each block	TDIDB	40.70	-	
3.** DID C.O. Common and Trunking Equipment, per Trunk	PBXEQ	14.70		
(excluding Digital Channel Service)	DIDNR		$147.85	(C)
4.** DID C.O. Common and Trunking Equipment, for Digital Channel Service				(N)
Per exchange line/trunk	PBXEQ	14.70		|
Per 24 Channel System	DICNR		250.00	(N)

*This offering is restricted to locations having Electronic Offices.
**This rate is in addition to the monthly Type A Trunk (PBX) Rate.

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

A. GENERAL

Direct Inward-Outward Dialing (DIOD) Service is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a four-wire connection at the customer's premises.

B. CONDITIONS

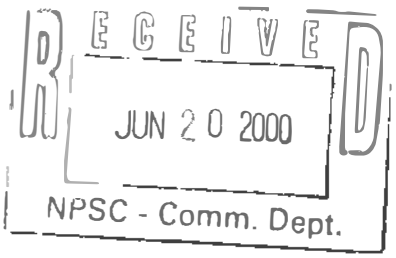
1) DIOD Service is provided from Central Offices equipped to provide this service and subject to the availability of facilities and the availability of telephone numbers.

2) The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges found in Section 3 and the Direct Inward Dialing (DID) service section of this Tariff, apply to DIOD service.

3) Rotary hunt service does not apply.

4) The customer is responsible for premises located switching equipment and the equipment must be arranged to provide intercept on unused telephone numbers associated with DIOD service.

5) Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.



DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

B. CONDITIONS (Cont'd)

6) If a customer's normal serving Central Office is not equipped to provide DIOD service or the customer so requests, the service may be provided if facilities permit, from a company Central Office different than that which normally serves the customer. However, the service must still be within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service as found in this Section of the Tariff.

7) When DIOD service becomes available or is subsequently requested from the Central Office that normally serves the customer, the service may be transferred to the normal serving Central Office, if the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur Service Charges as found in Section 2 of this Tariff.

8) A change in Central Office equipment could require the customer to discontinue the service or obtain service from another Central Office. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of Central Office equipment.

9) The combining of flat rate, or message rate service is prohibited.

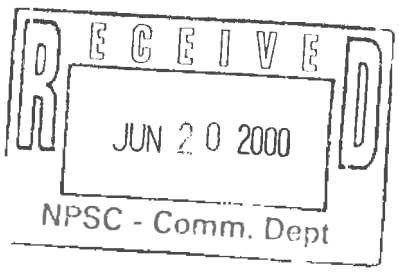
10) DIOD service works in conjunction with Direct Inward Dialing (DID) service and the charges specified following are in addition to applicable rates and charges for DID Service specified in this Section.

11) Contract termination liability:

a) Requires the customer, in case of early termination, to pay a penalty of 90% of the term monthly rates applied to the initial ordered quantities, for the number of months remaining in the term.

b) If, before the end of a term agreement, the customer wants to change to a longer term or a different service of the same or greater value with the same or longer term, no termination liability will apply to this change in service. A new termination agreement, based on the new service or term, will replace the original termination agreement.

c) If, before the end of a term agreement, the Company files and gains appropriate approvals for lower rates for the contracted service, the Company will apply the new lower rates, but the original termination liability remains and will be calculated on the original rates.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

C. RATES

	Monthly Rate	Nonrecurring Charge
1) Equipment arrangement in Central Office necessary to provide in/out dialing from the exchange and message toll network directly to/from dial switching equipment installed on the customer premises:	(1)	-
a) DIOD Station Number Blocks		
1) Per block of 100 seven-digit station numbers	(2)	-
2) Per block of 20 seven-digit station numbers	(2)	-
b) Per Trunk Termination		
1) Month-to-month (22200)	$14.70 (3)	(4)
2) One year contract (PZW1Y)	8.00 (3)	(4)
3) Three year contract (P2W3Y)	6.00 (3)	(4)
4) Five year contract (P2W5Y)	5.00 (3)	(4) (N)

RECEIVED
OCT 29 2003
NPSC - Comm. Dept

(1) In addition to charges and rates for other services and facilities associated with this service.
(2) Refer to Direct Inward Dialing (DID) service, this Section, for rates and charges.
(3) This rate is in addition to the monthly Type A Trunk (PBX) rate.
(4) A $100 non-recurring charge applies to an initial database set-up. Service charges apply as appropriate for initial and subsequent service orders.

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. Directory Assistance service will provide the customer with directory listings for numbers within the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.

2. Rates specified in subparagraph B are not applicable to:

   a. Calls placed from hotels and motels.

   b. Calls from hospitals that have, as their principal undertaking, the medical and surgical care of the sick and disabled and which provide telephones in the majority of the patient rooms.

   c. Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologist, optometrist, registered nurses, therapist, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.

   d. Calls placed to Directory Assistance by the Operator in connection with operator-handled local and long distance calls.

B. RATES

1. Dialed calls or requests placed through the operator (when normal Directory Assistance service is available) shall be billed to the customer at the rate of $1.50 per call. (I)

RECEIVED
NOV - 4 2011
NPSC-Comm. Dept.

NATIONAL DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. National Directory Assistance (NDA) will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database. This database will make all the company listings available to any operator workstation along with national listings from other provider database(s). The Company will provide listings for residential, business, government, and 1-800 numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

B. REGULATIONS

The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

National Directory Assistance and Customer Name and Address Service will be available where technology permits.

For directory listing information regarding numbers within the customer's LATA, Local Directory Assistance charges apply, as specified elsewhere in this tariff.

C. RATES

For each call to the National Directory Assistance/ Customer Name and Address Service	$ 1.50 (D)

RECEIVED
NOV - 5 2013
NPSC-Comm. Dept.

DIRECTORY ASSISTANCE CALL COMPLETION

A. GENERAL

1. DACC allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

B. REGULATIONS

1. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

2. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

3. DACC will only be furnished where facilities and operating conditions permit.

4. The calling party will incur a $.10 per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

   IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

C. RATES AND CHARGES

Directory Assistance Call Completion, per call	$ 1.00

RECEIVED
NOV - 5 2013
NPSC-Comm. Dept.

DIRECTORY LISTINGS

A. GENERAL REGULATIONS (C)

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.

2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.

3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.

4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.

5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.

8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID. (C)

RECEIVED
MAR 11 2014
NPSC-Comm. Dept.

DIRECTORY LISTINGS

B. COMPOSITION OF LISTINGS

1. Name

a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

a. The name of a subscriber
b. The name of each business enterprise which the subscriber conducts
c. The name of a corporation which is the parent or subsidiary of the subscriber

b. Residence Service

a. The name of the subscriber
b. Another authorized residential name
c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

2. Designation

1. A designation can be used on a business service to assist the public in calling but not to advertise the business

3. Address

1. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

RECEIVED
MAR 11 2014
Con ept

DIRECTORY LISTINGS

C. TYPES OF LISTINGS

1. Primary – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement

2. Additional – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

3. Foreign – A listing appearing in a directory other than the directory in which local exchange service if furnished or associated with a service provider that does not have a directory listing agreement in place

4. Extra Line of Information – descriptive text that does not have a telephone number

5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory

6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory

D. RATES

Additional Listing	Residential	$6.00	
	Business	$34.00	(I)
Foreign	Residential	$6.00	
	Business	$6.50	
Extra Line of Info	Residential	$5.50	
	Business	$34.00	(I)
Non-Listed	Residential	$6.50	
	Business	$6.50	
Non-Published	Residential	$7.00	
	Business	$7.00	

Received by NPSC
02/18/2025

FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service is exchange service from an exchange other than the one, which would normally serve. This service is offered only to those customers located within the exchange area.

2. Foreign Exchange Service does not come within the Company's general undertaking, nor does the Company obligate itself to furnish such service generally, but will do so where facilities of such a character are available as will permit satisfactory telephone transmission. It will not be provided when there may be a resulting impairment of service or when undue expense is involved.

B. REGULATIONS

1. Foreign Exchange Service is offered between all exchanges of this Company and other companies located within the boundaries of this state. It will be furnished jointly with other companies only when those companies agree to furnish service in accordance with the provisions contained in this tariff.

2. Only individual line or Type A or B trunk foreign exchange service is furnished.

3. Off-premises services will be furnished in accordance with the tariff provisions of the local exchange, provided that facilities and operating conditions permit. Off-premises services will be furnished only for the use of the foreign exchange customer.

(T)

C. RATES

1. The central office connection at the foreign exchange and the individual line or Type A or B trunk at the exchange in which the customer is located are provided at the established monthly rates for that exchange.

2 Applicable service charges will apply at the rates of the exchange in which the foreign exchange central office connections and/or the central office access line is located.

3. Supplemental service and associated service charges are provided at the charges, monthly and/or nonrecurring, of the exchange in which the central office access line is located.

4. Applicable Special Transport rates from Citizens Communication's Nebraska Tariff, Facilities for Intrastate Access, Section 5, will apply for interexchange mileage.

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIAL DATA SERVICE

A. GENERAL

1. Citizens Dial Data Service is an enhancement to Residential and Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities.

B. REGULATIONS

1. The parameters of Citizens Dial Data service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.

2. The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.

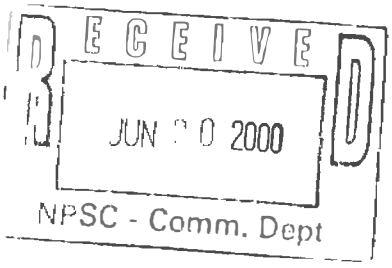
3. Citizens Dial Data Service may not be compatible with other services offered in this Tariff, such as Call Waiting and Distinctive Ring, and is not offered in conjunction with the following:

- Party Line Service
- Foreign Exchange Service
- Citizens Digital Centrex Service
- Off-Premise Extensions
- Foreign Central Office Service
- PBX trunks or stations
- Outward WATS
- Residence or Business service provided by analog station carrier (e.g. 82A & 84A)

C. RATES

1. The following rates are in addition to all applicable nonrecurring and recurring charges shown in tariffs of this Company. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

	Billing Code	Monthly Rate	Billing Code	Nonrecurring Charge
a. Citizens Dial Data Service				
Business	IS911	$5.00	ISNR1	$25.00
Residence	IS900	$5.00	ISNR0	$25.00



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

JOINT USER SERVICE*

A. GENERAL

1. Joint User Service is an arrangement whereby a customer permits a person, firm or corporation to use his telephone service.

2. This service is provided only in connection with individual central office access line business and private branch exchange service.

3. Joint User Service is not furnished in association with the service of a customer engaged in a business of a secretarial nature or who is renting or leasing space to transient or permanent tenants.

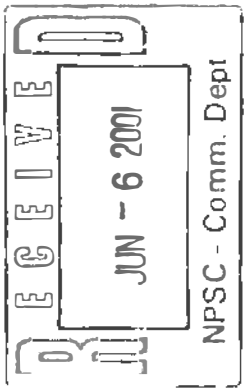
4. The Joint User must be located on the same premise or in the same office or in the same suite of offices as the customer or in an office adjacent to and directly accessible from the customer's office.

5. One directory listing will be furnished a Joint User at no charge. Primary and extra listings in the directory are furnished in accordance with the rules and regulations covering business listings.

6. Application for Joint User Service and all subsequent service additions and changes must be made by the primary customer who is responsible for all charges incurred by the Joint User.

7. Charges for Joint User Service date from the day the contract is executed, and are payable monthly in advance. The minimum charge for Joint User Service is for a directory period, except that the service may be cancelled before the listings close for the next issue of the directory. Contracts for Joint User Service may be terminated at the end of the directory issue, or at any time upon payment of all charges for service for the minimum contractual period, and otherwise only as specified in the Termination of Service Section of this tariff.

B. RATES



Joint User Service, including one listing in the directory, is furnished at the following rates for each joint user, per month:

Business Individual Line Service

1/2 of urban charges for one individual business central office access line (excluding mileage or zone rates), computed to the next higher multiple of .01¢.

Business Private Branch Exchange Service

1/2 of urban charge for one Type A trunk (PBX) (excluding mileage or zone rates), computed to the next higher multiple of .01¢.

* This service is discontinued to new customers but will be continued to those customers presently having this service until discontinued or changed at their request.

(Z)

BASIC INTERCEPT SERVICE

A. GENERAL

1. Basic Intercept Service is an optional service, which provides new number information to callers dialing changed or disconnected numbers. Dialing the subscriber's former number results in a pre-recorded message, which announces the new number.

B. RATES

The following rate is in addition to any other applicable charges shown in tariffs of this Company. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

		Nonrecurring Charge	
1.	Basic Intercept Service, each number intercepted, period of 30 days: (OPINT)	$0.00	(C)(R)

C. CONDITIONS

1. Basic Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.

2. The above charges do not apply to company initiated number changes.

3. Basic Intercept Service will not be provided to customers disconnected for nonpayment.

Received by NPSC
10/23/2024

GENERAL SERVICES

(N)

Frontier Emergency Connect Service

A. GENERAL

1. Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

B. REGULATIONS

1. This service is available where technically feasible and subject to availability of existing facilities.

2. All attempted inbound calls will receive a recording saying the number is not in service.

3. Customers will not be given a telephone number of the service and no directory listing services will be available.

4. The customer only has the following dialing options:

   - 911 and
   - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
   - All other calling patterns will receive re-order tone.

5. The call origination telephone number (All information) going to the 911 center will indicate NO CALL BACK allowed.

6. Applicable Non-Recurring charges may apply.

7. NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

C. RATES AND CHARGES

	Monthly Rate
Frontier Emergency Connect Service	$4.99

(N)

JUL 17

Reserved for Future Use (D)

(D)

MAR 11 2014
NPSC Com Dept

REMOTE CALL FORWARDING SERVICE

A. GENERAL

1. Remote Call Forwarding (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number located beyond the local calling area of the exchange where the RCF number is furnished. The RCF customer is the called party receiving the automatically forwarded call.

2. The telephone number equipped for RCF Service is hereinafter referred to as an RCF number.

B. CONDITIONS

1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.

2. The RCF customer must be located beyond the local calling area of the exchange where the RCF number is furnished.

3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.

4. RCF Service is not suitable for satisfactory transmission of data.

5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.

6. The Call Forwarding feature of Custom Calling Services or another RCF Service is not intended to be offered by the Company or another Company as a feature at the answering location.

7. The Company will not provide identification of the calling party number to the RCF customer.

8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified in elsewhere in Section 2 of this Tariff.

9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.

10. Remote Call Forwarding Service cannot be used for toll by-pass.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

REMOTE CALL FORWARDING SERVICE

B. CONDITIONS (Cont'd)

11. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.

12. The minimum contract period for RCF Service is three months.

13. RCF Service is not allowed for international calls.

C. RATES

1. The following rates and charges are for the RCF feature only and are in addition to toll and local charges specified in applicable tariffs.

	Monthly Rate	Nonrecurring Charge	
Remote Call Forwarding Service,			
Business, each line equipped	$39.00	*	(I)
Residence, each line equipped	28.00	*	

* Service Charges apply as shown in this section of this Tariff.

2. For that portion of the call between the calling party and the RCF number:

a. The calling party is responsible for payment of the applicable charges to call the RCF number.

b. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.

3. For the portion of the call between the RCF number and the answering location:

a. The RCF customer is responsible for payment of any applicable local message unit charges and intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location.

Received by NPSC
10/10/2024

RESERVED TELEPHONE NUMBERS

A. GENERAL

1. Reserved Telephone Numbers are telephone numbers reserved by a customer for future use.

2. Reserved Telephone Numbers are offered subject to the availability of suitable facilities.

3. This service is not available for Direct Inward Dial (DID) numbers.

B. RATES

	Billing Code	Monthly Rate
1. Per Reserved Telephone Number	RNNCS	$5.50

2. Nonrecurring Charges, in addition to all other applicable rates and charges listed elsewhere in Section 2 of this tariff, are applicable when a customer orders Reserved Telephone Numbers.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SELECTIVE CLASS OF CALL SCREENING

A. GENERAL

Selective Class of Call Screening service enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls to only calls which are charged to the called telephone, a third number, or a Telephone Company credit card account.

B. REGULATIONS

1. Customers may elect to block "1+" calls with customer-provided equipment and request the Company to restrict "0+" calls, where facilities permit. In these situations, the customer assumes responsibility for all calls dialed "1+" and indemnifies and saves the Company harmless against claims resulting from abuse or fraudulent use of the service.

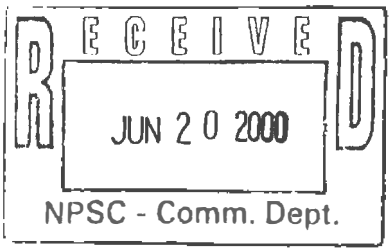
2. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service, and public emergency service numbers such as 911 will be permitted from the establishment.

3. This service is available to hospitals, hotels, motels, and other such institutions only where facilities permit.

4. Nonrecurring charges apply for installation, additions, and changes per line or trunk.

C. RATES

		Monthly Rate	Nonrecurring Charge
1.	Per Line or Trunk Equipped	$2.20	$60.50
2.	Per COPT Line Equipped	1.06	60.50



CUSTOMER OWNED PAY TELEPHONE SERVICE

A. RESPONSIBILITY OF THE CUSTOMER

1. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided coin or non-coin operated telephones used in connection with this service.

2. The customer shall be responsible for the payment of a Maintenance of Service Charge as provided in this tariff section for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided coin or non-coin operated telephones and facilities.

3. The customer shall be responsible for payment of charges for all messages originating from or accepted at this type of service including any applicable Directory Assistance charges. Calls to 1411 or 1+555-1212 Directory Assistance will be charged to COPTS line customers as specified in this Section of the Tariff.

4. Customer-provided coin or non-coin operated telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.

5. Such customer-provided coin or non-coin operated telephones must have the following operational characteristics:

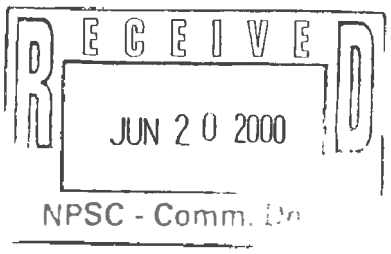
   (a) Must be able to access the Company operator (0-level) at no charge and without using a coin.

   (b) Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.

   c) Must be able to access all interexchange carriers unless the customer is an interexchange carrier in which case access may be limited to that carrier.

   d) Must comply with all applicable federal, state, and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

   e) Must allow the completion of both local and long distance calls from the zero 0- level and 0+ direct dialed level.



CUSTOMER OWNED PAY TELEPHONE SERVICE

A. RESPONSIBILITY OF THE CUSTOMER (Cont'd)

6. The customer shall cause to be prominently displayed on each customer-provided coin or non-coin operated telephone the name of the owner of such instrument, the procedure for reporting service difficulties and obtaining customer refunds, and the percentage or range of percentages by which the cost of long distance service to the vendor is increased to the user of such equipment.

7. In order to provide adequate service, only one coin-operated instrument is allowed per Customer-Owned Pay Telephone Central Office Access Line. The line cannot be switched multiplexed, or concentrated. Telephones for answering purposes may be furnished for use by the customer but cannot be equipped with coin collecting devices.

B. VIOLATION OF REGULATIONS

1. Where any customer-provided coin or non-coin operated telephone is in violation of this tariff, the Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Telephone Company employees.

2. The customer shall discontinue use of the customer-provided coin or non-coin operated telephone or correct the violation and notify the Company in writing within five (5) days after receipt of

3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

C. OPTIONAL FEATURES

1. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPTS Answer Supervision will be provided for use with COPT Service as specified in this tariff schedule to assist in determining when billing for a specific call should commence.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOMER OWNED PAY TELEPHONE SERVICE

D. RATES

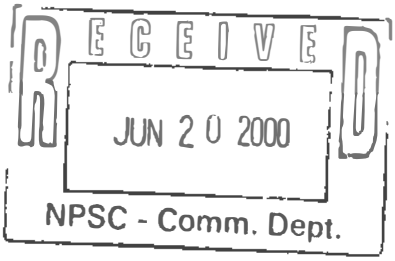
1. The applicable local exchange B1 rate (as set out in Section 1, Sheets 4, 5, and 6) plus the EAS additive shall apply per Central Office Access Line for Customer-Owned Pay Telephone Service.

2. Upon achieving measurement capability and receiving approval from the Nebraska Public Service Commission, the measured business 1-party rates would be applicable in those exchanges.

3. Service charges, as specified in Section 1 of this tariff, for provision of central office access lines are applicable.

4. Optional Features — **Monthly Rate**

   a) Answer Supervision, per line (PTCST) — $9.00



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOMER OWNED PAY TELEPHONE SERVICE

COIN LINE SERVICE

A. GENERAL

1. Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-local exchange company customer-owned pay telephones.

2. COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

3. A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a COPT Coin Line are not permitted.

4. Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

5. The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.

6. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

7. Suspension of service for nonpayment as specified in Section 2 of this Tariff is not applicable to COPT Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a COPT Coin Line rests with the Company.

8. The carriage and completion of local and intraLATA toll messages are provided by the Company.

9. COPT Coin Line Service will be provided from central offices where facilities are available and where technically feasible.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOMER OWNED PAY TELEPHONE SERVICE

COIN LINE SERVICE (Cont'd)

B. FEATURES

1. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

2. Service is provided on a one-way or a two-way basis at the customer's option.

3. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

4. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

5. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.

6. Central office 900 and 976 blocking is provided.

7. Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.

8. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator services system.

9. All 0+, interLATA calls are routed to the presubscribed carrier.

10. Coin sent paid interLATA calls from COPTS Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

C. RESPONSIBILITY OF THE SUBSCRIBER

1. The subscriber is subject to the requirements for COPT Service as set forth previously.

2. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

3. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.

4. It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

RECEIVED
JUN 20 2000
NSC

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CUSTOMER OWNED PAY TELEPHONE SERVICE

COIN LINE SERVICE (Cont'd)

D. RATE REGULATIONS

1. No charge will be imposed for incoming calls.

2. Sent-paid local calls will be rated by the COPT Coin Line subscriber's equipment.

3. Operator assisted sent-paid local calls will be rated to the end-user, plus the appropriate additive operator service charges. Non-sent paid local calls will be rated to the end-user with any appropriate additive operator service charges.

4. Operator assisted sent-paid toll calls will be rated to the end-user at the message telecommunication service rate, plus the appropriate additive operator service charges as specified in the Company's Message Telecommunications Service Tariff. Non-sent paid calls will be rated to the end-user at the message telecommunications service rate and the appropriate additive operator service charges as specified in the Company's Message Telecommunication Services Tariff.

5. The appropriate service charges as specified in Section 2 of this Tariff are applicable for each COPT Coin Line installed, moved, or changed.

6. Rates for Verification/Interrupt Service are as specified in the appropriate tariff.

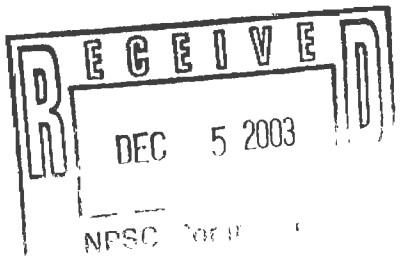
7. Calls to 1411 Directory Assistance will be charged to the COPTS Coin Line subscribers at the rate specified in Section 2 of this Tariff. Calls to 1+555-1212 Directory Assistance will apply as stated in the Company's Message Telecommunications Service Tariff.

8. Subscribers to Customer Owned Pay Telephone (COPT) Coin Line Service may be listed in the directory as specified in Section 2 of this Tariff.

9. One listing in the white pages and one listing in the yellow pages of the Company directory will be provided for each Pay Telephone line furnished. Alternatively, COPT subscribers are allowed Nonpublished Directory Service at no charge. (N) (N)

E. RATES AND CHARGES

1. COPT Coin Line Service is provided on a fixed rate, per line basis. The monthly rate is found as set forth in Section 1, Sheet 4 plus the appropriate EAS additive.



SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

A. General

1. This Tariff section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities expand the ability of Enhanced Service Providers (ESPs) to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by Citizens Communications, hereinafter referred to as the Company.

2. Services for Enhanced Service Providers are subject to the availability of facilities and are limited to Central Offices specifically equipped to provide such service.

3. Services in this section of the Tariff, designed primarily for ESPs, are also available to others.

B. ESP Services

1. ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in E.2. (h) following. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

(a) Message Waiting Indication - Audible

This service provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that information is waiting for them. Message Waiting Indication - Audible is used in conjunction with Forwarded Call Information - Intraoffice.

(b) Message Waiting Indication - Visual

This service provides the ability for a customer to send, and a customer's client to receive, through customer premises equipment, an alert signal in the form of a light to its end user's line. This alerting signal can then be used by the customer to inform its clients that call information is waiting to be retrieved. This service is used in conjunction with Forwarded Call Information - Intraoffice.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

B. ESP Services (Cont'd)

1. (Cont'd)

(c) Forwarded Call Information - Intraoffice

This service provides information on the called number (the customer's client line which was busy or did not answer and is equipped with Call Forwarding), the forwarded-to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- Busy,
- Not Answered,
- Either Busy or Not Answered, or
- Used to call the customer directly.

Customers subscribing to Forwarded Call Information - Intraoffice must also subscribe to Data Link service.

(d) Data Link

This service, which must be established between the customer's location and the Company's Central Office, provides the capability of delivering to the customer the called number and the type of forwarding from each Central Office serving area in which the customer wishes to offer enhanced services. Customers subscribing to Data Link service must also subscribe to Forwarded Call Information - Intraoffice for each customer's client line.

(e) Queuing

This service provides customers subscribing to PABX access lines or Citizens Digital Centrex Service lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

(f) User Transfer

This service provides customers subscribing to PABX facilities or Citizens Digital Centrex Service lines used in conjunction with an ESP's equipment, the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

C. Services for ESP Clients

Services for ESP clients are offered by the Company elsewhere in this Tariff. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients.

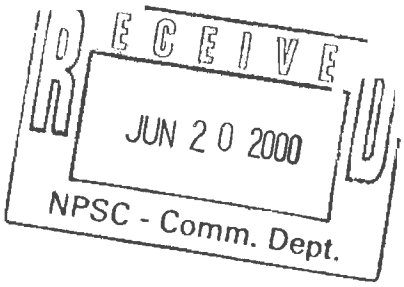
D. Definitions

1. ESP Bill Option

This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a Call Forwarding Service or a Forwarded Call Information Service. Should a client dispute authorization for the exercise of this option in conjunction with his service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

2. Client

The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing any services provided under this section of the Tariff.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

D. Definitions (Cont'd)

3. Customer

The term "customer(s)" denotes any ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the Tariff.

4. Enhanced Service Provider

An Enhanced Service Provider (ESP) is a customer, in accordance with applicable regulatory requirements, claiming the status of an ESP and providing an enhanced service under Section 64.702 of the FCC's Rules and Regulations.

E. Regulations and Conditions

1. Undertaking of the Company

(a) The limitation of the Company's liability is set forth in Section 3 of this Tariff.

(b) The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any Tariff of the Company.

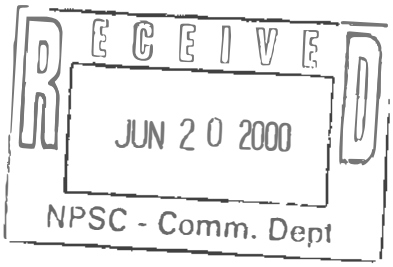
(c) Services for ESP clients billed to ESP orders can only be accepted if the client line is specified and available for provisioning.

(d) If the Company finds the provision of ESP Services and/or services for ESP clients, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.

(e) ESP Services and services for ESP clients will not be provided in connection with Pay Telephone Service or Rural 4-Party Service.

(f) Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed Tariffs for local message units, zone-calling units, dial station, operator station or message toll.

(g) The Company is not required to notify an ESP customer when the Company disconnects a service of an ESP client.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

E. Regulations and Conditions (Cont'd)

2. Enhanced Service Provider's Obligations

(a) Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.

(b) The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.

(c) The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's access line service.

(d) The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

(e) The customer shall not publish or use any advertising, sales promotion material or other publicity relating to the subject matter of ESP Services and services for ESP clients wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

(f) The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's Tariffs.

(g) The customer's premises equipment shall be interconnected in accordance with the General Rules and Regulations as set forth in Section 3 of this Tariff. If the customer violates this requirement, the Company may disconnect the customer's services.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

E. Regulations and Conditions (Cont'd)

2. Enhanced Service Provider's Obligations (Cont'd)

(h) Customers subscribing to the services outlined in B.1.(a), (b), (c), (d) and (e) preceding, are required to subscribe to PABX facilities or Citizens Digital Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PABX facilities or Citizens Digital Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.

(i) The customer is responsible for disconnecting services for ESP clients ordered for its client(s), including those situations where the customer's client(s) no longer has service with the Company.

(j) The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

3. Client Obligations

Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer-Fixed or Variable for each completed call between his call forwarding equipped line and the customer's number to which the call is forwarded.

4. Billing and Remittance

(a) The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

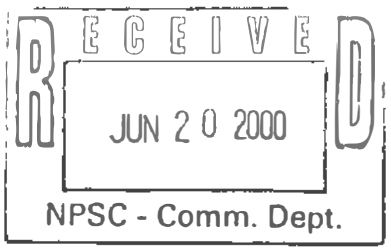
(b) The customer's services may be discontinued pursuant to the procedures set forth in Section 3 of this Tariff, for failure to make full payment for the Company's services provided under this Tariff.

F. Rate and Charge Regulations

1. Any change to the customer's preselected telephone number to which the client's telephone calls are redirected, will incur applicable service ordering charges as set forth in this Tariff.

2. The ESP Bill Option as described in D.1. preceding may only be exercised by a customer subscribing to Services for Enhanced Service Providers to offer an enhanced service.

3. The initial (or minimum) period for all ESP services and facilities is one month (30 days).

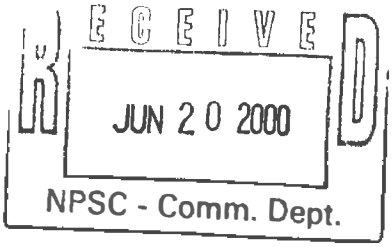


SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

G. Rates and Charges

The following rates apply in addition to applicable monthly rates and nonrecurring charges for all service or equipment items with which Services for Enhanced Service Providers is associated.

		Billing Code	Nonrecurring Charge	Monthly Rate
1.	Message Waiting Indication-Audible, Per Client Line Arranged	PESP1	-	$.55
2.	Message Waiting Indication - Visual Per Client Line Arranged	PESPV	-	.50
3.	Forwarded Call Information-Intraoffice, Per Client Line Arranged	PESP2	-	1.10
4.	Data Link, Per Data Link Arranged	PESPN PESPT	$550.00	330.00
5.	Queuing, Per Line or Trunk Arranged	PESP3	-	1.65
6.	User Transfer, Per Line or Trunk Arranged	PESP4	-	1.65
7.	When services as shown in 1 and 2 Above are ordered in conjunction with Call Forwarding - Busy/No Answer Fixed, as offered elsewhere in this Tariff, one each in a package for an individual client's line	PESPP	-	2.20



NOTE: The Subsequent Ordering Charge as shown in Section 2 of this Tariff will apply when ESP Services and services for ESP clients are added or rearranged on an existing line. The Line Connection - Central Office and Installation Charges do not apply for ESP Services and services for ESP clients added or rearranged.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SERVICE PERFORMANCE GUARANTEE

A. INSTALLATION AND REPAIR

1. Residence/Business

a. If a customer requests installation or repair of Company owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit. One credit per order or trouble report may be applied for the affected Service Categories.

Business: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $100 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

Residence: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $25 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

2. Service Categories

a. Local Exchange Services, including Foreign Exchange Service, associated Custom Calling Services, General or Miscellaneous Services, Digital Centrex Services, and Directory Listings.

b. Enhanced and Specialized Services.

c. Private Line Services billed by the Company.

d. Message Toll Services billed by the Company.

e. WATS and 800 Services billed by the Company.

3. Conditions

a. Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

b. Credit will be provided in accordance with the above conditions at the request of the customer.

c. Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company owned facilities used to provide those services.

d. A credit allowance will not be extended in accordance with liability conditions as set forth in the General Rules and Regulations Section of this Tariff for the installation or repair of Company owned facilities used to provide these services.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

SPECIAL REVERSE CHARGE TOLL SERVICE

A. GENERAL

1. This service provides an arrangement in connection with station-to-station message toll service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of the charge.

2. The Company assigns and lists in the directory a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One alphabetical and one classified directory listing for each such exchange is provided without extra charge.

3. Directory listings in connection with the service ordinarily will include the name of the customer, his business designation, his city, his special number, and instruction to ask Long Distance for the special number. Where the customer so desires, the phrase "No Toll Charge" may also be included.

4. Calls for the special number designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those calls to the special number are considered as coming within the scope of the service.

5. Customers of Special Reverse Charge Toll Service must assume all charges for completed calls made to their special numbers. Each completed call made in connection with this service is charged for at the established operator handled rate for a completed sent-paid station-to-station call.

B. RATES

The charge, payable in advance, in addition to toll charges, for each exchange in which a Special Reverse Charge Toll Service number is assigned is, per month - $4.00 (PRCT)

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

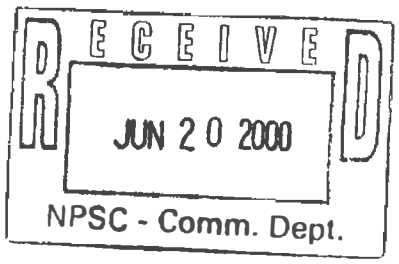
SPECIAL TOLL (Q-Z) BILLING PLAN

1. CONDITIONS

a. Special billing codes, provided by the Company, may be used by business customers to allocate long distance messages to specific stations, departments, or accounts. The charges for this service will be at operator handled rates.

2. RATES

	Monthly Rate
Each group of 50 codes, or fraction(Z3090)	$0.00



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

TOLL RESTRICTION

A. GENERAL

1. Toll Restriction is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.

2. Two Toll Restriction options are available:

   a) Option 1* - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to Inward WATS will not be restricted (1 + 800 + XXX-XXXX). Examples of this option are:

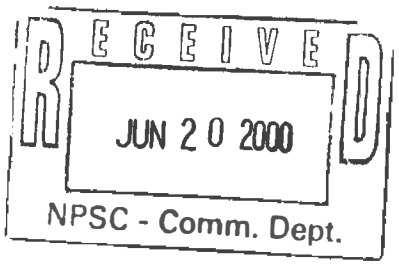
   1 + NPA + XXX-XXXX
   1 + XXX-XXXX
   5-digit carrier access code + 1 + NPA + XXX-XXXX
   5-digit carrier access code + 1 + XXX-XXXX

   b) Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. Zero minus (0-) calls will only allow calls to official emergency agencies. Examples of this option are:

   1 + NPA + XXX-XXXX
   1 + XXX-XXXX
   5-digit carrier access code + 1 + NPA + XXX-XXXX
   5-digit carrier access code + 1 + XXX-XXXX

   and

   0 + NPA + XXX-XXXX
   0 + XXX-XXXX
   5-digit carrier access code + 0 + NPA + XXX-XXXX
   5-digit carrier access code + 0 + XXX-XXXX
   0- (Official emergency agencies only)



3. Toll Restriction will be provided only to Residence One-Party and Business One-Party customers. Toll Restriction will not be provided on party lines and PBX or key system trunks.

* Includes Originating Line Screening which allows outgoing intralata toll calls to be charged to the called telephone, a third number or a Telephone Company credit card account.

TOLL RESTRICTION

A. GENERAL (Cont'd)

4. Toll Restriction is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

5. The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

6. The minimum contract period for this service is one month.

B. RATES

1. The following rates and charges apply to the provisioning of Toll Restriction and are in addition to all other applicable charges as specified elsewhere in this and other tariffs of the Company.

	Billing Code	Monthly Rate	Billing Code	Installation Charge*	
a) Option 1, per line equipped					
One-Party Residence	CCTRR was: $6	$6.60	CNTRR	$22.00	(I)
One-Party Business	CCTRB	6.00	CNTRB	22.00	
per COPT line equipped		0.00	CNTRC	19.95	
b) Option 2, per line equipped					
One-Party Residence	CTR2R was: $6	6.60	CNTRR	22.00	(I)
One-Party Business	CTR2B	6.00	CNTRB	22.00	
per COPT line equipped		0.00	CNTRC	19.95	

* A Subsequent Ordering charge as listed in paragraph C. of the Service Charges segment of Section 2 of this tariff also applies. The installation charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction options.

RECEIVED
FEB 1 2006
NPSC - Comm. Dept.

TOLL TAPES

A. GENERAL

Magnetic toll tape giving the customer a long distance calling or WATS calling breakdown is available on either a one-time basis or on an on-going monthly basis upon customer request.

B. RATES

1.	One-Time Toll Tape - Nonrecurring Charge (PMAGM)	$45.00
2.	On-going Toll Tape - Monthly Rate (PMAG)	40.75

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

TRANSFER SERVICE

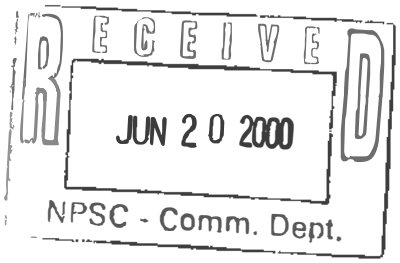
A. GENERAL

1. This service provides for the automatic transfer of incoming calls from one line to another through the operation of a key at the customer's location.

2. This service is available only with one-party central office access lines served out of the same central office building and only where the central office is so equipped and only where the equipment allows.

B. RATES

		Monthly Rate	Installation Charge
1.	Transfer service, including key (ZO972) (SCC62)	$4.45	$5.15
2.	Subsequent line change, each (SCC62)	-	5.15



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

GENERAL SERVICES

CALL TRANSFER SERVICE

A. GENERAL

1. Call Transfer Service allows the customer (Party X) in a two-way call to transfer the other party (Party Y) to a third party (Party Z). The call is transferred when Party X flashes the switchhook, getting a special dial tone, then dials Party Z and hangs up before Party Z answers. Party X is responsible for all charges for the duration of the call, beginning from the time that the call is transferred to Party Z, even though Party X is no longer involved in the conversation.

2. If Party X originates a call with Party Y, adds Party Z in a three-way calling arrangement, and then disconnects from the call, Parties Y and Z will be able to continue their conversation. Party X is responsible for all charges for the duration of the call beginning from the time that Party Z is added.

B. REGULATIONS

1. Call Transfer Service is offered only in central offices equipped to provide such service.

2. This service is available only to customers with one-party Residence and Business Service. Pay Telephone Service and customers with Business Trunks or Citizens Digital Centrex Service are excluded.

3. The customer must also subscribe to Three-Way Calling, as specified elsewhere in this Section.

4. At least one other party (Party Y or Party Z) in the transferred call must be served from the same central office as the customer (Party X).

C. RATES AND CHARGES

The following rates and charges are in addition to the applicable service charges specified in Section 2 and to all other rates and charges applicable to associated services.

		Monthly Rate	
Call Transfer Service, per line.	(TRNSV)	$3.99	(I)

RECEIVED
MAR 20 2008
NPSC-Comm. Dept.

GENERAL SERVICES

CALL TRANSFER SERVICE* (T)

A. GENERAL

1. Call Transfer Service allows the customer (Party X) in a two-way call to transfer the other party (Party Y) to a third party (Party Z). The call is transferred when Party X flashes the switchhook, getting a special dial tone, then dials Party Z and hangs up before Party Z answers. Party X is responsible for all charges for the duration of the call, beginning from the time that the call is transferred to Party Z, even though Party X is no longer involved in the conversation.

2. If Party X originates a call with Party Y, adds Party Z in a three-way calling arrangement, and then disconnects from the call, Parties Y and Z will be able to continue their conversation. Party X is responsible for all charges for the duration of the call beginning from the time that Party Z is added.

B. REGULATIONS

1. Call Transfer Service is offered only in central offices equipped to provide such service.

2. This service is available only to customers with one-party Residence and Business Service. Pay Telephone Service and customers with Business Trunks or Citizens Digital Centrex Service are excluded.

3. The customer must also subscribe to Three-Way Calling, as specified elsewhere in this Section.

4. At least one other party (Party Y or Party Z) in the transferred call must be served from the same central office as the customer (Party X).

C. RATES AND CHARGES

The following rates and charges are in addition to the applicable service charges specified in Section 2 and to all other rates and charges applicable to associated services.

	Monthly Rate	
Call Transfer Service*, per line.	$3.99	(T)

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUL - 2 2014
NPSC-Comm. Dept.

GENERAL SERVICES

Business Traffic Study Service

A. GENERAL

1. Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

B. REGULATIONS

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

2. A separate traffic study report is required for each access line, hunt line, or trunk group.

3. Business Traffic Study Service is available to business customers and only where technically feasible.

4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.

6. Studies are done in 7-day intervals.

7. Types of studies include (but are not limited to):
   Line or Trunk Study
   Remote Call Forwarding Study
   Multi-line Hunt Group Study

C. RATES AND CHARGES

Set up Charge and first week per access line or trunk group	$60.00
Each additional week per access line or trunk group	$25.00

RECEIVED
APR 19 2007
NPSC mm Dept

GENERAL SERVICES

Residence Customer Incentive Program

A. DESCRIPTION

1. The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers

B. TERMS AND CONDITIONS

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out under C. following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.7, following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

RECEIVED
JAN 23 2013
NPSC Comm. Dept.

GENERAL SERVICES

Residence Customer Incentive Program

B. TERMS AND CONDITIONS (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer..

C. RATES AND CHARGES

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

RECEIVED
JAN 23 2013
NPSC-Comm. Dept.

GENERAL SERVICES

Business Customer Incentive Program** (C)

A. DESCRIPTION

1. The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers

B. TERMS AND CONDITIONS

1. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

5. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C. following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in C. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021. (N) (N)

Received by NPSC
12/17/2021

GENERAL SERVICES

Business Customer Incentive Program** (C)

B. TERMS AND CONDITIONS (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

C. RATES AND CHARGES

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021. (N) (N)

Received by NPSC
12/17/2021

GENERAL SERVICES

Nebraska Universal Service Fund

A. GENERAL

The Nebraska Public Service Commission authorized the implementation of the Nebraska Universal Service Fund to ensure that all customers in Nebraska have access to affordable basic telephone service in a competitive market. All customers of retail services in Nebraska will pay the monthly surcharge to support the Nebraska Universal Service Fund. Residential and business customers will pay a flat rate per access line surcharge and all other business customers will pay a surcharge based on a percentage of their intrastate retail service billing. (C) (C)

B. REGULATIONS

1. Residential and business customers will pay a flat rate surcharge per access line. (C)

2. The surcharge is not assessed to customers of wholesale services.

C. RATES

	Monthly	
Residential	$1.75 per access line	
Business	$1.75 per access line	(N)
All Other Business Services	6.95% of intrastate billing	(C)

Received by NPSC
12/17/2021

GENERAL SERVICES

Vacation Get Away Service

A. GENERAL

Vacation Get Away service provides for temporary discontinuance of service at the customer's request without termination of the service.

B. CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.

2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral. (C)

(D)
(D)

8. Vacation Get Away Service will be available where technically feasible.

9. Charges for Vacation Get Away Service will be recurring monthly fee. (C)

C. RATES: RECURRING CHARGE: (C)

$5.00 (I)

Received by NPSC
04/14/2025

GENERAL SERVICES

DUPLICATE BILL CHARGE (N)

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

	Residence	Business
Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00

(N)

Received by NPSC
07/27/2021

GENERAL RULES AND REGULATIONS
Applying to All Exchanges of This Company in Nebraska

TABLE OF CONTENTS

	Sheet No.
Table of Contents	1
Application of Rules & Regulations	2
Explanation of Symbols	2
Extended Area Service (EAS) Matrix Information	3
Obligation & Liability of Telephone Company	4
Telephone Directories	5
Use of Services & Facilities	6
Establishment & Furnishing of Service	7
Initial Contract Periods & Termination of Service	11
Establishment & Maintenance of Credit	13
Application of Business & Residence Rates	14
Payment for Services & Facilities	15
Post Billing Toll Block	16
Rural Line Service	18
Construction, Installation & Maintenance Charges	19
Combination Central Office Access Line Service	20
Employees' Telephone Concession Service	21
Individual Case Basis Service Arrangements	22
Adjustments for Local Tax Payments	29
Definitions	30
Competitive Response	35

(D)

RECEIVED
MAR 11 2014
NPSC - Comm. Dept.

GENERAL RULES AND REGULATIONS
Applying to All Exchanges of This Company in Nebraska

TABLE OF CONTENTS

	Sheet No.	
Residence Customer Incentive Program	37	
Business Customer Incentive Program	39	
Telecommunications Relay Surcharge	41	(N)

APPLICATION OF RULES AND REGULATIONS

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariffs, the General Exchange Service Tariffs, and other sections of this Tariff. They apply to the intrastate services and facilities furnished in Nebraska by Citizens Communications, hereinafter referred to as the Company or Company. Failure on the part of the customers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to cancel the contract and discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation, or provision contained in these General Rules and Regulations and any rate, rule, regulation, or provision contained in the Local Exchange Service Tariffs, the General Exchange Service Tariffs, or other sections of this tariff, the rate, rule, regulation, or provision contained in the specific Tariffs shall prevail.

These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective dates of these Tariffs.

EXPLANATION OF SYMBOLS

(C) Signifies a changed regulation.

(D) Signifies a discontinued rate, treatment, or regulation.

(I) Signifies an increased rate or new treatment resulting in increased rate.

(M) Signifies a move of text from one area of the tariff to another but no change in rate, treatment, or regulation.

(N) Signifies a new rate, treatment, or regulation.

(R) Signifies a reduced rate or new treatment resulting in reduced rate.

(T) Signifies a change in text but no change in rate, treatment, or regulation.

(Z) Signifies a correction

(T)

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EXTENDED AREA SERVICE (EAS) MATRIX* INFORMATION (T)

A. In accordance with the Extended Area Service (EAS) Matrix*, as set forth in the Local Exchange Service section of this tariff, exchanges having EAS to other exchanges outside their exchange area boundary pay a monthly additive rate based on two factors: (T)

1. The number of main access lines within their own boundary.

2. The total number of main access lines in the exchange(s) they have EAS to.

In the Orchard exchange, the exchanges of Ewing and Walnut have not been used in arriving at the EAS matrix rates even though calls may be placed to these two exchanges from Orchard without incurring a toll charge. This exception has been made because circuits by which such access is effected are not adequate to provide Extended Area Service. If such service is upgraded to full EAS these exchanges would be used to apply EAS Matrix rates at that time.

B. Requests for new EAS routes will be handled in accordance with the following procedure.

1. The filing with the Nebraska Public Service Commission of a petition requesting extended area service at the applicable EAS Matrix rates, subscribed to by not less than 65% of the customers of the exchange or exchanges affected and revised tariff sheets.

2. The effective date of the revised tariff sheets referred to in 1. above will be the first billing date following the provision of Extended Area Service.

NOTE: *The matrix applies to EAS routes that were established prior to January 1, 2001. (T)

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

A. AVAILABILITY OF FACILITIES AND EQUIPMENT

1. The Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

2. The installation and restoration of services shall be subject to the regulations set forth in Section 2 and Section 6 of the Company's Nebraska Facilities for Intrastate Access Tariff, concerning the Telecommunications Service Priority (TSP) System.

B. INTERRUPTIONS OF SERVICE

1. In the event of an interruption to the service, which is not due to the negligence or a willful act of the customer, an allowance will be made if the interruption continues for more than 24 hours from the time it is reported to or detected by the Company.

2. The allowance will be limited to the prorated portion of the monthly rate for the service or portion thereof made inoperative. No other liability shall in any case attach to the Company in consideration of such interruptions.

C. DIRECTORY ERRORS AND OMISSIONS

1. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publication of such errors in the directory nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

2. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

D. TRANSMITTING MESSAGES

The Company does not transmit messages but offers the use of its facilities for communications between patrons. If, because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

E. USE OF CONNECTING COMPANY LINES

When suitable arrangements can be made, lines of other telephone companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.

F. DEFACEMENT OF PREMISES

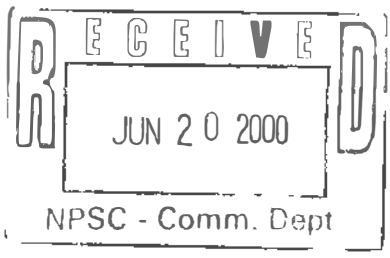
The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

G. LIABILITY

1. In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks associated with the service except as follows:

   If the initial installation is defective or if service is interrupted otherwise than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities and class of service at the time of the installation or interruption shall be made for the time such outage continues after notice and demand to the Company unless such outage is due to the inside wiring or customer premises equipment. No other liability shall, in any case, attach to the Company.

2. In the case of interruption to any interexchange service (private line, WATS, etc.), allowance for message toll service used by the customer, during the period of interruption, will be made at the regular message toll rates.



USE OF SERVICE AND FACILITIES

A. OWNERSHIP AND USE OF EQUIPMENT

If the installation and maintenance of transmission service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

B. TAMPERING WITH EQUIPMENT

The Company may refuse to furnish or may deny transmission service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

C. USE OF PROFANE LANGUAGE OR IMPERSONATION OF ANOTHER

The Company may refuse to furnish or may deny transmission service to any persons, firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

D. GOVERNMENTAL OBJECTIONS TO SERVICE

The Company may refuse to furnish or may discontinue transmission service to any persons, firm, or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is, or is to be, used for an illegal purpose.

E. TERMINATION OR RE-ORIGINATION OF CALLS RECEIVED OVER A DATA SERVICE (N)

The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's state and federal access tariffs. (N)

RECEIVED
JAN 12 2007
NPSC-Comm. Dept.

ESTABLISHMENT AND FURNISHING OF SERVICE

A. APPLICATION FOR SERVICE

1. Applications for initial or additional services made verbally or in writing become a contract upon the establishment of the service or facility.

2. Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of contracts to the extent of such changes.

B. TELEPHONE NUMBERS

The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the Company may change the telephone number or the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

C. ALTERATIONS

The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on the customer's premises.

D. RESPONSIBILITY OF CUSTOMER FOR PAYMENT

The customer is required to pay all charges for exchange, toll message, (including charges for messenger service) and ancillary services in accordance with provisions contained elsewhere in these General Rules and Regulations. The customer is held responsible for all charges for telephone service rendered at his telephone, including charges for toll messages on which the charges have been reversed.

E. TERMINATION OF SERVICE FOR CAUSE

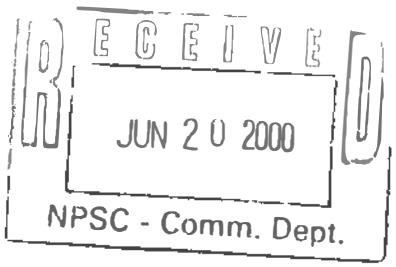
1. Upon nonpayment of any sum due the Company for exchange, toll, or other regulated service.

2. Upon a violation of any of the regulations governing the furnishing of a service or facility.

3. Upon the use of profane or indecent language over its facilities.

4. Upon abuse, fraudulent or illegal use of service that, in the opinion of the Company tends to injuriously affect the efficiency of the company's plant, property or service.

The Company may, after notice to the customer, either temporarily discontinue the furnishing of said service or facility or terminate the contract.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

ESTABLISHMENT AND FURNISHING OF SERVICE

F. MAINTENANCE AND REPAIRS

All ordinary expense of maintenance and repair, unless otherwise specified in the Company's tariff, is borne by the Company. In case of loss of, damage to, or destruction of any of the Company's facilities, up to the demarcation point, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to their original condition, except where such damage is not occasioned by the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any facilities, up to the demarcation point, installed by the Company, except upon the written consent of the Company.

G. UNUSUAL INSTALLATION COSTS

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

H. FURNISHING OF ANNOUNCEMENT, ANSWERING AND RECORDING SERVICES

Users of Telephone Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are provided this service under the following condition:

The Company will provide, upon request, the name of the organization or individual responsible and the address at which the service is provided.

I. CHARGES APPLICABLE FOR FACILITY EXTENSION (N)

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to $500.00. Any Construction charges over $500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis. (N)

Received by NPSC
12/23/2022

ESTABLISHMENT AND FURNISHING OF SERVICE

I. INSIDE STATION WIRING - NEW OR EXISTING

1. General

The Company is no longer required to provide, lease, install, maintain, or repair new inside station wiring or maintain or repair existing inside station wiring.

The Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at the demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.

The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of new inside station wiring and the maintenance of existing inside station wiring by telephone contact, personal contact or printed material, upon request.

2. Riser Cable Inside Building

Cable entering a building but serving more than an individual customer within that building shall not constitute existing inside station wiring. This cable shall constitute distribution cable.

3. Cable Treated as Outside Plant

Where the Company has existing cable between two or more buildings on the same premises, the cable shall constitute outside plant. An individual customer may, however, without limitation, provide cable between two or more buildings on the same premises.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

ESTABLISHMENT AND FURNISHING OF SERVICE

J. CUSTOMER PREMISES EQUIPMENT (CPE)

1. General

Customer Premises Equipment (CPE) is all terminal equipment normally used on the customer's premises and owned by the customer; or owned by the Company or some other supplier and leased to the customer, including the terminal equipment located on the customer's premises or held in inventory.

CPE is no longer offered as a regulated part of this Company's tariffs; however, this does not give the customer the right to repair or maintain CPE owned by the Company without the Company's consent.

It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of CPE.

2. Standards for CPE

The Company shall allow customers to secure the provision, repair, and maintenance of CPE from any supplier provided that such equipment shall be in compliance with applicable registration standards promulgated by the Federal Communications Commission.

The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of CPE by telephone contact, personal contact, or printed material, upon request.

3. Service Requirements for Connection of CPE to Multi-Party Central Office Access Lines

Customers on multi-party central office access lines are required to contact the Company before connecting terminal equipment to their line to ascertain the correct ringer frequency and any other information necessary to insure that service to the other customers on the line will not be interrupted.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

A. INITIAL CONTRACT PERIODS

1. Except as hereinafter provided, the initial (or minimum contract) period for all services and facilities is one month at the same location.

2. The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

3. The Company may require a contract period longer than one month at the same location in connection with special (nonstandard) types of arrangements or for unusual construction, necessary to meet special demands, and involving extra costs; or for line extensions as provided under "Construction Charges."

B. TERMINATION OF SERVICE

1. Service may be terminated prior to the expiration of the initial contract period upon which notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

   a. In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

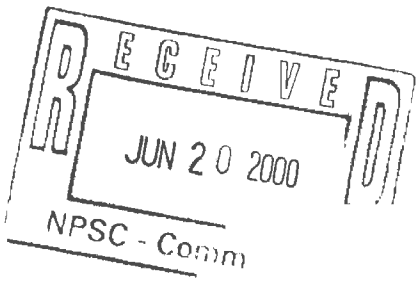
   b. In the case of directory listings and joint-user service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint user service, subject, however, to a minimum charge for one month:

      (1) The contract for the central office access line(s) is terminated.

      (2) The listed party or joint user becomes a customer to some class of exchange service.

      (3) The listed party or joint user moves to a new location.

      (4) The listed party or joint user dies.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

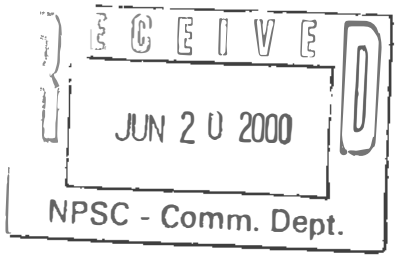
B. TERMINATION OF SERVICE (Cont'd)

1. (Cont'd)

c. For special types of arrangements, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

d. Contracts for periods of longer than one month covering services whose installation required line extension may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original customer.

2. Service may be terminated after the expiration of the original contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. ESTABLISHMENT OF CREDIT

The Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Company, doubtful. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:

1. By furnishing references acceptable to the Company.

2. By providing a suitable guarantee in writing, in form prescribed by the Company.

3. By means of a cash deposit.

B. AMOUNTS OF DEPOSITS

The amount of deposit required for the purpose of establishing a customer's credit shall not normally exceed his estimated bill for exchange service and toll charges for one billing period plus thirty days. The Company may require the customer to increase the amount of deposit at any time if, in its opinion, the charges billed against the customer are found to warrant such an increase.

New and existing residential customers may be allowed to pay deposits in installment over a period of at least three (3) months. (N) (N)

C. DEPOSIT NOT TO AFFECT REGULAR COLLECTION PRACTICES

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

D. INTEREST TO BE PAID ON DEPOSITS AND DEPOSIT REFUNDS (T)

Interest at the rate of 7 percent per annum shall be paid by the Company on all deposits made for the purpose of establishing credit. Simple interest shall be computed from the date of payment of the deposit and shall be paid annually or at the time of discontinuance of service or date of request for withdrawal of the deposit. No interest need be paid on deposits held less than thirty (30) days. (N)

In the case of residential service the deposit shall be refunded upon request of the customer after twelve (12) consecutive months of prompt payment and refunded voluntarily after twenty-four (24) consecutive months of prompt payment. In the case of business service, the deposits shall be refunded after thirty-six (36) consecutive months of prompt payment. Deposits may be refunded sooner at the exchange carrier's option. For purposes of establishing a refund date when deposits are paid on an installment plan, the date will be the day of receipt of the final installment. (N) (N)

RECEIVED
OCT 22 2004
NEBRASKA PUBLIC SERVICE COMMISSION

E. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH CREDIT (M)

Service may be discontinued for failure to establish credit, as authorized, above, within five (5) days after the Company has served or mailed notice requiring the customer to do so.

F. RESTORAL OF SERVICE CHARGE

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company. (M)

RECEIVED
OCT 22 2004
NEBRASKA PUBLIC SERVICE COMMISSION

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, and all other places of a strictly business nature.

2. In boarding houses, except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.

3. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

4. Where the place of business and the residence of a customer are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

5. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.

6. In college fraternity houses.

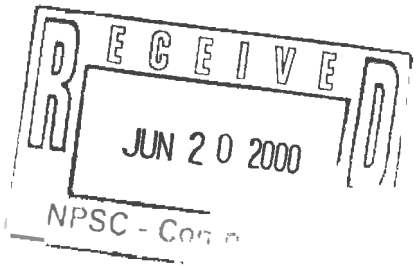
7. In any location where the listing of service at that location indicates a business, trade, or profession, except as specified under B-3 below.

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In private residences where business listings are not provided.

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon, or other medical practitioner, dentist, or veterinary, provided the customer does not maintain an office in the residence.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

PAYMENT FOR SERVICES AND FACILITIES

A GENERAL

1. The customer shall pay for services and facilities monthly in advance except Departments, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments - and shall pay for Toll Messages (including charges for messenger service), Teletypewriter Exchange Service Messages, and Service Charges when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provision set forth herein.

2. All bills for local, toll, or miscellaneous services are due when rendered and payable at the office of the Company, or an authorized collection agency, on or before the tenth (10th) day after the bill is rendered.

3. When warranted, in the judgment of the Company, special toll bills may be rendered. In such cases, the amounts billed are due and payable on demand.

4. In the event of failure by the customer or those responsible, to pay any regular bill on or before the tenth (10th) day after the bill is rendered or to promptly settle special toll bills, the Company may discontinue service without further notice at any time during such default. Service need not be restored unless or until all amounts due at the day of payment are paid in full including the restoral of service charges. For additional information regarding high risk level customers refer to Post Billing Toll Block, this Section.

5. The regular restoral of service charge will be made for reconnecting service, which has been discontinued for nonpayment of charges due. No allowance will be made for loss of service during the period service is discontinued for nonpayment if payment is made and service reconnected before the completion of an order to terminate the service. Subsequent to the completion of an order to terminate the service, it may, at the option of the Company, be reestablished only on the basis of a new application.

6. Checks presented in payment for services and subsequently returned to the Company by the customer's bank as nonpayable will be assessed a return check charge which includes charges to the company levied by the bank. Receipt of two (2) returned checks within a twelve (12) month time period shall cause the customer to be placed on a "cash only" payment basis, herein defined as a cashier's check, U.S. currency, or money order.

	Nonrecurring Charge
Returned check, per customer, per check	$12.00

B. INSTALLMENT BILLING FOR RESIDENTIAL CUSTOMERS

Residential customers may have nonrecurring charges billed in equal consecutive monthly installments over a three month period, subject to the following conditions: (C)

1. Installment billing is offered only to customers who are not known credit risks to the Company.

2. More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.

3. Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.

RECEIVED
OCT - 6 2016
NPSC-Comm. Dept.

PAYMENT FOR SERVICES AND FACILITIES

B. INSTALLMENT BILLING FOR RESIDENTIAL CUSTOMERS (Continued)

4. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.

5. Installment billing will be continued even when service is temporarily suspended.

6. Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.

7. No interest or finance charges apply.

C. LATE PAYMENT CHARGE

If the Company does not receive the entire amount billed prior to the next billing date, a late payment charge of 1.5% of the unpaid balance or $14.00, whichever is greater will be assessed on the unpaid balance, except as noted, below. (I)

State and federal government accounts are exempt from late payment charges.

Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of the unpaid balance, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts on the same bill shall be subject to the late payment charge if they remain unpaid by the due date noted on the customer's bill.

Late Payment charges do not apply to unpaid balances of $.99 or less.

D. DIGITAL BILLING

Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

	Residential	Business
Rate for Digital billing with Duplicate paper bill:	$5.00	$5.00

Received by NPSC
07/21/2022

POST BILLING TOLL BLOCK

A. GENERAL

Post Billing Toll Block (PBTB) is a process whereby the Company will initiate toll blocking on high-risk accounts which have unpaid balances. A grace period will be given to the customer to respond to the toll block. This service is designed to minimize the Company's network exposure from uncollectible accounts and to act as an enhancement to the late payment treatment process. If payment is not received the normal late payment treatment process will continue.

B. DESCRIPTION

1. A risk level assessment process determines customers with high-risk accounts and is based as a result of either Credit Scoring for new customers or Behavioral Scoring (Company payment history) for existing customers.

   a. Risk level assessment is categorized for new customers via Credit Scoring whereby the Company will be provided information through the use of a third party credit reporting service. A credit score is computed on the inquiry date by utilizing a credit-scoring model plus information contained in the customer's credit files. The customer's score is delivered by the National Credit Bureau at the time of service application. Credit Scoring allows the Company to assign a low, medium or high credit risk rating to all new customer accounts.

      1) A high-risk level assessment is assigned to new customers having the following criteria:

         - Collection judgements
         - Charge (Written) off accounts
         - Outstanding collection accounts
         - Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring

   b. Behavioral Scoring, based on Company payment history, will establish a risk assessment for existing customers. A score will be established and maintained (re-scored) on each customer when the program is initiated and/or after a six- (6) month service period has been established. Existing customers for the purpose of this tariff, are those customers that have had continuous service with the Company over a six- (6) month period.

      1) A high-risk level assessment is assigned to existing customers having the following criteria:

         - Six (6) or more telephone bills not paid by the due date or in full during the preceding 12 months
         - Three (3) or more Non-Sufficient Fund (NSF) checks for telephone bill payments during the preceding 12 months
         - Two (2) or more service denials due to nonpayment during the preceding 12 months
         - Six (6) or more reminder notices on account during the preceding 12 months

RECEIVED
JUN 20 2000
NPSC - Comm. Exm.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

POST BILLING TOLL BLOCK

B. DESCRIPTION (Cont'd)

2. A delinquent account customer will be given a grace period of two business days from the "please pay by date" or due date of the bill to make payment otherwise Post Billing Toll Block will be initiated.

3. An intercept recording will inform the delinquent account customer that the long distance (1+, 0+ and all 900/976/700) call cannot be completed. Long distance service access will be restored when the delinquent balance is paid. Should the customer request payment arrangements, the account will remain toll blocked until the delinquent amount is paid. Subsequent local service disconnection will be suppressed until/unless the customer fails to make payment arrangement.

4. Toll blocked accounts will retain local dial tone, local calling and access to emergency services. However, the Company will also restrict all collect, credit card and third number bill calls.

5. No restoral of service charges will be incurred by the customer as a result of restoring toll service.

6. After the Post Billing Toll Block is initiated late payment treatment notices will be rendered and if payment is not received or payment arrangement made a temporary disconnect and finally an out of service order will follow.

7. Deposit requirements will not be effected as a result of Post Billing Toll Block.

CONVENIENCE FEE

A. GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

Convenience fee, Per Occurrence	$10.00	(I)

RECEIVED
OCT 10 2018
NPSC-Comm. Dept.

CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

A. LINE EXTENSION CHARGES (T)

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

1. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

(a) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
(b) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
(c) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under exclusive control.

2. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

(a) "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
(b) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
(c) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
(d) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
(e) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

3. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable. (T)

RECEIVED
SEP 28 2012
NPSC-Comm. Dept.

CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

A. LINE EXTENSION CHARGES (Cont'd)

4. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

B. CONSTRUCTION CHARGES, SPECIAL

1. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.

2. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.

3. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

C. FACILITY RELOCATION (Z)

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation. (Z)

RECEIVED
OCT 16 2012
NPSC-Comm. Dept.

CONSTRUCTION REGULATIONS
CONSTRUCTION, INSTALLATION AND MAINTENANCE CHARGES

D. SERVICE DROPS

(M)

1. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

a. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs.

b. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

(M)

2. Facilities Provided of Different Type Than 1 Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in C.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

RECEIVED
OCT 16 2012
NPSC-Comm. Dept.

COMBINATION CENTRAL OFFICE ACCESS LINE SERVICE

1. Where an individual or firm wishes to contract for two or more central office access lines at separate locations and wishes to be able to answer incoming calls for any central office access line at any of the locations, the arrangement described below is provided subject to the availability of the facilities necessary to furnish satisfactory service. Outgoing calls can be made from any central office access lines so arranged.

2. Combination central office access line service may be employed where one central office access line is at a business location and the others at residence, or where all central office access lines are at either business or residence locations. However, such an arrangement is permitted only on the premises of individuals or firms associated with each other.

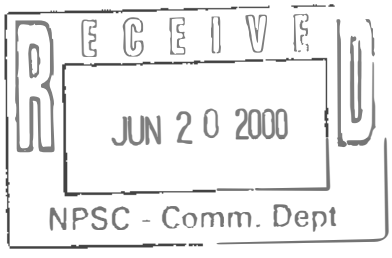
3. The lines are bridged together so as to operate as one line and the signals for the stations may be arranged as follows:

   (a) So that all bells will ring at the same time; or

   (b) Individual call numbers may be assigned at each location.

4. The rate for each central office access line is the established individual line rate; the business or residence rate is applied in accordance with the character of use at each premises. Mileage charges do not apply between a central office access line at one location and the bell associated with such central office access line at the other location.

5. In applying mileage charges, each central office access line is considered separately and the mileage charges applicable for off premises service are charged for each central office access line.



NOTE: The above service will no longer be offered to new applicants. Existing customers will continue this service even in the event of a move of either or both services, providing those services continue to be provided from the same central office building.

GENERAL SERVICES

EMPLOYEE TELEPHONE CONCESSION SERVICE (D)

Concession service may be granted to regular full-time and qualified part-time employees. The Company reserves the right to provide free or discounted service to all qualified employees according to guidelines established by Company policy. (M) (M) (D)

(D)

RECEIVED
OCT 17 2007
NPSC-Comm. Dept.

INDIVIDUAL CASE BASIS SERVICE ARRANGEMENTS (T)

A. SPECIAL SERVICES, FACILITIES, AND ARRANGEMENTS (T)

1. Special services, facilities, and arrangements not ordinarily used in the furnishing of telephone service, for which provision is not otherwise made in this Tariff may be furnished or leased when practicable, only if they are not unlawful and not detrimental to services provided for the general public.

2. In the event any such special services, facilities, and/or arrangements or the use made thereof interferes with the furnishing of telephone service by the Company, the Company may terminate such service after thirty days written notice to the customer, and provided further that the Commission may terminate such service whenever, in its opinion, public interest requires such termination.

3. Rates for special services, facilities, and arrangements are equivalent to the costs of furnishing such special services, facilities, and arrangements. (T)

4. Cost consists of an estimate of the total cost to the Company in providing the special services, facilities, and arrangements including: (T)

   a. Maintenance expense
   b. Taxes - including federal income tax
   c. Administration expense
   d. Depreciation expense on the estimated cost installed of any facilities used to provide the special services, facilities, and arrangements based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage
   e. Any other item of expense associated with the particular service, facilities, and arrangements
   f. An amount computed on the estimated cost installed of the facilities used to provide the special services and arrangements, for return on investment.

5. Estimated cost installed, mentioned above, includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, non-recoverable material, removal cost, and other items which are chargeable to the capital accounts. (T)

RECEIVED
MAR - 7 2005
NEBRASKA PUBLIC SERVICE

INDIVIDUAL CASE BASIS SERVICE ARRANGEMENTS (T)

A. SPECIAL SERVICES, FACILITIES AND ARRANGEMENTS (Cont'd) (T)

6. In the computation of rates for any special services, facilities, and arrangements, one of the following rate treatments shall be applied in accordance with the judgment of the Company based on the circumstances involved: (T)

a. A monthly rate and minimum period termination agreement, with or without an installation charge

b. A monthly rate with an installation charge

c. An installation or nonrecurring charge only

d. A two-tier monthly rate with the first tier being applicable for a specified length of time and the second tier as an on-going rate for the length of time the customer retains the special services, facilities and arrangements. An installation charge could also be applicable.

B. CONTRACT SERVICE ARRANGEMENTS (N)

1. Contract Service Arrangements (CSA) may be furnished in lieu of existing tariff offerings.

2. CSAs may be developed by the Company, and at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, or in response to a competitive offering.

3. Individual case basis (ICB) rates and terms will be offered to the Customer in writing and a contract entered into between the Company and the Customer. (N)

Issued: March 7, 2005

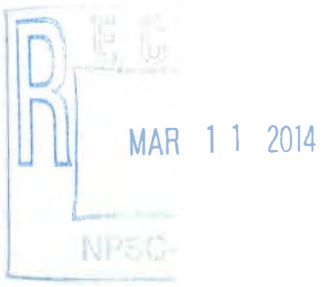
Effective: March 17, 2005

Jack D. Phillips
State Regulatory Affairs Director

RECEIVED
MAR - 7 2005
NEBRASKA PUBLIC SERVICE COMMISSION

GENERAL RULES AND REGULATIONS

Reserved for Future Use (C)



GENERAL RULES AND REGULATIONS

Reserved for Future Use (C)

(C)

RECEIVED
MAR 11 2014
Comm Dept.

GENERAL RULES AND REGULATIONS

Reserved for Future Use

(C)

(C)

GENERAL RULES AND REGULATIONS

Reserved for Future Use

(C)

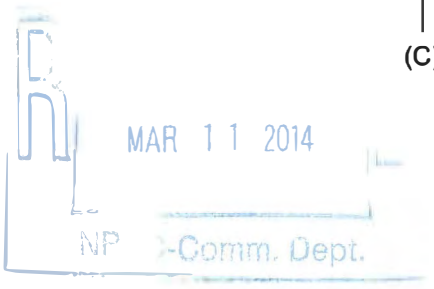
(C)

MAR 11 2014
Dept

GENERAL RULES AND REGULATIONS

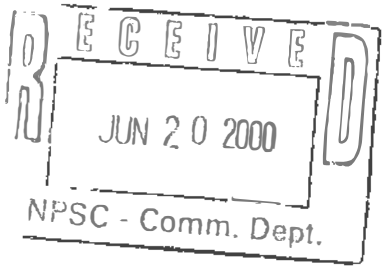
Reserved for Future Use (C)

(C)



ADJUSTMENTS FOR LOCAL TAX PAYMENTS

1. When any municipality, other political subdivision or local agency of government, collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, or franchise fee, such taxes and fee shall, insofar as practicable, be billed prorata to the exchange customers receiving service within the territorial limits of such municipality, other political subdivision, or local agency of government.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

DEFINITIONS

ANCILLARY SERVICE OR EQUIPMENT - Any communication service or equipment not included in the definitions of transmission service, terminal equipment or inside station wiring.

CENTRAL OFFICE ACCESS LINE - The facility used by the exchange carrier to provide dial tone to a subscriber from the central office through and including the Network Interface (Demarcation Point) on the customer's premises. (T)

CHANNEL - The term "Channel" designates the electrical path provided by the Company between two or more locations within an Exchange Area.

CIRCUIT - The term applied to a channel used for the transmission of electrical energy in the furnishing of telephone service.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

CONTRACT - The term "Contract" refers to the service agreement between a customer and the Company under which service and facilities are furnished in accordance with the provisions of the Tariffs applicable.

CUSTOMER - Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency or any other entity provided with telecommunications service and is responsible by law for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISES EQUIPMENT (CPE) - All terminal equipment normally used on the customer's premises owned by the customer or owned by the telephone utility or some other supplier and leased to the customer, including the terminal equipment located on the customer's premises or held in inventory.

CUSTOMER PROVISION - Customer purchase or lease of CPE or purchase of new inside station wiring from the Company or customer purchase or lease of CPE or new inside station wiring from any other supplier.

DEMARCATION POINT - The point of connection, provided and maintained by the telephone utility, to which the telephone utility-owned existing inside station wiring or customer-provided new inside station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be immediately adjacent to the protector or the customer's side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility.

DIRECT ELECTRICAL CONNECTION - The term "Direct Electrical Connection" denotes a physical connection of the electrical connectors in the communications path.

DISCONNECT - Disabling of circuitry preventing both outgoing and incoming communications.

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept.

DEFINITIONS

EXCHANGE - A unit established by an exchange carrier for the administration of access line service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with associated plant used in furnishing access line service in the area.

EXCHANGE AREA - The territory served by an Exchange. (T)

EXISTING INSIDE STATION WIRING - Wiring located on the customer's premise beyond the demarcation point, which is in existence prior to June 1, 1983.

EXTENDED AREA SERVICE (EAS) - Telecommunications service whereby customers located in a given exchange may make calls to, and receive messages from, one or more other exchanges without toll charges.

EXTRA LISTING - An extra listing is any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

FOREIGN EXCHANGE SERVICE - Exchange Service furnished a customer from an exchange other than the exchange regularly serving the area in which the customer is located.

INDIVIDUAL CENTRAL OFFICE ACCESS LINE - A classification of exchange service, which provides that only one customer, shall be served by the circuit connecting such central office access line with the central office equipment. (Not a private branch exchange trunk line.)

INSIDE STATION WIRING - The portion of the wiring located on the customer's premises, extending from the demarcation point to the terminal or ancillary equipment.

INSTALLATION CHARGE - A nonrecurring charge made for the placing or furnishing of telecommunications services, which may apply in place of or in addition to Service Charges and other applicable charges for service or ancillary equipment.

INTEREXCHANGE CARRIER - A telecommunications company, which provides interexchange telephone service.

INTEREXCHANGE SERVICE - The telecommunications service rendered by telephone companies between points which are not both within a local calling area as established in the tariff of an exchange carrier.

JOINT USER SERVICE - Joint User Service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the service of a customer.

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

DEFINITIONS

LOCAL CHANNEL - The term "Local Channel" applies to that portion of a channel, which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE - The telecommunications service provided within a local calling area in accordance with the exchange carrier's tariff.

LOCAL MESSAGES - A Local Message is a communication between customers' stations within the same Exchange Area.

LOCAL SERVICE AREA - That area throughout which a customer to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

NETWORK CONTROL SIGNALING - The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which performs functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect, and coin return tones) to control the operation of switching machines in the telecommunications system.

NEW INSIDE STATION WIRING - Wiring, in whole or in part, installed on the customer's premises beyond the demarcation point by a telephone utility or other supplier on and after June 1, 1983.

OTHER SUPPLIER - The customer or any entity other than the telephone utility providing, repairing, or maintaining new inside station wiring or repairing or maintaining existing inside station wiring.

PBX STATION MILEAGE (See Station Mileage) (T)

PREMISES - The building, portion or portions of a building, used and occupied at one time by a customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE SYSTEM (PBX) - A "Private Branch Exchange", or "Private Branch Exchange System", is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer's premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Company and for toll service.

PRIVATE BRANCH EXCHANGE TRUNK - (See Trunk - Type A)

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

DEFINITIONS

PRIVATE LINE - A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or PBX switching apparatus.

PROTECTOR - Utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which protects both the telephone utility's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

PUBLIC TELEPHONE - A public telephone is an exchange station, which may or may not be equipped with a coin collecting device, designed and placed for use by the public in general.

REGISTERED - The term "Registered", as used in this tariff denotes equipment, which complies and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

ROTARY LINE - (See Trunk Type B)

SERVICE CHARGE - A charge applied to establishment of, or changes to, customer services. (T)

STATION MILEAGE - The charges made for the additional circuit required to furnish additional stations located beyond the allowable distance from the central office access line or PBX switchboard.

STATIONS - The equipment at the customer's premises in which the central office access line facilities terminate to provide exchange, message toll, and other communications services. Includes the telephone instrument, data set, network control signaling units, and other station equipment which enable customers to establish communications connections and to effect connections through such connections.

SUBSCRIBER - (See Customer)

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM-The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept.

DEFINITIONS

TELEPHONE - (See Stations)

TERMINAL EQUIPMENT - Telephone instruments, the common equipment of key and PBX systems, both large and small, and other devices and apparatus, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

TIE TRUNK - A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus. The circuit is not intended to provide for general exchange service through either of the PBX systems with which it connects.

TOLL MESSAGE - A completed customer telephone call between different exchange areas for which a charge is made.

TOLL SERVICE - Toll service is that part of the total telephone service rendered by the Company, which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TOLL STATION - A telephone station installed for the convenience of the public or of a customer in a locality where the Company does not generally furnish exchange service and from which established toll rates are charged for all messages sent over Telephone Company's lines.

TOLL TERMINAL - A telephone station or a terminal on a PBX switchboard, and the associated exchange circuit connecting the telephone station or terminal directly with a toll office. (Also known as Long Distance Terminal).

TRUNK - TYPE A - A type A Trunk is a central office line that provides communications capacity between the serving central office and multiline communications switching equipment normally installed on the customer's premises. This equipment is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

TRUNK - TYPE B - A type B trunk is a rotary central office line that provides communication capacity between the serving central office and multiline communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station for incoming or outgoing calls.

RECEIVED
AUG 30 20
NPSC-Comm. Dept.

COMPETITIVE RESPONSE

A. RESIDENCE COMPETITIVE RESPONSE PROGRAM

1. Description

   The Residence Competitive Response Program is an offering to residence customers who have left the Company for another telecommunications provider for their local exchange service, and are now returning.

   The Company will offer incentives to customers who return for their telecommunications needs.

2. Terms and Conditions

   a. This competitive response offering will only be offered to customers returning to the Company from a competing telecommunications provider.

   b. Residence customers will receive the waivers only on their initial return to the Company for their local exchange service.

   c. Periods and provisions of this offer will be determined by the Company.

   d. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon ten days notice to the Nebraska Public Service Commission.

3. Rates and Charges

   a. Customers returning to the Company for their local exchange service will receive either a waiver of the current nonrecurring charge, up to two months of recurring rates, or both, on selected services determined by the Company. Amounts and types of the waivers will vary.

   b. Total local exchange service charges waived will not exceed $100.00 per customer location.

COMPETITIVE RESPONSE

B. BUSINESS COMPETITIVE RESPONSE PROGRAM

1. Description

The Business Competitive Response Program is an offering to business customers who have terminated or canceled all or part of their services with the Company and established service with another telecommunications provider, and such business customers are reestablishing some material part of their services with the Company.

In accordance with the terms of this Business Competitive Response Program, the Company may offer incentive(s) to such returning business customers.

2. Terms and Conditions

a. The Business Competitive Response Program may be offered only to business customers returning to the Company from a competing telecommunications provider.

b. The Company may offer returning business customers incentives in the form of a credit on the business customer's bill after the business customer actually reestablishes the agreed upon service with the Company.

c. Business customers may not obtain the incentive(s) or any credits after their first or initial return to the Company for which incentive credit(s) have been provided.

d. Business customers may receive the incentive credit(s) only in connection with services that are reestablished or established upon the initial return to the Company.

e. On contractual services, business customers are required to sign a contract in order receive a waiver

RESIDENCE CUSTOMER INCENTIVE PROGRAM

1. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

2. Terms and Conditions

a. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

b. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

c. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

d. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.

f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3, following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

RECEIVED
NPSC-Comm. Dept.

RESIDENCE CUSTOMER INCENTIVE PROGRAM

2. Terms and Conditions (Continued)

g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

h. The Company reserves the right to discontinue this offer.

3. Rates and Charges

a. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

RECEIVED
NPSC-Comm. Dept.

BUSINESS CUSTOMER INCENTIVE PROGRAM** (C)

1. Description

The Customer Incentive Program is an offering for potential new Business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

2. Terms and Conditions

a. This competitive response offering may be offered to potential new Business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

b. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

c. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

d. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.

f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021. (N) (N)

Received by NPSC
12/17/2021

BUSINESS CUSTOMER INCENTIVE PROGRAM** (C)

2. Terms and Conditions

g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

(a) The sales channel through which the products are sold.
(b) A specific geographic area.
(c) Existing customers who request to have one or more products disconnected.
(d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3a., following.
(e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

h. The Company reserves the right to discontinue this offer.

3. Rates and Charges

a. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

(a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
(b) A waiver of up to three months of the recurring rate(s) or charge(s), or
(c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
(d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021. (N) (N)

Received by NPSC
12/17/2021

TELECOMMUNICATIONS RELAY SURCHARGE

Nebraska law requires that a surcharge be collected on each telephone access line in Nebraska. The surcharge will be remitted to the Nebraska Public Service Commission to establish and administer a fund for a statewide Telecommunications Relay System to be used for eligible communication impaired persons. This surcharge will be collected on the first one hundred (100) telephone access lines per customer, and appears as a separate line item on the customer's local telephone bill.

Monthly Rate Per Access Line	
$0.05	(I)

Received by NPSC
05/31/2024

MESSAGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS

	Sheet No.	
Table of Contents	1	
Application	2	
Citizens Easy Savings Plan	32	
Citizens One Easy Price for Residence	38	
Customer Dialed Direct Station -to Station Rates	12	
General	2	
Hearing or Speech Impairment Discount	15	
LATA Definitions	16	
Operator Service Charges	24.1	(T)
Operator Station-To-Station Rates	24.1	(T)
Operator Verification Service	24.1	(T)
Operator Services	24	
Optional Service Offerings	26	
Primary Interexchange Carrier (PIC) Fee Credit	6	
Rate Tables	11	
Standard Service Offerings	7	
Terms and Conditions	2	
The Calling Plan	26	
Two-Point Message Telecommunications Service	7	
Volume Discount Plan	30	

RECEIVED
NOV 14 2016
NPSC-Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

A. GENERAL

1. Application

Message Telecommunications Service applies to service furnished by the Company, or furnished jointly by the Company and its connecting companies between points within the individual Local Access and Transport Areas (LATAs) of the state of Nebraska.

2. Terms and Conditions

a. Scope

1) Message Telecommunications Service (MTS) is that of furnishing facilities other than and in addition to local facilities for telephone companies between local service areas in accordance with the regulations and system of charges specified in this Tariff. The service of furnishing the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with MTS calls is a part of local service.

2) The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

b. Priority of Services

1) The installment and restoration of service shall be in accordance with the rules for Telecommunications Service Priority as set forth in Section 6.4 of the Nebraska Facilities for Intrastate Access Tariff.

2) Subject to compliance with Commission or Government rules or regulations, where a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of MTS shall take precedence over all other intercity services.

c. Limitation on Duration of Connections

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

A. GENERAL (Cont'd)

2. Terms and Conditions (Cont'd)

d. Liability

1) In view of the fact that the customer has exclusive control of the communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavoidability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations specified in 2), 3) and 4) following.

2) The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in facilities occurs.

3) The customer indemnifies and saves the Company harmless against claims for liable, slander or infringement of copyright arising from the material transmitted over its facilities, against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

4) No carrier participating in this service shall be liable for any act or omission of any other carrier also participating in the service.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

A. GENERAL (Cont'd)

2. Terms and Conditions (Cont'd)

e. Use

1) Use of Service

This service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Tariff.

2) Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;

b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, MTS, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;

c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;

d) The use of profane or obscene language;

e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

A. GENERAL (Cont'd)

2. Terms and Conditions (Cont'd)

e. Use (Cont'd)

3) Unlawful Purposes

The service is furnished subject to the condition it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Company receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will, upon five days notice, either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.

4) Cancellation for Cause

For nonpayment of any sum due the Company, or for abuse or fraudulent use of the service, the Company may either suspend, terminate without suspension or refuse service without incurring any liability.

f. Obligations of the Customer

1) The calling party shall establish his identity in the course of any communication as often as may be necessary.

2) The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called customer line or lines.

RECEIVED
JUN 20 2000
NPSC - Comm Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

A. GENERAL (Cont'd)

2. Terms and Conditions (Cont'd)

g. Connections of Customer or Other Common Carrier (OCC) - Provided Equipment and Facilities

Customer or OCC-provided terminal equipment or systems may be used with facilities furnished to the customer by the Company for MTS as specified in the General and Local Exchange Tariff.

h. Service Through Radio Carriers (as Defined in Part 22 of the F.C.C. Rules)

1) Service is available to and from customers of a Radio Carrier with which arrangements have been made for the interexchange of telephone traffic and is furnished through interconnecting equipment and local connection facilities provided by the Company.

2) The rates between the applicable wire telephone rate center and the rate center of the Radio Carrier are the rates set forth in this Tariff for two-point service. The rate center of the Radio Carrier is the wire telephone rate center of the Company serving exchange. An additional charge which the Radio Carrier bills to and collects from its customer is applicable to the remainder of the haul as set forth in the Radio Carrier's tariff on file with the Nebraska Public Service Commission.

3. Primary Interexchange Carrier (PIC) Fee Credit

a. A credit per line for the amount charged by the Company to establish Message Telecommunications Service (MTS) will be issued to customers for the PIC change charge when customers change their PIC to the Company.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS

1. Two-Point Message Telecommunications Service

a. Classes of Calls

Charges apply according to the class of call the calling customer selects as defined below.

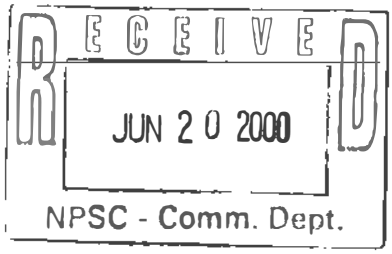
1) Dial Station-to-Station

Applies when the calling person dials the desired number without the assistance of an operator, and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. This does not include calls placed from Public, Semipublic, Shared and Coinless Public Telephones except as specified below. Dial Station-to-Station also applies when the operator:

- Records the calling telephone numbers for areas without recording equipment.
- Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
- Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

2) Payphone-Dial Station-to-Station

Applies to MTS cash calls placed from payphones and Shared payphones when Station-to-Station calls are dialed by the customer with no assistance from the operator. This charge applies in addition to MTS charges.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

a. Classes of Calls (Cont'd)

(D)

(D)

4) Operator-Assisted Station-to Station

Applies when calls are completed with the assistance of an operator except in 1) and 3), preceding and 5) following. Examples of these calls include collect, billed to another telephone number, operator-assisted calling card and sent paid. This also applies to calls placed from Coin phones, Shared and Coinless payphones.

5) Operator Assisted Person-to-Person

Applies when a calling person names the particular party to be reached by an operator. This also applies to calls placed from Coin phones, Shared and Coinless payphones. The party may be:

- A person
- A station, department or office reached through a PBX attendant

Person-to-Person also applies when the calling party:

- Cannot speak to the intended person or station but agrees to speak to someone specified time.
- Requests an operator to make arrangements with a person to receive a call at a specified time.

RECEIVED
NOV 21 2019
NPSC-Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two Point Message Telecommunications Service (Cont'd)

a. Classes of Calls (Cont'd)

6) Operator Dialed Service Charge

Applies to Operator-Assisted Station-to-Station and Operator-Assisted Person-to-Person calls when the customer has the capability of dialing all the digits necessary to complete a call, but dials "0" and elects to have the operator place the entire call for them. This charge applies in addition to charges in 4) and 5), preceding.

This Service Charge does not apply to:

- Calls where a customer cannot dial the call due to defective equipment or trouble on the Company network.

- Calls in which a Company operator places a call for a calling party who is disabled and is unable to dial the call because of that disability.

b. Timing of Calls

The time when connection is established in 1) through 4) below, determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station, determines what time schedule applies. This rule applies whether the call is originated as paid or collect.

1) On Dial Station-to-Station, Payphone-Dial Station-to-Station, and Operator-assisted Station-to-Station messages, chargeable time begins when connection is established between the calling party and the desired line, Radio Carrier connecting circuit, PBX, Centrex, or Centrex system or any station which is reached directly rather than through a PBX or Centrex attendant. (D) (D)

2) On Person-to-Person messages, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

3) Chargeable time ends when the connection is terminated.

4) Chargeable time does not include time lost because of faults or defects in the service.

RECEIVED
NOV 21 2019
NPSC-Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

c. Collection of Charges

1) Charges for Person-to-Person and Operator-Assisted Station-to-Station telephone calls may be billed against or collected from the called line (i.e., charges may be reversed), if the charges are accepted by the called party. This collect call may be billed to a calling card or third party number. In the case of a coin payphone, the charges must be billed to a calling card or third party number, or the call may be reoriginated by the called party. The regularly established rates apply except that:

a) Charges may be billed against the called line Special Reverse Charge Service arrangement as covered in the General and Local Exchange Tariff.

b) When the called party does not accept the charges and the calling party requests that the call be tried again later, on a collect basis, the classification of the call is changed to Person-to-Person and the rates and conditions applicable to Person-to-Person apply.

2) Bill to Third Party

Denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call is terminated.

3) Calling Card

Denotes a billing arrangement by which a call may be charged to an authorized Company calling card number.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

d. Charge Determination

1) The rates given in the rate information following are for a connection of one minute or any fraction thereof.

2) The date, day and time (standard or daylight savings) at the rate center of the calling party when the connection is established determine the MTS charges. Chargeable time is determined as follows:

a) In cases where a message begins in one time period and ends in another, the charge for the portion of the message within each time period shall be the charge for whole minutes in effect for that time period.

b) Charges are applied on the basis of whole minute intervals. The billing interval is determined by rounding up partial minutes to the next whole minute.

3) Rate Tables (1)

a) Customer Dialed Direct Station-to-Station Rates

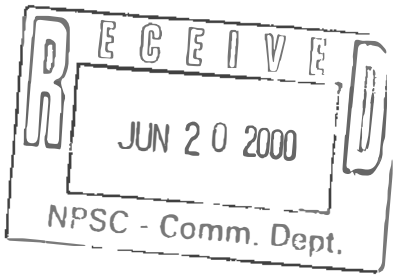
1) Rate for each minute and time period

Peak Rate	Off-Peak Rate
$0.15	$0.11

b) Operator Station-to-Station Rates

1) Rate for each minute and time period

Peak Rate	Off-Peak Rate
$0.15	$0.11



(1) The total amount of the call will be rounded down to the lower cent if the computed rate of a call results in a fractional charge.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS

1. Two-Point Message Telecommunications Service (Cont'd)

d. Charge Determination (Cont'd)

3) Rate Tables (1) (Cont'd)

c) Customer Dialed Calling Card Station-to-Station Rates

1) Rate for each minute and time period

Peak Rate	Off-Peak Rate
$0.15	$0.11

d) Operator Person-to-Person Rates

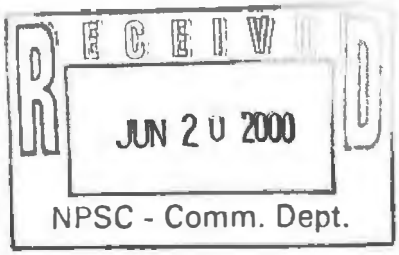
1) Rate for each minute and time period

Peak Rate	Off-Peak Rate
$0.15	$0.11

e) Coin Telephone Station-to-Station Rates

1) Rate for each minute and time period

Peak Rate	Off-Peak Rate
$0.15	$0.11



(1) The total amount of the call will be rounded down to the lower cent if the computed rate of a call results in a fractional charge.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

d. Charge Determination (Cont'd)

3) Rate Tables (Cont'd)

f) Time Periods for Rate Application

(1) Peak and Off-Peak rates apply as follows:

	Time Applicable		
Periods	From	To But Not Including	Days Applicable
Peak	7:00 a.m.	7:00 p.m.	Monday through Friday
Off-Peak	7:00 p.m. 12:00 a.m.	7:00 a.m. 12:00 p.m.	Monday through Friday Saturday, Sunday and Holidays*

* The Off-Peak rates apply all day (12:00 a.m. through 11:59 p.m.) on the following holidays:

New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

d. Charge Determination (Cont'd)

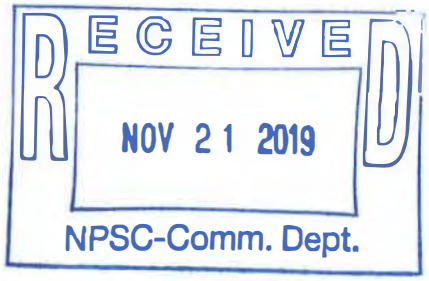
4) Operator Service Charges

The following charges apply in addition to the established MTS rates. Refer to B.1.a, preceding, for the description and application of charges.

	CHARGE	
. Payphone-Dial Station-to-Station (1)	$1.30	(D)
. Operator-Assisted Station-to-Station	2.00	(I)
. Operator-Assisted Person-to-Person	4.50	
. Operator-Dialed Service Charge (2)	1.50	(I)

5) Charges Paid for by Coin Deposits in Coin Telephones

The charges for a call paid for by coin deposit in a coin telephone is the sum rounded to the nearest multiple of $0.05, of the appropriate peak/off-peak rate period charges and operator service charges.



(1) Applies to MTS cash calls placed from Coin and Shared payphones.
(2) Applies in addition to the Operator-Assisted Station-to-Station and Operator-Assisted Person-to-Person charges when a customer dials "0" and has the operator place the call.

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

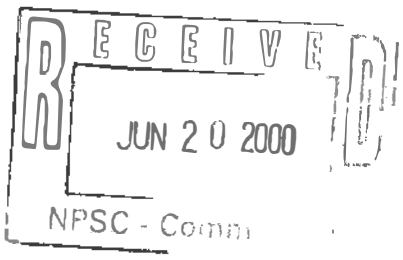
e. Hearing or Speech Impairment Discount

1) Disabled persons who have been certified to the Company as having a hearing or speech impairment which necessitates that they communicate by a Telecommunications Device for the Deaf (TDD) - sometimes referred to as a teletypewriter or TTY device - will receive, upon written application to the Company, a discount on peak/off-peak rated intrastate dial station-to-station calls from certified residence account premises where a TDD is located.

2) The discount given for these dial station-to-station calls will be a 75% discount off the peak period rate.

3) For a customer with more than one line or trunk, written application will be required for each line or trunk.

4) The billing period for this discount will be determined by the toll billing date. The customer will receive the discount at the beginning of the next toll billing period after application approval. The customer has the option of withdrawing at either the beginning or ending of the billing period.



MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

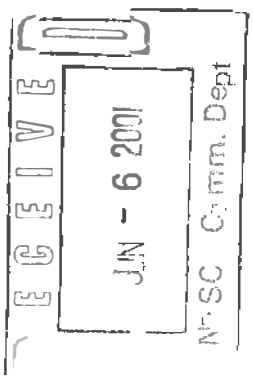
1. Two Point Message Telecommunications Service (Cont'd)

f. LATA Definitions

A Local Access and Transport Area, herein referred to as a LATA, describes a continuous area within state boundaries determined to have a community of interest as defined by the 1982 Consent Decree.

1) Northeast Nebraska/Omaha LATA (402)

CITY	PREFIX CODE(S)	CITY	PREFIX CODE(S)	
Ainsworth	387	Crofton	388	
Albion	395	Crookston	425	
Allen	635	Decatur	349	
Arlington	478	Dixon	584	
Atkinson	925	Dodge	693	
Bancroft	648	Duncan	897	
Bassett	684	Elgin	843	
Battlecreek	675	Elkhorn	289	
Beemer	528		779	
Belden	985	Emerson	695	
Bennington	238	Ewing	626	
Blair	426	Fort Calhoun	468	
Bloomfield	373	Fremont	459	(T)
Bristow	583		720	
Brunswick	842		721	
Butte	775		727	
Carroll	585		753	
Chambers	482	Genoa	993	
Clarkson	892	Gretna	332	
Clearwater	485	Hartington	254	
Cody	823	Henderson	723	
Coleridge	283	Herman	456	
(T) Columbus	270	Hooper	654	
	562	Hoskins	565	
	563	Howells	986	
	564	Humphrey	923	
Craig	377	Inman	394	
Creighton	358	Johnstown	722	
Creston	28	Kennard	427	
		Kilgore	966	



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

CITY	PREFIX CODE(S)
Laurel	256
Leigh	487
Lindsay	428
Long Pine	273
Lynch	569
Lyons	687
Madison	454
Martinsburg	945
Meadow Grove	634
Monroe	495
Naper	832
Neligh	887
Newcastle	355
Newman Grove	447
Newport	244
Niobrara	857
(T) Norfolk	217
	370
	371
	379
	622
	640
North Bend	652
O'Neill	336
Oakdale	776
Obert	692
Omaha	201, 203, 210, 212, 213, 214
	215, 216, 218, 220, 221, 222
	231, 232, 233, 240, 249, 250
	251, 252, 255, 258, 260, 261
	271, 272, 276, 277, 280, 281
	290, 291, 292, 293, 294, 299
	301, 305, 306, 312, 319, 320
	330, 331, 333, 334, 339, 341
	342, 343, 344, 345, 346, 348
	350, 351, 354, 361, 381, 384
	390, 391, 392, 393, 397, 398
	399, 407, 415, 422, 431, 444
	445, 449, 451, 452, 453, 455
	457, 490, 491, 492, 493, 496, 497, 498, 501
	506, 507, 508, 510, 516, 517, 522, 524
	530, 536, 537, 541, 544, 546
	547, 548, 550, 551, 552, 553
	554, 556, 557, 558, 559, 571
	572, 573, 574, 575, 577, 578, 579
	581, 590, 591, 592, 593, 594
	595, 596, 597, 598, 599, 630
	633, 636, 637, 639, 650, 651
	659, 661, 680, 681, 682, 686
	689, 691, 697, 707, 708, 709
	731, 733, 734, 738, 740, 758
	777, 778, 819, 835, 850, 861
	871, 880, 885, 888, 891, 894
	895, 896, 899, 905, 917, 926
	927, 930, 935, 938, 943, 951
	952, 955, 956, 957, 960, 962
	963, 964, 965, 968, 970, 972
	977, 978, 979, 980, 981, 990
	995, 996, 997, 998

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

CITY	PREFIX CODE(S)	CITY	PREFIX CODE(S)
Orchard	893	Stuart	924
Osmond	748	Tekamah	374
Page	338	Tilden	368
Pender	385	Uehling	567
Petersburg	386	Valentine	376
Pierce	329	Valley	359
Pilger	396	Verdel	229
Plainview	582	Verdigre	668
Platte Center	246	Wakefield	287
Ponca	755	Walnut	655
Randolph	337	Waterbury	638
Saint Edward	678	Wausa	586
Schuyler	352	Wayne	375
Scribner	664	West Point	372
Snyder	568	Winnetoon	847
Spencer	589	Winside	286
Springfield	253	Wisner	529
Springview	497	Wood Lake	967
Stanton	439	Wynot	357 (T)

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

2) Western Nebraska/Grand Island LATA (308)

CITY	PREFIX CODE(S)	CITY	PREFIX CODE(S)
Alliance	762	Callaway	836
Alma	928	Cambridge	697
Amherst	826	Cedar Rapids	358
Anselmo	749	Central City	946
Ansley	935	Chadron	432
Arapahoe	962	Chapman	986
Arcadia	789	Chappell	874
Archer	795	Clarks	548
Arnold	848	Cornstock	628
Arthur	764	Cotesfield	968
Ashby	577	Cozad	784
Ashton	738	Crawford	667
Atlanta	337		665
Axtell	743	Culbertson	278
Bartlett	654	Curtis	367
Bartley	692	Dalton	377 (T)
Bayard	586	Danbury	895
Beaver City	268	Dannebrog	226
Belgrade	357	Dix	682
Benkelman	423	Dunning	538
Bertrand	472	East LaGrange	838
Big Springs	889	Edison	927
Bingham	588	Elba	863
Bloomington	775	Elm Creek	856
Brewster	547	Elsie	228
Broadwater	489	Elwood	785
Brownlee	748	Ericson	653
Brule	287	Eustis	486
Burwell	346	Farnam	569
	348	Farwell	336
Bushnell	673	Franklin	425
Cairo	485	Fullerton	536
		Funk	263

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

CITY	PREFIX CODE (S)	CITY	PREFIX CODE (S)	
Gering	436	Holbrook	493	
Gibbon	468	Holdredge	995	
Gordon	282	Hyannis	458	
Gothenburg	537	Imperial	882	
(T) Grand Island	240, 248	Indianaola	364	
	249, 258	Kearney	233, 234	(T)
	279, 295		236, 237	(T)
	370, 379		238, 338	
	380, 381	Keystone	726	
	382, 383	Kimball	235	
	384, 385	Lebanon	375	
	389, 390	Lemoyne	355	
	391, 395	Lewellen	778	
	398, 399	Lexington	324	
	430, 440	Litchfield	446	
	464, 470	Lodgepole	483	
	550, 589	Loomis	876	
	631, 640	Loup City	745	
	641, 646	Lyman	787	
	650, 651	Madrid	326	
	696, 698	Mason City	732	
	730, 760	Maxwell	582	
(T)	850, 870	Maywood	362	
	920, 930	McCook	340, 345	(T)
	940, 947	Merna	643	
Grant	352	Merriman	684	
Greeley	428	Miller	457	
Gurley	884	Minatare	783	
Halsey	533	Minden	832	
Hay Springs	638	Mirage Flats	232	
Hayes Center	286	Mitchell	623	
Heartwell	563	Morrill	247	
Hemingford	487	Mullen	546	
Hendley	265	Naponee	269	
Hershey	368	North Loup	496	
Hildreth	938	North Peetz	335	

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

CITY	PREFIX CODE (S)	CITY	PREFIX CODE (S)
North Platte (R)	520, 530 532, 534 535, 539 (R)	Scottsbluff (T)	220, 225, 630 632, 635, 637
Oconto	858	Seneca	639
Ogallala	284	Shelton	647
Ord	728	Sidney	254
Orleans	473	Silver Creek	773
Oshkosh	772	Sodtown	467
Overton	987	Spalding	497
Oxford	824	Stamford	868
Palisade	285	Stapleton	636
Palmer	894	Stratton	276
Paxton	239	Sumner	752
Pleasanton	388	Sutherland	386
Primrose	396	Taylor	942
Potter	879	Thedford	645
Purdum	834	Trenton	334
Ragan	567	Tryon	587
Ravenna	452	Venango	447
Republican City	799	Wallace	387
Riverdale	893	Wauneta	394
Rockville	372	Wellfleet	963
Rushville	327	Whitclay	862
Saint Libory	687	Whitman	544
Saint Paul	754	Wilcox	478
Sargent	527	Wilsonville	349
Scotia	245	Wolbach	246
		Wood River	583

RECEIVED
JUN - 6 2001
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

3. Exceptions

The following Nebraska communities are included in a LATA outside the State of Nebraska

- Northwest Iowa/Sioux City LATA

CITY	PREFIX/ CODE (S)
Dakota City	402-987
Homer	402-698
Jackson	402-632
Macy	402-837
Rosalie	402-863
South Sioux City	402-494
Walthill	402-846
Winnebago	402-878

- South Dakota/Sioux Falls LATA

CITY	PREFIX/ CODE (S)
South Ardmore	308-453
South Bonesteel	402-653
South Burke	402-774
South Gregory	402-974
South Oelrichs	308-525
South Yankton	402-667

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

1. Two-Point Message Telecommunications Service (Cont'd)

f. LATA Definitions (Cont'd)

- Kansas LATA

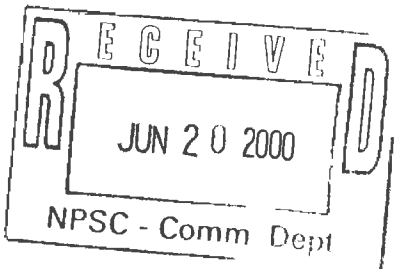
CITY	PREFIX/ CODE (S)
North Herndon	308-328
North Long Island	308-859
North Woodruff	308-652

- Colorado LATA

CITY	PREFIX/ CODE (S)
North Julesburg	308-445
North Peetz	308-335

- Wyoming LATA

CITY	PREFIX/ CODE (S)
East Albin	308-846
Kimball City	308-244



MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

2. Operator Services

a. General (C)(T)

1. Operator Assisted Station to Station (T)
A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

2. Collect (T)
A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

3. Person to Person (M)(T)
An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

4. Operator Assisted Time and Charges (T)
A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

5. Operator Assisted –Corrections (T)
Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

6. Billed to Third Number (T)
Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed. (M)

7. Live Operator (N)
In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:
• The automated payment systems are unavailable due to system outages.
• Customer is requesting a call to an emergency service.
• Call cannot be made by the automated system.

Received
NOV - 1 2019

(M) Material relocated from Sheet 24.1. (N)

NE PSC Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

2. Operator Services

b. Charges (T)(M)

The charges shown below are in addition to the rates and charges associated with local or Message Telecommunications Services (MTS)

	Charge	
• Operator Assisted Station to Station	$2.00	
• Collect	$2.00	
• Person to Person	$3.00	
• Operator Assisted Time and Charges	$1.50	
• Operator Assisted –Corrections	$2.00	
• Billed to Third Number	$2.00	
• Live Operator Fee, per occurrence	$1.50	(N)

(M)

(M) Material relocated to Sheet 24. (N)

Received
NOV - 1 2019
NPSC Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

B. STANDARD SERVICE OFFERINGS (Cont'd)

3. Directory Assistance Service

Refer to Directory Assistance Service for appropriate charges as found in Section 2, General and Local Exchange Service Tariff.

4. Special Reversed Charge Toll Service

Refer to Special Reversed Charge Toll Service as found in Section 2, General and Local Exchange Service Tariff.

C. OPTIONAL SERVICE OFFERINGS

Citizens Discount Calling Plans are discounts to Message Telecommunications Service available to business and residence customers presubscribed to a Carrier. A customer may only subscribe to one Citizens Discount Calling Plan per main billed account at any given time.

1. The Calling Plan (1)

a. Description

The Optional Calling Plan, referred to as The Calling Plan provides an optional payment plan for toll services originating at specified exchanges within the State of Nebraska.

b. Terms and Conditions

1) The Calling Plan rates are based upon the established MTS rates. Any adjustments in applicable portions of the MTS schedule will be reflected in the Calling Plan rate schedule.

2) The Calling Plan provides for dial station-to-station calling to exchanges whose toll rate points, from the calling exchange, are within the toll mileage bands provided as shown in C., following, and within the same LATA.

3) Dial station-to-station calling as used in the Calling Plan description is the same as that specified for message toll telephone service.

4) Message toll telephone service not covered by the Calling will be furnished under the rates, charges, terms and conditions specified elsewhere in this Tariff for such service.

(1) This service offering is limited to existing customers at their existing locations.

RECEIVED
JUN 20 2000
NPSC - Comm Dept

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS

1. The Calling Plan (1)(Cont'd)

b. Terms and Conditions (Cont'd)

5) Availability (1)

a) Except for Public and Semipublic service, the Calling Plan is available to all business and residence service in the specified exchanges. Hotels, motels, hospitals, telephone answering service firms, and firms of a similar nature that service guests, patients or clients may subscribe to the Calling Plan for the administrative use of their business only.

b) Hours

Calls placed under the provisions of the Calling Plan must originate during the time periods as follows:

Monday through Friday - From 12 noon to, but not including 8:00 a.m.

Saturday, Sunday, and Holidays - All Hours

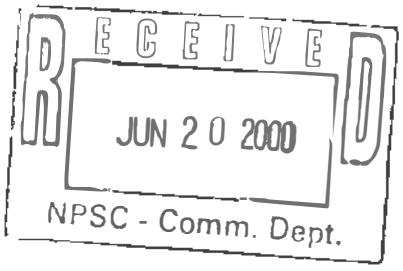
6) Billing Arrangements

a) Where the customer has more than one line, and such lines are billed together, one Calling Plan service shall apply for all lines.

b) Where the customer has more than one service with separate billing, Calling Plan service must be subscribed for on each service on which the customer desires to place Calling Plans calls.

c) Billing period under the service will be determined by the billing date. The customer has the option of enrolling in or withdrawing from the service at either the beginning or ending of the billing period. There will be no billing of fractional amounts.

(1) This service is limited to existing customers at their existing locations.



MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

1. The Calling Plan (1)(Cont'd)

b. Terms and Conditions (Cont'd)

7) Minimum Contract Period

The minimum contract period for the Calling Plan service is one month.

8) Timing of Messages

a) Chargeable time begins when connection is established between the calling and the called customer lines.

b) Chargeable time ends when the connection is terminated by either the calling or called party.

c) Minimum timing per message in one minute. Timing of additional minutes and fractions thereof will be rounded to the next higher minute less any time lost as a result of faults or defects in the service.

9) Initial and Overtime Periods

a) Rates are quoted in terms of initial and overtime periods.

- The initial period is one hour.
- The overtime period is the unit of time used for measuring and charging for time in excess of the initial period and is quoted in units of 1/10 hour.

b) Where a customer subscribes to more than one service and subscribes to more than one Calling Plan, the initial and additional periods are computed separately for each Calling Plan.

10) Suspension of Service

a) Calling Plan service may be suspended only when the main service with which it is associated is suspended.

b) No charge applies for suspension of the Calling Plan.

c) Periods of suspension do not apply to the minimum service period.

(1) This service offering is limited to existing customers at their existing locations.

RECEIVED
JUN 20 2000
NE Comm Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

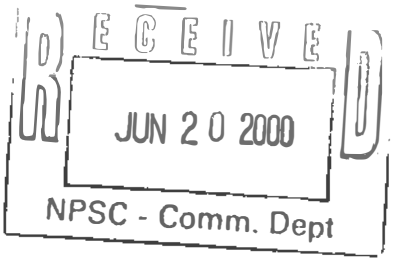
MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS

1. The Calling Plan (1) (Cont'd)

c. Rates and Charges

	Mileage Band	Monthly Rate First Hour	Monthly Rate Each Add'l. 1/10 Hr
• Plan 1	1 to 15 miles	$3.50 (PLN15)	$0.35
• Plan 2	1 to 25 miles	4.35 (PLN25)	0.43



(1) This service is limited to existing customers at their existing locations.

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

2. Volume Discount Plan

a) Description

1) The Volume Discount Plan (plan) applies to calls originating from and billed to central office lines located in Nebraska exchanges. On such eligible calls, customers will receive Volume Discount Plan rates on a percent discount basis determined by the amount of their total charges for Direct Dialed long distance calling within their Local Access and Transport Area (LATA).

2) This Plan and its rates apply only to calls originating and terminating in intraLATA territories. These Plan discounts are applied to the total monthly customer billing of intrastate intraLATA and interstate intraLATA direct dialed calls that originate from or are billed to central office lines located in Nebraska exchanges.

3) This Plan and its rates do not apply to any other optional calling plans which have been subscribed to.

b. Terms and Conditions

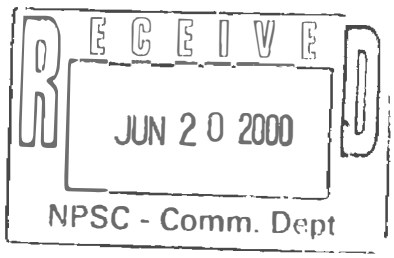
1) This Plan and its rates will be available and applicable only to calls originated from or billed to central office lines located in Nebraska exchanges.

2) This Plan will be available to all classes and grades of customer service within the restrictions and the limitations set forth in other provisions of this Tariff.

3) Calls originated from or billed to central office lines in Nebraska exchanges will receive Plan rates when the total charge for long distance calls billed to central office lines originating and terminating within the LATA is equal to or greater than a specific dollar volume as set forth in c., following.

4) Termination of Plan

Upon 90 days' written notice to the Nebraska State Commerce Commission, the Company may terminate this Volume Discount Plan and withdraw the rates set forth below.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

2. Volume Discount Plan (Cont'd)

c. Rates and Charges (VDISC)

1) Discounts

BILLING AMOUNT	DISCOUNT
$15.00 - 49.99	5%
50.00 - 99.99	10%
100.00 - 149.99	15%
150.00 - Over	20%

2) Nonrecurring Charges are not applicable to this Plan.

3) Billing Arrangements

a) Where the customer has one account which includes multiple lines, the discount is applied to total usage on combined lines.

b) Where the customer has an account billed to another account in the same tax jurisdiction, it will be treated as one account and the discount will be applied on the combined usage of said accounts.

c) Where the customer has more than one account billed together in different tax jurisdictions, the discount will be applied to each account separately.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

3. CITIZENS EASY SAVINGS PLAN for Residential Customers

a. General

1) The Citizens Easy Savings Plan is an optional 1+, 0+ and 0- Intrastate IntraLATA Message Telecommunications Service offered to residence customers in Citizens exchanges.

b. Regulations

1) This Plan provides discounts on Citizens Message Telecommunications Service Intrastate IntraLATA calls to exchanges within the customer's LATA. The discount applies when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Citizens Easy Savings Plan. The Plan is applicable to all rate period messages below:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station

(D)

and Operator Assisted)
Operator Assisted Person-to-Person

2) All usage of a multiline subscriber with one billing number is included in the service.

3) The minimum service period for Citizens Easy Savings Plan is one month.

4) A customer may only subscribe to one Citizens Discount Calling Plan per main billed account at any given time.

5) Customers have the option to choose their preferred Peak calling hours for Monday through Friday. The choices are:

	Billing Code
5:00 a.m. to, but not including 5:00 p.m.	EZP55
6:00 a.m. to, but not including 6:00 p.m.	EZP66
7:00 a.m. to, but not including 7:00 p.m.	EZP77
8:00 a.m. to, but not including 8:00 p.m.	EZP88

Off-Peak rates shall apply for all other hours Monday through Friday, all day Saturday, Sunday and holidays as specified in Section B.1.d.4) b)(1).

This option is available to new and existing Plan residential customers and may be changed up to three times a year.

RECEIVED
NOV 21 2019
NPSC-Comm. Dept.

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

2. CITIZENS EASY SAVINGS PLAN For Residential Customers (Continued)

c. Application of Discount

1) The Citizens Easy Savings Plan discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

2) Application of usage rates and timing of messages are as stated previously in this tariff.

3) Discounts shown in Citizens Easy Savings Plan will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station (mechanized and operator assisted), operator assisted calling card station-to-station and operator assisted person-to-person calls that are carried and billed by the company. In calculating the usage volume discount, the discount will generally be applied against the customer's intrastate intraLATA charges. However, if the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by the total gross monthly toll usage associated with the joint offer. In that case, the discount applied will be as specified by the joint offering, and the discount will be apportioned to the proper jurisdiction proportional to the accumulated usage charges.

d. Rates

Residential customers who subscribe to the Citizens Easy Savings Plan whose monthly usage meets the amounts below will receive the following discount percentage on all toll usage billed for the month.

Total Usage Billed	Discount	Billing Code
$ .00 - $9.99	0%	----
10.00 - 24.99	10%	EZRES
25.00 and Above	25%	EZRES

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

4. CITIZENS EASY SAVINGS PLAN For Business

a. General

1) Citizens Easy Savings Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Message Telecommunications Service offered to business customers in Citizens exchanges.

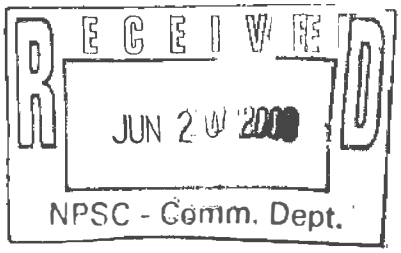
b. Regulations

1) This Plan provides Discounts on Citizens Message Telecommunications Service Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets and/or exceeds the required toll usage dollar amount. There is no monthly rate or nonrecurring charge associated with the Citizens Easy Savings Plan for Business. The Plan is applicable to all Rate Periods messages below:

Customer Dialed Direct Station-to-Station
Operator Assisted Station-to-Station
Customer Dialed Calling Card Station-to-Station (Mechanized and Operator Assisted)
Operator Assisted Person-to-Person

2) The minimum service period for Citizens Easy Savings Plan for Business is one month.

3) A customer may only subscribe to one Citizens Discount Calling Plan per main billed account at any given time.



MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

4. CITIZENS EASY SAVINGS PLAN For Business (Cont'd)

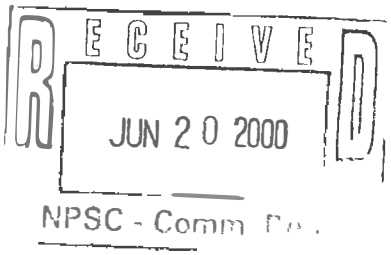
c. Application of Discount

1) Citizens Easy Savings Plan for Business Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.

2) Discounts shown in Citizens Easy Savings Plan for Business will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the company.

In calculating the usage volume discount, the discount will generally be applied against the customer's intrastate intraLATA charges. However, if the intraLATA offering is part of a joint toll offering, the threshold for application of the discount will be determined by the total gross monthly toll usage associated with the joint offer. In that case, the discount applied will be as specified by the joint offering, and the discount will be apportioned to the proper jurisdiction proportional to the accumulated usage charges.

3) The application of usage rates, rates and rate periods are as specified previously in the Tariff. Sub-minute rating will be utilized for the timing and rating of Citizens Easy Savings Plan for Business messages. Sub-minute rating consists of a minimum initial period of 18 seconds rated a 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate. See following:



MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

4. CITIZENS EASY SAVINGS PLAN For Business (Cont'd)

c. Application of Discount (Cont'd)

3) (Continued)

	Month-to-Month Minimum Period Rates 18 Second Initial Peak	18 Second Off-Peak
0% Discount	$.0450	$.0330
10% Discount	.0405	.0297
15% Discount	.0383	.0281
20% Discount	.0360	.0264
	Addt'l Peak	**6 Second Rates Off-Peak**
0% Discount	$.0150	$.0110
10% Discount	.0135	.0099
15% Discount	.0128	.0094
20% Discount	.0120	.0088

d. Volume Discounts

Business customers who subscribe to Citizens Easy Savings Plan for Business will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

Monthly Usage Volume	Discount	Month-to-Month Billing Code
$ .0 - 24.99	0%	EZMM
25.00 - 99.99	10%	EZMM
100.00 - 199.99	15%	EZMM
200.00 and Over	20%	EZMM

RECEIVED
JUN 20 2000
NPSC - Comm.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

4. CITIZENS EASY SAVINGS PLAN For Business (Cont'd)

e. Term Periods

A customer may select a term period for Citizens Easy Savings Plan for Business. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific term period. The customer must specify the term period at the time the plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the new term period is greater than the remainder of the original term period.

1) Rates

Monthly Usage Volume (EZ12)	One Year Discount (EZ24)	Two Year Discount (EZ36)	Three Year Discount
$ .0- 24.99	10%	15%	20%
25.00 - 99.99	15%	20%	25%
100.00 - 199.99	20%	25%	30%
200.00 and Over	25%	30%	35%

2) In the event the Citizens Easy Savings Plan for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

Term Period	Early Termination Charge	Billing Code
One Year	$ 100.00	EZT12
Two Year	200.00	EZT24
Three Year	300.00	EZT36

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

MESSAGE TELECOMMUNICATIONS SERVICE

C. OPTIONAL SERVICE OFFERINGS (Cont'd)

5. Citizens One Easy Price for Residence

a. General

This plan offers to residential customers a flat rate for all IntraLATA direct dialed calls. All IntraLATA Regional long distance calls will be billed at one rate per minute, 24 hours per day, seven days per week. This plan is available to all existing and new customers. There are no monthly or nonrecurring charges with this calling plan.

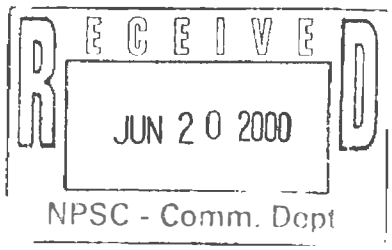
b. Conditions

Directory Assistance, operator handled and calling card calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with this plan.

c. Rates

The following per minute of use rate applied 24 hours per day, seven days per week:

Billing Code	Rate Per Minute
EZONE	$.11



EMERGENCY TELEPHONE SERVICE
(9-1-1)

TABLE OF CONTENTS

	Sheet No.
Emergency Telephone Service (9-1-1)	1 - 31

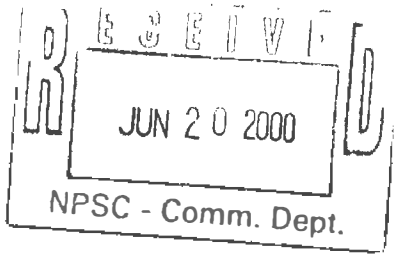
RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1)

		Monthly Rate	Nonrecurring Charge
1.	9-1-1 Central Office Enabling, per central office	(2)	(2)
2.	Automatic Number Identification (ANI) 9-1-1 Central Office Enabling, per central office		
	a. Stored Program Control (SPC) (91372)	$13.09	$0.00
	b. Electromechanical	(2)	(2)
3.	9-1-1 Network Service (3)		
	a. PSAP to Central Office (C.O.) Flat Rate, per line (91349, 91350)	30.00	300.00
	b. C.O. to C.O. Interoffice Facility (intra and/or interexchange) Flat Rate, per trunk (91339, 91345)	42.00	342.00



Note: Rate application examples begin on Sheet 16.

(1) Rates applicable to facilities provided within Citizens service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) Special construction charges will apply when special assembly is required. Refer to Section 3, Special Services, Facilities and Arrangements.
(3) Rates are to be used for either primary or secondary customers. 9-1-1 Network Service includes rates for use of voice or data circuits.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1) (Cont'd)

	Monthly Rate	Nonrecurring Charge
5. Automatic Location Identification (ALI) Database		
a. Database Administration, per database (91384) (90385)	$352.17	$0.00
b. Database		
(1) each Citizens subscriber record (91386) (91388)	.04	.65
(2) each non-Citizens subscriber record for which Citizens will verify via the MSAG (2)(3) (91390)	.04	.31
6. Selective Routing		
a. Database Administration, per database (4) (91285) (91286)	10.33	2,044.50
PLUS		
b. Database, per record (4) (91287) (91288)	.01	.14
c. Selective Router, each (91362) (91363)	1,302.44	12,413.03
d. Selective Router Interface, per trunk termination (91307) (91351)	34.62	139.74

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

Note: Rate application examples begin on Sheet 16.

(1) Rates applicable to facilities provided within Citizens service territory. Connecting company rates apply to facilities located within connecting company service territory.
(2) Charge in addition to applicable connecting company/host provider charge.
(3) Includes nonregulated telephone company records provided in Citizens standard format.
(4) These rates are in addition to ALI Database Processing rates.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1) (Cont'd)

	Monthly Rate	Nonrecurring Charge
7. Alternate Network Routing -		
Teltone Switched Access System (Services and rates are offered via contract periods of sixty (60) months.)		
a. Trunk Dial Unit (TDU)		
1) Without monitoring		
a) 1st trunk (91421, 91423)	$ 107.49	$592.00
b) add'l trunk - in same c.o. (91422, 91114)	92.65	446.00
b. Call Answer Unit (CAU)		
1) Without monitoring		
a) 1st trunk (91407, 91408)	65.75	506.00
b) add'l trunk - in same c.o. (91409, 91410)	50.29	360.00
c. Call Transfer Unit (CTU)		
1) Without monitoring		
a) 1st trunk (91582, 91584)	91.69	678.00
b) add'l trunk - in same c.o. (91583, (91585)	44.21	336.00

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

(1) Rates applicable to facilities provided within Citizens service territory. Connecting company rates apply to facilities located within connecting company service territory.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1) (Cont'd)

	Monthly Rate	Nonrecurring Charge
8. Alternate Network Routing - Proctor Instant Network Backup (INB) System (Services and rates are offered via contract periods of sixty (60) months.)		
a. INB Mini-Pac		
1) Without monitoring		
a) 1st trunk (91110, 91113)	$118.43	$592.00
b) add'l trunk - in same c.o. (91111, 91112)	102.97	446.00
2) With monitoring		
a) 1st trunk (91116, 91117)	132.07	592.00
b) add'l trunk - in same c.o. (91115, 91424)	116.61	446.00
b. INB Shelf System		
1) Without monitoring		
a) 1st trunk (91432, 91433)	166.53	678.00
b. add'l trunk - in same c.o. (91447, 91444)	56.30	336.00
2) With monitoring		
a. 1st trunk (91425, 91427)	191.33	678.00
b. add'l trunk - in same c.o. (91426, 91428)	60.64	336.00
3) Expansion Shelf		
(91437, 91438)	78.92	336.00

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

(1) Rates applicable to facilities provided within Citizens service territory. Connecting company rates apply to facilities located within connecting company service territory.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1) (Cont'd)

	Monthly Rate	Nonrecurring Charge
8. Alternate Network Routing - Proctor Instant Network Backup (INB) System (Cont'd)		
c. INB Responder Equipment		
1) PSAP Responder		
a) 1st responder (91411, 91413)	$ 133.09	$ 532.00
b) add'l responder (91412, 91414)	129.84	532.00
2) Central Office Responder		
a) 1st responder (91586, 91588)	82.73	532.00
b) add'l responder (91587, 91589)	53.26	532.00
d. INB Line Switch or 4/2 Converter Card (91481, 91480)	15.19	12.00
e. INB Cellular Transceiver (91457, 91458)	68.39	446.00
f. INB Cellular Antenna		
1) 3 dB Antenna (91442, 91443)	1.99	12.00
2) 9 dB Antenna (91445, 91446)	11.04	103.00

RECEIVED
JUN 20 2000
NPSC Comm. Dept

(1) Rates applicable to facilities provided within Citizens service territory. Connecting company rates apply to facilities located within connecting company service territory.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

A. RATES (1) (Cont'd)

	Monthly Rate	Nonrecurring Charge
9. Alternate Network Routing - Tellular Phonecell Services Equipment (Services and rates are offered via contract periods of sixty (60) months.)		
a. Cellular Transceivers		
1) 1M Transceiver (91460, 91461)	$ 42.42	$766.00
2) 4M Transceiver (91463, 91464)	126.90	838.00
b. Cellular Antennas		
1) 3 dB Antenna (91451, 91452)	2.11	12.00
2) 12 dB Antenna (91448, 91449)	4.53	103.00

(1) Rates applicable to facilities provided within the Company's service territory. Connecting company rates apply to facilities located within connecting company service territory.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS

1. Definition

a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following three categories:

(1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

(2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

(3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

2. Definition of Terms

a. Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

b. ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

c. Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

d. Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

e. ANI Spill

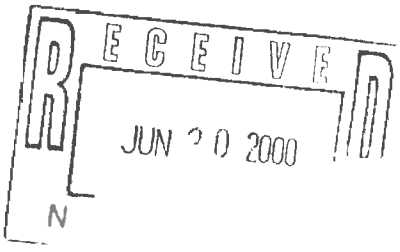
A central office generated data stream that forwards the telephone number of the calling party.

f. Caller

An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

g. Customer

Governmental unit or other entity authorized to provide 9-1-1 Service.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

2. Definition of Terms (Cont'd)

h. Default Routing

A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

i. Emergency Response Agency

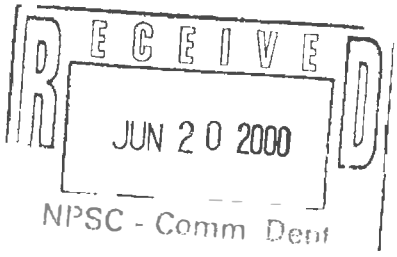
For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

j. Emergency Service Number

An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

k. End User

An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

2. Definition of Terms (Cont'd)

l. Host Provider

The Company that serves exchanges within the customer's serving area and provides 9-1-1 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

m. Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

n. Nonlisted/Unlisted

Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

o. Nonpublished

Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

p. Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

q. Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

2. Definition of Terms (Cont'd)

r. Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

s. Subscriber

A person or business that orders access line service from a telephone company.

t. Secondary Provider

A regulated telephone company that participates in offering 9-1-1 service under an agreement with the host provider.

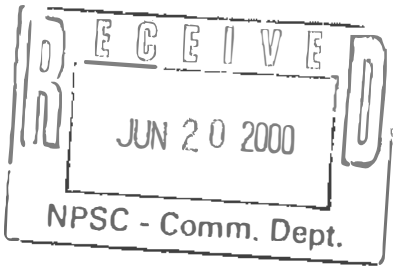
3. General

a. 9-1-1 Service is restricted to one-way incoming emergency service only.

b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

c. 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

3. General (Cont'd)

e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.

f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.

h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Citizens standard format to the customer for inclusion in the E9-1-1 database.

k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

RECEIVED
JUN 20 2000
NPSC - Corr

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

3. General (Cont'd)

l. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

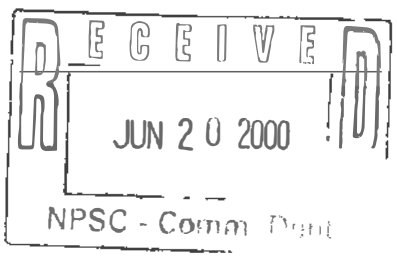
m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.

n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized.

4. Customer Obligation

a. Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

b. The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

4. Customer Obligation (Cont'd)

c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:

(1) The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the PSAP.

(2) The primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.

(3) Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

(4) Each primary PSAP shall and each secondary PSAP should subscribe to at least three lines as follows:

(a) At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

(b) At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.

(c) At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

4. Customer Obligation (Cont'd)

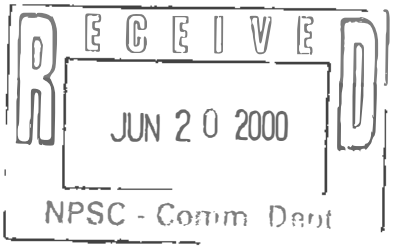
c. (Cont'd)

(5) If a Selective Router is not used each primary PSAP must subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

d. The customer shall promptly notify the Company in the event the system is not functioning properly.

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all points served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

f. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing Citizens information while acting as the host provider of 9-1-1 service to the customer which purchases Citizens services under this tariff must agree to abide by the terms and conditions which relate to the protection of Citizens provided information. The customer of any connecting company purchasing Citizens information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

4. Customer Obligation (Cont'd)

f. (Cont'd)

(1) Maintenance of a log which will record all 9-1-1 calls placed to a customer and all manual queries for ALI. The Company retains the right to review such logs with all pertinent public agency supervising officers to detect any unauthorized retrieval of information from the 9-1-1 system database. The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

(2) The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

(3) All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.

(4) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

5. Liability

a. The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

c. The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the
9-1-1 service.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

5. Liability (Cont'd)

d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.

e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities or otherwise affect its telephone operations.

RECEIVED
JUN 20 2000
NPS

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

B. CONDITIONS (Cont'd)

5. Liability (Cont'd)

g. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.

h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION

1. B9-1-1 (Basic 9-1-1 Service)

a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.

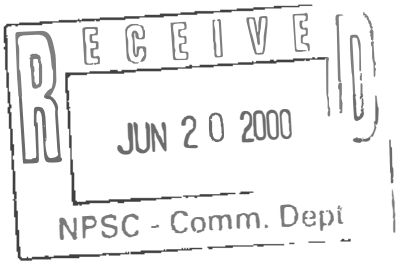
b. Interoffice 9-1-1 service is normally provided via dedicated trunking. However, as mandated by Legislative Bill 240, the level of technology used for the provision of 9-1-1 service shall be determined by the governing body of each area. Therefore, each governing body may request, in writing to the Company, the provisions of interoffice 9-1-1 service over the public switched network. For "C" and "E" 9-1-1 service where ANI is forwarded to the PSAP, dedicated trunking or additional equipment is required. The public switched network can be used for "C" and "E" 9-1-1 only where add-on units store, forward and receive the ANI signal. (Refer to Section A. Rates, Alternate Network Routing).

c. The following rate elements apply to a typical B9-1-1 arrangement:

(1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.

(2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.

d. Additional 9-1-1 Features, as described on Sheet 21, are available with 9-1-1 Service where conditions permit.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

(1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.

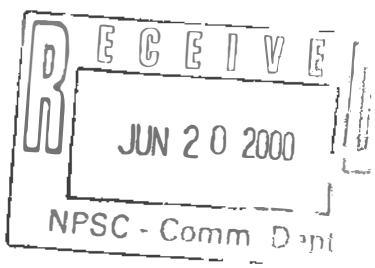
(2) 9-1-1 Network Service - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with C9-1-1 Service.

e. Additional 9-1-1 Features, as described on Sheet 21, are available with C9-1-1 Service where conditions permit.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

(1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

(2) 9-1-1 Network Service - Same as C9-1-1 Service.

(3) Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When Citizens is not responsible for the system's ALI database, a per record charge will apply to all Citizens records provided to the ALI database manager. The customer is responsible for the following:

(a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

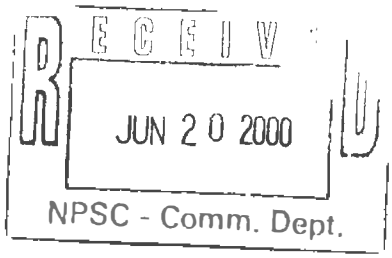
(b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

b. In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with E9-1-1 Service.

e. Optional 9-1-1 Features, as described on Sheet 21, are available with E9-1-1 Service where conditions permit.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

4. Optional Services

a. Selective Routing

(1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:

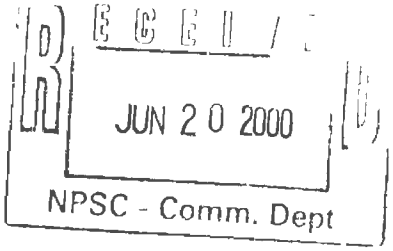
(a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

(b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

(c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(2) The following rate elements apply to Selective Routing:

(a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

(2) (Cont'd)

(b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

(c) Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

(d) Selective Router Interface - A component of a Selective Routing System consisting of interface cards that enable a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR)

1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers.

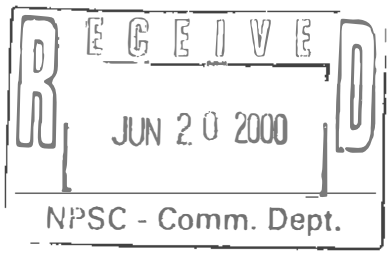
2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

4) (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

6) Description of Teltone Switched Access System

a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

6) Description of Teltone Switched Access System (Cont'd)

c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

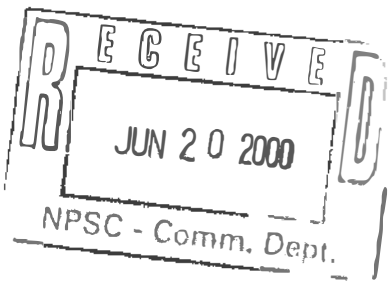
7) Description of Proctor Instant Network Backup System

a) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.

b) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

c) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

d) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.



EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

e) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

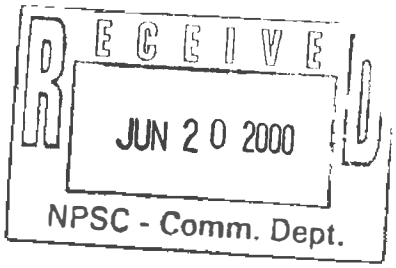
The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

f) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

g) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.

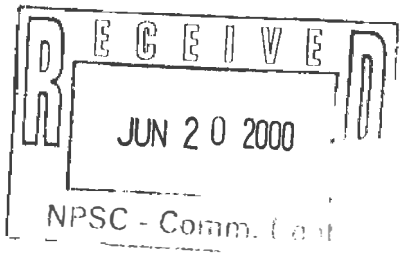
h) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

i) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

EMERGENCY TELEPHONE SERVICE
(9-1-1)



C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b) Alternate Network Routing (Cont'd)

7) Description of Proctor Instant Network Backup System (Cont'd)

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

j) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

k) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

l) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver

m) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

8. Description of Tellular Phone Cell Services Equipment

a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain Is needed for acceptable reception.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

EMERGENCY TELEPHONE SERVICE
(9-1-1)

C. DESCRIPTION (Cont'd)

4. Optional Services (Cont'd)

b) Alternate Network Routing (Cont'd)

9. Customer Obligation

a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

5. Additional Services

a. Additional 9-1-1 Features

(1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

(a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.

(b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.

(c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

(2) Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

CITIZENS BUNDLED SERVICES

TABLE OF CONTENTS

	Sheet No.	
Table of Contents	1	
Citizens Select – *(Grandfathered)*	2	(C)
Citizens Select Plus – *(Grandfathered)*	3	(C)
Citizens Business Bundle – *(Grandfathered)*	5	
Frontier Choices Tier Bundles- *(Grandfathered)*	8	
FrontierWorks℠ Small Business Solutions – *(Grandfathered)*	12	
FrontierWorks℠ Business Connections – (*Grandfathered)*	20	
Frontier Small Business Advantage – *(Grandfathered)*	30	
Frontier Digital Phone Service – *(Grandfathered)*	35	(C)
Frontier Unlimited Business Service – *(Grandfathered)*	37	
Frontier Digital Phone Bronze+ - *(Grandfathered)*	39	
Frontier Digital Basic Bundle - (*Grandfathered)*	41	
Frontier Business Essentials – *(Grandfathered)*	43	
Frontier Digital Phone Plus Service – *(Grandfathered)*	45	(C)
Frontier Business Metro – *(Grandfathered)*	47	
Stay Connected Seasonal Offering – *(Grandfathered)*	49	(C)
Frontier Digital Phone 100 + - *(Grandfathered)*	50	(C)
Frontier Unlimited State – *(Grandfathered)*	52	(C)
Frontier Digital Phone Essentials 1 - 2010 *(Grandfathered)*	54	
Frontier Digital Phone Essentials 2 – 2010 *(Grandfathered)*	56	

+ This bundle was previously named Frontier Digital Phone Essentials.

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

TABLE OF CONTENTS

	Sheet No.	
Frontier Digital State Unlimited with Essentials 1 *(Grandfathered)*	58	
Frontier Digital State Unlimited with Essentials 2 *(Grandfathered)*	60	
Frontier Digital Phone Nationwide Unlimited with Essentials 1 -2010 (*Grandfathered)*	62	
Frontier Digital Phone Nationwide Unlimited with Essentials 2 - 2010 *(Grandfathered)*	64	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010 *(Grandfathered)*	66	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 – 2010 *(Grandfathered)*	68	
Frontier Business Nationwide Unlimited Service II – *(Grandfathered)*	70	
Frontier Business Local Unlimited II – *(Grandfathered)*	72	
ISDN - Primary Rate Interface (ISDN-PRI) Bundle	74	
Frontier Digital Phone Essentials – *(Grandfathered)*	77	(C)
Frontier Digital Phone Unlimited – *(Grandfathered)*	79	(C)
Frontier Digital Phone Unlimited Plus – *(Grandfathered)*	81	(C)
Frontier Simply Unlimited Service – *(Grandfathered)*	83	
Frontier OneVoice	85	
Frontier Commercial Voice Unlimited – *(Grandfathered)*	87	
Frontier Digital Phone Unlimited (Challenger) – *(Grandfathered)*	89	(C)
Frontier Digital Phone Unlimited Plus (Challenger) – *(Grandfathered)*	91	(C)
Frontier Residential Unlimited Voice Service	93	
Frontier Unlimited Voice and Feature Bundle	95	

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

A. Citizens Select – *Grandfathered as of June 12, 2020* * (C)

1. General

a. Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

b. Citizens Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Forward Busy Line
- Call Forward Busy No Answer
- Call Forward No Answer
- Call Waiting
- Cancel Call Waiting
- Caller ID w/Number(1)
- Caller ID w/ Name and Number(1)
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

A. Citizens Select – *Grandfathered as of June 12, 2020* * (Cont'd) (C)

1. General (Cont'd)

c. Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Block
- Call Block (Selective Call Rejection)
- Call Forward
- Call Forward Busy Line
- Call Forward Busy No Answer
- Call Forward No Answer
- Call Waiting ID
- Call Waiting
- Cancel Call Waiting
- Caller ID w/Number(1)
- Caller ID w/ Name and Number(1)
- Distinctive Ring
- Selective Call Acceptance
- Speed Call 8(2)
- Speed Call 30(2)
- Three Way Calling
- Toll Restriction
- VIP Alert
- *69 (Auto Call Return)
- *66 (Auto Busy Redial)

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

A. Citizens Select – *Grandfathered as of June 12, 2020* * (Cont'd) (C)

1. General (Cont'd)

All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

2. Rates and Charges

a. The Company reserves the right to waive the Service Order - Secondary Nonrecurring Charge as specified in Section 2 for a period of ninety (90) days from the effective date of this Tariff. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a residential individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Select plan.

b. Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual flat rate line service.

c. Service Charges as specified in Section 2 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

d. Existing Citizens Select customers cannot take advantage of promotions for any of the individual services/features specified in Section 6 A.1.b.c., preceding unless specifically allowed by the terms and conditions of the promotion.

e. When a Citizens Select plan is provided at the same time as the installation or move of Local Exchange Service, the customer will receive a $10.00 credit per line for each line on which the plan is ordered.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

A. Citizens Select – *Grandfathered as of June 12, 2020* * (Cont'd) (C)

2. Rates and Charges (Cont'd)

f. Citizens Select plans are provided at the following rates.

	MONTHLY RATE
Citizens Select	
•Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in Section 6 A b., preceding.	$33.50
Citizens Select Plus	
•Per individual flat rate residence line – May select any or all services/features as specified in Section 6 A c., preceding.	$37.50

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundles* - *Grandfathered* (C)

1. General

a. Citizens Business Bundle plans provides a flat rate for services/features as listed in the specific plan. Business customers subscribing to one of the following packages are entitled to unlimited use of the selected services/ features.

b. Citizens Business Select

Customer subscribing to this plan may select up to five (5) features from the following list:

- Anonymous Call Block
- Automatic Busy Redial
- Automatic Call Return
- Call Block (Selective Call Rejection)
- Call Forward
- Call Forward Busy Line
- Call Forward Busy No Answer
- Call Forward No Answer
- Call Waiting ID
- Call Waiting
- Cancel Call Waiting
- Caller ID w/Number(1)
- Caller ID w/ Name and Number(1)
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forwarding
- Speed Call 8(2)
- Speed Call 30(2)
- Three Way Calling
- VIP Alert

Note 1: May select only one Caller ID feature.
Note 2: May select only one Speed Call feature.

* - As of August 12, 2019, this service is limited to existing customers at existing locations.

RECEIVED (N)
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundles* - *Grandfathered* (Cont'd) (C)

1. General (Cont'd)

c. Frontier Feature5 Pack℠ (Business Customers Only)

Frontier Feature5 Pack℠ is a service mark of Citizens Communications Company. Customers subscribing to this plan must subscribe to the two constant features and three of the other features from the following list:

1. Two constant features:

a. Caller ID w/Name and Number
b. Call Forwarding – Choice of one of the following:
   1. Call Forwarding
   2. Call Forwarding Busy Line
   3. Call Forwarding Busy/No Answer
   4. Call Forwarding No Answer

2. Choice of three of the following other features:

a. Automatic Busy Redial
b. Automatic Call Return
c. Call Waiting
d. Speed Call 8
e. Three Way Calling

RECEIVED
AUG 2 2019
NPSC-Comm. Dept

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

B. Citizens Business Bundle* - *Grandfathered* (Cont'd) (C)

1. General (Cont'd)

   d. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Bundle package shall apply.

2. Rates and Charges

   a. The Company reserves the right to waive the Service Order - Secondary Nonrecurring Charge as specified in Section 2 for a period of ninety (90) days from the time the Business Bundle is available in the service wire center. The waiver applies to the initial request for a Citizens Business Bundle package in association with an existing, additional or move from one location to another for a business access line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Business Bundle package.

   b. Service Charges are not applicable for a Citizens Business Bundle packages provided at the same time as the initial installation for a business line.

   c. Service Charges as specified in Section 2 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Bundle package.

   d. Existing Citizens Business Bundle customers cannot take advantage of promotions for any of the individual services/features specified in Section 6 B.1.b.c., preceding unless specifically allowed by the terms and conditions of the promotion.

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

CITIZENS BUNDLED SERVICES

B. Citizens Business Bundle* - *Grandfathered* (Cont'd) (C)

2. Rates and Charges (Cont'd)

e. Citizens Business Bundle plans are provided at the following rates.

	MONTHLY RATE	BILLING CODE
Citizens Business Select		
• Per individual business access line – Includes choice of up to 5 services/features as specified in Section 6 B 1. b., preceding.	$19.95	B1BUN
Frontier Feature5 Pack[sm]		
* Per individual business access line – Includes two constant features and three other features as specified in 6 B 1. c., preceding.	$11.95	5PACB

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (T)

1. General

"Frontier Choices[sm] Tier Bundles" consists of several package offerings that give residential customers a combination of services and features. Options available with Frontier Choices[sm] Tier Bundles include either one or two flat rate residential basic local service access lines, a customer selected combination of local enhanced features plus ten free local directory assistance calls. Residential customers can take any combination of features for the same flat rate bundle package price

2. Frontier Choices[sm] Tier Bundles Features

a. Frontier Choices[sm] Tier I

- One Residential One-Party Local Exchange Service Line
- Allowance for 10 Free Local Directory Assistance Calls
- Anonymous Call Block
- Automatic Busy Redial
- Automatic Call Return
- Call Block
- Call Forward
- Call Forward Busy Line
- Call Forward Busy No Answer
- Call Forward No Answer
- Call Waiting ID
- Call Waiting
- Cancel Call Waiting
- Caller ID w/Number or Caller ID w/Name and Number
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forwarding
- Speed Call 8 or Speed Call 30
- Three-Way Calling
- VIP Alert

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

RECEIVED
MAY 26 2010
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

C. Frontier Choices[sm] Tier Bundles* (Cont'd) (T)

2. Frontier Choices[sm] Tier Bundles Features (Cont'd)

b. Frontier Choices[sm] Tier III

All items available in Frontier Choices[sm] Tier I plus:
- One Additional Residential One-Party Local Exchange Service Line
- Interstate EUCL on the Additional Line only (per the Company's interstate access tariff)

3. Regulations

a. Frontier Choices[sm] Tier Bundles packages are available only where technically feasible.

b. The Bundle package rate, combined with the rates for any associated unregulated service or equipment components, will appear as a single line item on the customer's bill.

b. The tariffed services and features are provided subject to their individual service regulations as specified in the applicable sections of the Company's tariffs.

**These service offerings are limited to existing subscribers of the service at their existing locations

RECEIVED
MAY 26 2010
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

D. Frontier Choices[sm] Tier Bundles* (Cont'd) (T)

3. Regulations (Cont'd)

c. Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.

e. Customers may add or delete any features offered in a bundled package without incurring a Service Order Charge.

f. Customers may switch between Tier packages without incurring a Service Order Charge.

g. This offering includes an allowance for ten free Frontier local directory assistance calls per package offering per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package- not per line. Unused free directory assistance calls may not be carried-over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

h. All federal End User Common Line ("EUCL") charges will be billed separately and in addition to the Frontier Choices[sm] Tier Bundles package with the exception of the federal non-primary EUCL charge associated with the Additional Line Bundle that is included in the package rate. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate.

i. EAS additives that are separately billed in addition to basic local service rates will also be billed as EAS additives in addition to the package rate.

j. A residential customer who subscribes to a Frontier Choices[sm] Tier Bundles service concurrent with initially ordering basic local service or when moving to a new location within the Company's service area will receive a one time credit of $10.00.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

RECEIVED
MAY 26 2010
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

D. Frontier Choices[sm] Tier Bundles* (Cont'd)

4. Rates and Charges

A. Frontier Choices[sm] Tier Bundles are provided at the following rates:

	MONTHLY RATE	BILLING CODE	
Frontier Choices[sm] Tier I	$42.00	B01PK	(I)
Frontier Choices[sm] Tier III	62.50	B03PK	(I)

B. One Year Term Rate Plan

1 Customers may subscribe to a Tier I Bundle under a one-year term contract, with a $5 discount from the normal monthly charge.

2. Early termination liability charges shall apply if the customer cancels the Tier I Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.

3. The monthly rate with a one-year commitment will continue to apply after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed, in which case the normal monthly rate will apply on a month-to- month basis.

*These service offerings are limited to existing subscribers of the service at their existing locations. (N)

RECEIVED
MAY 26 2010
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

E. FrontierWorks℠ Small Business Solutions – Grandfathered* (T)

1. General

FrontierWorks℠ Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forwarding Busy/No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

a. FrontierWorks℠ Small Business Solutions: SB1

(1) One Business Access Line, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier® dial-up Internet Service (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

b. FrontierWorks℠ Small Business Solutions: SB2

(1) One Business Access Line, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® DSL Max Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

1. General (Continued)

c. FrontierWorks[sm] Small Business Solutions: SB3

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier dial-up Internet Service (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

d. FrontierWorks[sm] Small Business Solutions: SB4

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® DSL Max Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

1. General (Continued)

e. FrontierWorks[sm] Small Business Solutions: SB5

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

f. FrontierWorks[sm] Small Business Solutions: SB6

(1) Two Business Access Lines, including Call Forwarding Busy/No Answer (Fixed)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

(4) Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

1. General (Continued)

g. FrontierWorks[sm] Small Business Solutions: SB7

(1) One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier new BDSL which will feature ADSL speeds of 1M/128K, 2M/256K or 3M/384K (speed will vary by market where available) (Federally Tariffed)

(4) Frontier Business DSL Internet service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

h. FrontierWorks[sm] Small Business Solutions: SB8

(1) Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier new BDSL which will feature ADSL speeds of 1M/128K, 2M/256K or 3M/384K (speed will vary by market where available) (Federally Tariffed)

(4) Frontier Business DSL Internet service (Non-regulated)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

1. General (Continued)

i. FrontierWorks[sm] Small Business Solutions: Additional Access Line

(1) One Business Access Line, including Call Forwarding Busy/No Answer (fixed)

j. Optional Services

The following services may be added to any of the bundles above:

(1) FrontierWorks[sm] Select5

Choice of five of the following:

Caller ID—Name and Number
Call Forwarding
Call Waiting
Speed Calling-8 or Speed Calling-30
Call Return
Rotary Hunt Service
Busy Redial
Three-Way Calling

(2) FrontierWorks[sm] Select5 with Voice Mail (Non-regulated)

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number
Call Forwarding
Call Waiting
Speed Calling-8 or Speed Calling-30
Three-Way Calling
Busy Redial
Call Return
Rotary Hunt Service

(3) Citizens Conference on Demand (Non-regulated)

(4) Citizens Webexchange (Non-regulated)

(5) FrontierPages[sm] free one-inch Yellow Pages advertisement (Non-regulated)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks℠ Small Business Solutions – Grandfathered* (Continued) (T)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term contracts.

(1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

(2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

(3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

2. Regulations (Continued)

b (Continued)
(4) (Continued)

(a) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate for a three-year term and the rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the term rate for the contract term and the month-to-month rates applicable to customers in the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

(b) The calculations described in paragraph (a) above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.

(c) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

(d) In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

2. Regulations (Continued)

c. The FrontierWorks[sm] Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

d. The FrontierWorks[sm] Select5 package is available only in association with a FrontierWorks[sm] Small Business Solutions bundle.

e. The bundle rate will appear as a single line item on the customer's bill.

f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

i. FrontierWorks[sm] is a service mark of Citizens Communications Company.

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 6 apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. Service Charges do not apply if the customer switches to another FrontierWorks[sm] Small Business Solutions bundle of greater value.

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

E. FrontierWorks[sm] Small Business Solutions – Grandfathered* (Continued) (T)

3. Rates and Charges (Continued)

d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

e. Monthly rates for Bundles

	Term		
	One Year	Two Years	Three Years
(a) SB1	$56.00	$52.00	$50.00
(b) SB2	$82.00	$76.00	$72.00
(c) SB3	$88.00	$82.00	$78.00
(d) SB4	$112.00	$106.00	$100.00
(e) SB5	$138.00	$126.00	$118.00
(f) SB6	$210.00	$190.00	$172.00
(g) SB7	$122.59	$115.72	$108.86
(h) SB8	$154.18	$145.44	$136.72
(i) Additional Line	$25.68	$24.16	$22.65

f. Monthly rates for Optional Services:

		Monthly Rate
(a)	FrontierWorks[sm] Select5	$ 9.95
(b)	FrontierWorks[sm] Select5 With Voice Mail	$ 12.95

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks℠ Business Connections - Grandfathered* (T)

1. General

FrontierWorks℠ Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

a. Bundle 1

(1) One Business Access Line, including Call Forwarding and Caller ID Name and Number

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(5) White Page Bold Ad (non-regualted)

b. Bundle 2

(1) One Business Access Line, including Call Forwarding, and Caller ID- Name and Number

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

1. General (Continued)

b. Bundle 2 (Continued)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(5) White Page Bold Ad (Non-regulated)

c. Bundle 3

(1) Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(5) White Page Bold Ad (Non-regulated)

(6) Two-Line Business Set (Non-regulated)

(7) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

d. Bundle 4

(1) Two Business Access Lines, including Call Forwarding and Caller ID –Name And Number

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

1. General (Continued)
   d. Bundle 4 (Continued)

      (2) Voice Mail (Non-regulated) and Message Waiting Indication

      (3) Frontier High Speed Internet Service and 10 email boxes (Non-regulated)

      (4) Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes. (non-regulated)

      (5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

      (6) White Page Bold Ad (Non-regulated)

      (7) Two-Line Business Set (Non-regulated)

      (8) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

   e. Bundle 5

      (1) Two Business Access Lines, including Call Forwarding and Caller ID –Name And Number

      (2) Voice Mail (Non-regulated) and Message Waiting Indication

      (3) Frontier High Speed Internet Service and 10 email boxes (Non-regulated)

      (4) Business Digital Subscriber Line (BDSL) , a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email Boxes plus a Wireless Router. (non-regulated)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

1. General (Continued)

e. Bundle 5 (Continued)

(5) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(6) White Page Bold Ad (Non-regulated)

(7) Two-Line Business Set (Non-regulated)

(8) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

f. Bundle 6

(1) Two Centrex lines, including the following features:

Call Forwarding Busy Line/No Answer
Caller ID Name and Number
Rotary Hunt Service
Three Way Calling
Abbreviated Dialing (Where Available)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(5) White Page Bold Ad (Non-regulated)

(6) Two-Line Business Set (Non-regulated)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

1. General (Continued)

f. Bundle 6 (Continued)

(7) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

g. Bundle 7

(1) Two Centrex lines, including the following features:

Call Forwarding Busy Line/No Answer
Caller ID Name and Number
Rotary Hunt Service
Three Way Calling
Abbreviated Dialing (Where Available)

(2) Voice Mail (Non-regulated) and Message Waiting Indication

(3) Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 Email boxes. (non-regulated)

(4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(5) White Page Bold Ad (Non-regulated)

(6) Two-Line Business Set (Non-regulated)

(7) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

1. General (Continued)

h. Optional Services

(1) The following services may be added to Bundles 1-5 of the bundles above:

FrontierWorks Optional Business Feature Package

a. Choice of five of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Automatic Busy Redial
Automatic Call Return
Rotary Hunt Service
Special Call Forwarding

b. Voice Mail

(2) The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting w/ Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Automatic Busy Redial
Automatic Call Return
Special Call Forwarding

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.

(1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.

(2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

(3) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than $250 for a one-year term, $500 for a two-year term, and $750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

2. Regulations (Continued)
b (Continued)
(4) (Continued)

(b) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

c. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

d. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

e. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.

h. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

i. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

j. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

k. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued) (T)

2. Regulations (Continued)

l. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.]

m. FrontierWorks is a service mark of Citizens Communications Company.

3. Rates and Charges

A. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

B. Service Charges apply if the customer switches from a bundle to an unbundled service.

C. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.

D. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

E. Monthly Rates

	Term		
	One Year	Two Years	Three Years
(a) Bundle 1	$89.99	$84.99	$79.99
(b) Bundle 2	$134.99	$126.99	$118.99
(c) Bundle 3	$129.99	$119.99	$114.99
(d) Bundle 4	$174.99	$163.99	$153.99
(e) Bundle 5	$189.99	$179.99	$169.99

* This service is limited to existing customers at their existing locations. (N)

CITIZENS BUNDLED SERVICES

F. FrontierWorks[sm] Business Connections - Grandfathered* (Continued)

3. Rates and Charges (Continued)

E. Monthly Rates (Continued)

	Term		
	One Year	Two Years	Three Years
(f) Bundle 6	$139.99	$129.99	$119.99
(g) Bundle 7	$161.99	$151.99	$142.99

F. Optional Services

1. Bundles 1-5

a.	FrontierWorks Optional Business Feature Package	$9.99 per line
b.	Voice Mail	
	Additional Voice Mail Box	$7.49 (I)
	More than 8 Voice Mail Boxes, Per Mail Box	$4.49 (I)

2. Bundles 6-7

a.	Optional Centrex Features	$1.99 per feature
b.	Voice Mail	
	Additional Voice Mail Box	$7.49 (I)
	More than 8 Voice Mail Boxes, Per Mail Box	$4.49 (I)

* This service is limited to existing customers at their existing locations.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage* - *Grandfathered* (C)

1. General

Frontier Small Business Advantage is a package offering available to Business customers on Business lines. The package includes Two Business Lines, Call Forward Busy/No Answer (Variable), Caller ID Name and Number, Rotary Hunting, Three-Way Calling, and Abbreviated Dialing (where available) and certain designated non-regulated and price listed services.

a. Bundle 1

Two Business Lines
Call Forward Busy/No Answer (Variable)
Caller ID Name and Number
Rotary Hunting (where available)
Three-Way Calling
Abbreviated Dialing (where available)
Business Deluxe Voice Mail
Three hundred minutes (300) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

b. Bundle 2

Two Business Lines
Call Forward Busy/No Answer (Variable)
Caller ID Name and Number
Rotary Hunting (where available)
Three -Way Calling
Abbreviated Dialing (where available)
Business Deluxe Voice Mail
Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage* - *Grandfathered* (Continued) (C)

1. General (Continued)

c. Bundle 3

Two Business Lines
Call Forward Busy/No Answer (Variable)
Caller ID Name and Number
Rotary Hunting (where available)
Three Way Calling
Abbreviated Dialing (where available)
Business Deluxe Voice Mail
Nine hundred minutes (900) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

d. The following services may be added to the bundle and will be billed on a per feature basis.

Additional Features:

Automatic Busy Redial
Automatic Call Return
Call Forward Busy Line
Call Forward No Answer Fixed
Speed Calling (8) or Speed Calling (30)
Distinctive Ring
Call Waiting

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage* - *Grandfathered* (Continued) (C)

2. Regulations

a. A bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

b. The bundles are offered only on a two-year term contract.

(1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.

(2) The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

(3) To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.

(4) Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than $500 for a two year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage* - *Grandfathered* (Continued) (C)

2. Regulations (Continued)

b. (continued)

(4) (Continued)

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

c. The bundle rate will appear as a single line item on the customer's bill.

d. The bundle rate does not include Touch Call Service or EAS if it is billed separately from the Access line rate.

e. All End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

f. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.

g. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks[sm] LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

G. Frontier Small Business Advantage* - *Grandfathered* (Continued) (C)

3. Rates and Charges

a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

b. Service Charges apply if the customer switches from a bundle to an unbundled service.

c. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

d. Monthly Rates

	Two -Year Term
Bundle 1	$74.99
Bundle 2	$84.99
Bundle 3	$94.99
Additional Features	$1.99 per feature

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Service – *Grandfathered as of June 12, 2020* * (C)

1. General

a. The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting
Cancel Call Waiting
Voice Mail with Message Waiting Indication (non-regulated)
Frontier Communications of America's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

b. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section H.3.

Automatic Busy Redial
Last Number Redial
Three-Way Calling
Speed Calling 8 or 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Call Forwarding, Busy/No Answer (Fixed)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Service – *Grandfathered as of June 12, 2020* * (Continued)

2. Regulations

a. The Frontier Digital Phone Service is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, 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.

f. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

Monthly Rate	$49.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)
Residential Deluxe Voice Mail	$2.49	

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

I. Frontier Business Unlimited Service*- *Grandfathered* (C)

1. General

a. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Local Exchange Service Business Access Line, Extended Area Service, Voice Mail, and the customers choice from Custom Calling Features. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Basic Local Exchange Service Business Access line
Extended Area Service
Frontier Business Deluxe Voice Mail
Call Forwarding Busy/No Answer
Caller ID with Name
Two features from the feature package listed below

Frontier Business All In Feature Package

Automatic Busy Redial
Automatic Call Return
Selective Call Rejection
Speed Calling 30 Number
VIP Alert
Call Forwarding Busy Line-Fixed
Call Forwarding No Answer-Fixed
Call Forwarding, Busy/No Answer-Fixed
Call Tracing Service
Call Waiting/Cancel Call Waiting
Distinctive Ring
Speed Calling 8 Number
Three-Way Calling

2. Regulations

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 this tariff.

c. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic *local service charge* within the bundle will result in disconnection of the basic local service.

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

I. Frontier Business Unlimited Service*- *Grandfathered* (Continued)

2. Regulations (Continued)

d. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

e. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

h. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge

i. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Service Connection Charges as defined elsewhere in the tariff apply to the installation of individual components of the bundle.

c. Frontier Business Unlimited Service is provided at the following rate:

	Monthly Rate	
All Exchanges	$58.00	(I)
Frontier Business All In Feature Package	$5.49	

* - As of August 12, 2019, this service is limited to existing customers at existing locations.

Received by NPSC
01/21/2025

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Bronze*+ (T)

1. General

a. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below (T)

Basic Bundle

Basic Local Exchange Service Access line
Extended Area Service
Caller ID – Name and Number
Call Waiting
Cancel Call Waiting
Call Waiting ID

b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Automatic Call Return
Last Number Redial
Three-Way Calling
Speed Call 8 or 30 Number
Call Forwarding

2. Regulations

a. The Frontier Digital Phone Bronze is available where technically feasible. (T)

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

* This service offering is limited to existing subscribers at their existing locations. (N)
\+ This bundle was previously called Frontier Digital Phone Essentials. (N)

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Bronze*+ (Continued)

2. Regulations (Continued)

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

e. Customers may add or delete any features offered in the package 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 bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

i. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

a. Extended Area Service, where provided, is included in the bundle and will not be billed separately. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Frontier Digital Phone Bronze is provided at the following rate:

	Monthly Rate	
Frontier Digital Phone Bronze	$19.99	
Digital Phone Enhanced Feature Pack	$ 7.49	
Voice Mail –add on		
Basic Voice Mail	$ 9.49	(I)
Deluxe Voice Mail	$ 9.99	(I)

* This service offering is limited to existing subscribers at their existing locations.
\+ This bundle was previously called Frontier Digital Phone Essentials.

Received by NPSC
05/08/2025

CITIZENS BUNDLED SERVICES

K. Frontier Digital Basic Bundle* (T)

1. General

a. The Frontier Digital Basic Bundle is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting
Cancel Call Waiting

b. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section K.3.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Calling 8 or 30
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Call Forwarding, Busy/No Answer (Fixed)

* This service offering is limited to existing subscribers at their existing locations.

CITIZENS BUNDLED SERVICES

K. Frontier Digital Basic Bundle* (Continued)

2. Regulations

a. The Frontier Digital Basic Bundle is available where technically feasible.

b. The features and services 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. Federal Subscriber Line Charge will be billed separately from the basic Bundle offering. Other surcharges, and taxes will apply.

f. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

Monthly Rate	$29.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

L. Frontier Business Essentials** (C)

1. General

a. Frontier Business Essentials is a package offering available to business customers. The package includes a flat rate Basic Business Line, EAS Additive, a combination of enhanced calling features and Voicemail.

Features and Services

Flat Rate Business Line
Extended Area Service
Frontier Business Basic Voicemail
Call Forwarding Busy/No Answer
Two features from the Frontier Business Feature package listed below

b. Enhanced Feature Pack*

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Calling 8 or 30 Number
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Call Forwarding, Busy/No Answer (Fixed)

c. Frontier Business All In Feature Package

Automatic Busy Redial
Automatic Call Return
Selective Call Rejection
Call Forwarding
Three-Way Calling
Call Forwarding Busy Line-Fixed
Call Forwarding No Answer-Fixed
Call Forwarding, Busy/No Answer-Fixed
Call Tracing Service
Call Waiting/Cancel Call Waiting
Caller ID Name And Number
Distinctive Ring
Speed Calling 8 Number
Speed Calling 30 Number
VIP Alert
Frontier Deluxe Voice Mail

* This service offering is limited to all existing subscribers at their existing locations.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021. (N) (N)

Received by NPSC
12/17/2021

CITIZENS BUNDLED SERVICES

L. Frontier Business Essentials** (Continued)

2. Regulations

a. The Frontier Business Essentials is available where technically feasible.

b. The bundles are offered on a month to month basis.

c. The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.

e. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

f. Customers may select any two of the features in the Frontier Business All in Feature Package for no extra charge

g. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Per month	
Frontier Business Essentials Package	$39.99	
Enhanced Feature Pack*	$3.99	
Frontier Deluxe Voice Mail*	$2.99	
Frontier Business All In Feature Package	$5.49	(I)

*This service offering is limited to all existing subscribers at their existing locations.

** This service is grandfathered and limited to all existing subscribers at their existing locations as of December 27, 2021.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone Plus Service – *Grandfathered as of June 12, 2020* * (C)

1. General

a. The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two 1-Party residential access lines, a combination of local features and non-regulated services. Customers may select any or all of the following features for a monthly charge.

Two Basic 1-Party Residential Access Lines
Extended Area Service (where provided)
Caller ID Name and Number
Call Waiting
Cancel Call Waiting
Call Forwarding Busy/No Answer
Residential Basic Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section M.3.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Calling 8 or 30 Number
Call Forwarding Busy Line (Fixed)

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone Plus Service – *Grandfathered as of June 12, 2020* * (Continued)

2. Regulations

a. The Frontier Digital Phone Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

c. The bundle rate includes Extended Area Service (EAS), where provided

d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.

e. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

f. Customers may add or delete any features offered in the package without a service order charge.

g. The bundle is offered on a one, two, or three, year term basis.

a. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

b. If the customer cancels the bundle before the end of the term contract, an early termination charge of $200.00 shall apply

h. The bundle will appear as a single line item on the bill.

i. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

j. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

One-, Two-, or Three-Year Term	Per month	
Frontier Digital Phone Plus Service	$49.99	
Enhanced Feature Pack	$7.49	(I)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

N. Frontier Business Metro* - *Grandfathered* (C)

1. General

a. Frontier Business Metro Service is a bundled offering available to business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. In each bundle, customers may select any or all of the following services and features:

One Single Party Business Access Line
Extended Area Service (where provided)
Caller ID Name and Number
Call Waiting
Call Forwarding (Fixed)
Business Basic Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Enhanced Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section N.3.

Automatic Busy Redial
Automatic Call Return
Three-Way Calling
Speed Calling 8 or 30 Number
Call Forwarding Busy Line (Fixed)

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

N. Frontier Business Metro* - *Grandfathered* (continued) (C)

2. Regulations

a. The Frontier Business Metro is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

c. The bundle is offered on a month-to-month basis.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

e. Customers may add or delete any features offered in the package without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

f. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

g. Deluxe Voice Mail will be offered as an upgrade at the rate listed in Section N.3.

h. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

3. Rates and Charges

	Per month
Frontier Business Metro	$39.99
Enhanced Feature Pack	$ 3.99
Upgrade to Deluxe Voice Mail	$ 2.99

* - As of August 12, 2019, this service is limited to existing customers at existing locations. (N)

RECEIVED
AUG 2 2019
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

O. Stay Connected Seasonal Offering – *Grandfathered as of June 12, 2020* * (C)

1. General

Stay Connected Seasonal Offering allows a customer to suspend their Digital Phone Service, Frontier Digital Phone Bronze, Frontier Digital Phone Basic Bundle, Frontier Digital Phone 100, Frontier Unlimited State, Frontier Digital Phone Plus Service, Frontier Digital Phone Essentials 1 -2010, Frontier Digital Phone Essentials 2-2010, Frontier Digital State Unlimited with Essentials 1-2010, Frontier Digital State Unlimited with Essentials 2-2010, Frontier Digital Phone Nationwide Unlimited with Essentials 1-2010, Frontier Digital Phone Nationwide Unlimited with Essentials 2-2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1-2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2-2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited, Frontier Digital Phone Unlimited Plus, Frontier Digital Phone Unlimited (Challenger) or Frontier Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.

2 Regulations

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection 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. This service does not change any other terms and conditions of the product.

7. The monthly rate includes the Federal End User Common Line Charge.

8. Customer is not eligible for another vacation service in the rolling year that Stay Connected was used.

3. Rates and Charges

	Monthly Rate
Stay Connected Seasonal Offering	$9.99

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

P. Frontier Digital Phone 100 *- *Grandfathered as of June 12, 2020* (1) (C)

1. General

   a. Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

      Basic Bundle

      Basic Local Exchange Service Access line
      Extended Area Service
      Speed Calling 8 Number

2. Regulations

   a. The Frontier Digital Phone 100 is available where technically feasible.

   b. The features are provided subject to their individual service regulations as specified in this tariff.

   c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

   d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

   e. The bundle is offered on a month-to-month basis.

   f. The bundle will appear as a single line item on the bill.

* As of May 1, 2010 the name of this product has changed from Frontier Digital Phone Essentials to Frontier Digital Phone 100.

(1) This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

P. Frontier Digital Phone 100 *- *Grandfathered as of June 12, 2020* [1] (Continued)

2. Regulations (continued)

g. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

h. The following features are available at rates specified below:

Call Forwarding
Call Forwarding Busy
Call Waiting/Cancel Call Waiting
Caller ID Number
Caller ID Name and Number
Automatic Call Return
Automatic Busy Redial
Three-Way Calling
Speed Calling 30 Number
Call Tracing Service

3. Rates and Charges

	Per month	
Frontier Digital Phone 100	$18.99	
One Feature	$6.49	(I)
Two Features	$7.99	
Three Features	$9.99	
All listed features	$12.99	

* As of May 1, 2010 the name of this product has changed from Frontier Digital Phone Essentials to Frontier Digital Phone 100.

(1) This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

Q. Frontier Unlimited State – *Grandfathered as of June 12, 2020* * (C)

1. General

Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Basic Bundle

Basic Local Exchange Service Access line
Extended Area Service
Call Waiting/Cancel Call Waiting

2. Regulations

a. The Frontier Unlimited State is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundle is offered on a month-to-month basis.

f. The bundle will appear as a single line item on the bill.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020. (N) (N)

Received by NPSC
06/12/2020

CITIZENS BUNDLED SERVICES

Q. Frontier Unlimited State – *Grandfathered as of June 12, 2020* * (Continued)

2. Regulations (continued)

g. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

h. The following features are available at rates specified below:

Call Forwarding
Call Forwarding Busy
Caller ID Number
Caller ID Name and Number
Automatic Call Return
Automatic Busy Redial
Three-Way Calling
Speed Calling 30 Number
Call Tracing Service

3. Rates and Charges

	Per month	
Frontier Unlimited State	$18.99	
One Feature	$6.49	(I)
Two Features	$7.99	
Three Features	$ 9.99	
All listed features	$12.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

R. Frontier Digital Phone Essentials 1 – 2010 *(Grandfathered)** (T)

1. General

Frontier Digital Phone Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Basic Bundle

Basic Local Exchange Service Access line
Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Forwarding
Caller ID Name and Number

2. Regulations

a. The Frontier Digital Phone Essentials 1 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

e. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

f. Customers may add or delete any features offered in the package without service order charge.

g. No discounts will be given to subscribers that do not use all the features or have some features turned off.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

R. Frontier Digital Phone Essentials 1 - 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

h. The bundles are offered on a month-to-month basis.

i. The bundle will appear as a single line item on the bill.

j. The following Unlimited Feature Pack is available at the rate specified below:

Call Forwarding Busy
Caller ID Number
Automatic Call Return
Automatic Busy Redial
Speed Calling 30 Number
Call Tracing Service
Deluxe Voice Mail
Basic Voice Mail

3. Rates and Charges

	Per month	
Frontier Digital Phone Essential 1	$28.99	
Unlimited Feature Pack	7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Essentials 2 – 2010 *(Grandfathered)** (T)

1. General

Frontier Digital Phone Essentials 2 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Basic Bundle

Basic Local Exchange Service Access line
Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Caller ID Name and Number

2. Regulations

a. The Frontier Digital Phone Essentials 2 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

e. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

f. Customers may add or delete any features offered in the package without service order charge.

g. No discounts will be given to subscribers that do not use all the features or have some features turned off.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Essentials 2– 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

h. The bundles are offered on a month-to-month basis.

i. The bundle will appear as a single line item on the bill.

j. The following Unlimited feature pack is available at the rate specified below:

Call Forwarding Busy
Caller ID Number
Automatic Call Return
Automatic Busy Redial
Speed Calling 30 Number
Call Tracing Service
Deluxe Voice Mail
Basic Voice Mail

3. Rates and Charges

	Per month	
Frontier Digital Phone Essentials 2	$21.99	
Unlimited Feature Pack	$7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

T. Frontier Digital State Unlimited with Essentials 1 *(Grandfathered)** (T)

1. General

The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features, and Extended Area Service where applicable.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Waiting ID	Automatic Busy Redial
Caller ID –Name and Number	Three-Way Calling
Call Forwarding	Automatic Call Return
Speed Calling 8 Number	

2. Regulations

a. The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundles are offered on a month-to-month basis.

f. The bundle will appear as a single line item on the bill.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

T. Frontier Digital State Unlimited with Essentials 1 *(Grandfathered)** (continued)

2. Regulations (continued)

g. The following features is available at the rate specified below:

Speed Calling 30 Number
Call Tracing Service
Anonymous Call Block

3. Rates and Charges

	Per month	
Frontier Digital State Unlimited with Essentials 1	$33.99	
One Feature	6.49	(I)
Two Features	7.99	
Three Features	9.99	

*This service is limited to existing customers at their existing locations.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

U. Frontier Digital State Unlimited with Essentials 2 *(Grandfathered)** (T)

1. General

The Frontier Digital State Unlimited with Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features, and Extended Area Service where applicable.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Automatic Call Return	Automatic Busy Redial
Caller ID – Name and Number	Three-Way Calling
Call Forwarding	Call Waiting ID

2. Regulations

a. The Frontier Digital State Unlimited with Essentials 2 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundles are offered on a month-to-month basis.

f. The bundle will appear as a single line item on the bill.

(N)

*This service is limited to existing customers at their existing locations.

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

U. Frontier Digital State Unlimited with Essentials 2 *(Grandfathered)** (continued)

2. Regulations (continued)

g. The following features is available at the rate specified below:

Speed Calling 30 Number
Call Tracing Service
Anonymous Call Block

3. Rates and Charges

	Per month	
Frontier Digital State Unlimited with Essentials 2	$26.99	
One Feature	6.49	(I)
Two Features	7.99	
Three Features	9.99	

*This service is limited to existing customers at their existing locations.

Received by NPSC
02/16/2023

CITIZENS BUNDLED SERVICES

V. Frontier Digital Phone Nationwide Unlimited with Essentials 1– 2010 *(Grandfathered)** (T)

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 1 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service (where applicable) and the customer's choice of the features and services listed below.

a. Features and Services

Call Forward Busy/No Answer
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Three-Way Calling
Automatic Busy Redial
Speed Calling 8 Number
Automatic Call Return
10 free DA Calls
Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Speed Calling 30 Number
Call Forwarding Busy/No Answer
Call Forwarding Busy Line (Fixed)
Selective Call Rejection

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

V. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month	
Frontier Digital Phone Nationwide Unlimited with Essentials 1	$39.99	
Enhanced Feature Pack	$7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

W. Frontier Digital Phone Nationwide Unlimited with Essentials 2– 2010 *(Grandfathered)** (T)

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 2 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service (where applicable) and the customer's choice of the features and services listed below.

a. Features and Services

Call Forward Busy/No Answer
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Three-Way Calling
Automatic Busy Redial
Speed Calling 8 Number
Automatic Call Return
Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Speed Calling 30 Number
Call Forwarding Busy/No Answer
Call Forwarding Busy Line (Fixed)
Selective Call Rejection

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 2 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

W. Frontier Digital Phone Nationwide Unlimited with Essentials 2 – 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month	
Frontier Digital Phone Nationwide Unlimited with Essentials 2	$29.99	
Enhanced Feature Pack	$7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

X. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1– 2010 (Grandfathered)* (T)

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Extended Area Service (where applicable) and the customer's choice of the features and services listed below (features can only be added to the first line).

a. Features and Services

Call Forward Busy/No Answer
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Three-Way Calling
Automatic Busy Redial
Speed Call 8 Number
Automatic Call Return
10 free DA Calls
Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Speed Calling 30 Number
Call Forwarding Busy/No Answer
Call Forwarding Busy Line (Fixed)
Selective Call Rejection

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

X. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1– 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	$39.99	
Enhanced Feature Pack	$7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

Y. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2– 2010 *(Grandfathered)** (T)

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Extended Area Service (where applicable) and the customer's choice of the features and services listed below (features can only be added to the first line).

a. Features and Services

Call Forward Busy/No Answer
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Three-Way Calling
Automatic Busy Redial
Speed Call 8 Number
Automatic Call Return
Voice Mail with Message Waiting Indication

b. Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Speed Calling 30 Number
Call Forwarding Busy/No Answer
Call Forwarding Busy Line (Fixed)
Selective Call Rejection

2. Regulations

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2 is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

*This service is limited to existing customers at their existing locations. (N)

RECEIVED
JUN 26 2012
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

Y. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2– 2010 *(Grandfathered)** (continued)

2. Regulations (continued)

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2	$29.99	
Enhanced Feature Pack	$7.49	(I)

*This service is limited to existing customers at their existing locations.

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

Z. Frontier Business Nationwide Unlimited Service II** (T)

1. General

The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve one party business access lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

a. Features and Services

One Business Access Line
Caller ID - Name and Number
Call Forwarding Busy/No Answer
Extended Area Service (Where applicable)
Frontier Deluxe Voice Mail
Six features from the Frontier Business All In Feature Package listed below.

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Automatic Call Return
Three-Way Calling	Selective Call Rejection
Speed Calling 8 or 30 Number	Caller ID Blocking
Distinctive Ring	Automatic Busy Redial
Call Forwarding- Variable	Special Call Acceptance
Anonymous Call Block	Call Forwarding - Busy
Call Forward – No Answer	Call Waiting ID
Special Call Forward	

2. Regulations

a. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

**This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers. (T)

RECEIVED
JAN - 5 2018
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

Z. Frontier Business Nationwide Unlimited Service II (Continued)

2. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Nationwide Unlimited Service II includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundles are offered on a month to month basis

h. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.

i. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

j. Customers may select any six features in the Frontier Business All In Feature Package for no extra charge.

k. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

a. Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	Monthly Rate
First Frontier Business Nationwide Unlimited Service II Line	$75.99 (I)
Additional Frontier Business Nationwide Unlimited Service II Lines	$69.99 (I)
Frontier Business All In Feature Package, per line	$ 5.49

Received by NPSC
01/21/2025

CITIZENS BUNDLED SERVICES

AA. Frontier Business Local Unlimited II ** (T)

1. General

The Frontier Business Local Unlimited II is a package offering available to business customers, including the features and services listed below.

a. Features and Services

One Party Business Access Line
Extended Area Service (where applicable)
Two features from the Frontier Business All In Feature Package listed below.

b. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Automatic Call Return
Three-Way Calling	Caller ID Name and Number
Speed Calling 8 or 30 Number	Caller ID Blocking
Distinctive Ring	Automatic Busy Redial
Call Forwarding- Variable	Basic or Deluxe Voice Mail
Anonymous Call Block	Call Forwarding - Busy
Call Forward – No Answer	Call Waiting ID
Special Call Forward	Selective Call Rejection
Special Call Acceptance	

2. Regulations

a. The Frontier Business Local Unlimited II is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

RECEIVED
JAN - 5 2018
NPSC-Comm. Dept.

**This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers. (T)

CITIZENS BUNDLED SERVICES

AA. Frontier Business Local Unlimited II (Continued)

2. Regulations (Continued)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Local Unlimited II includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

g. The bundles are offered on a month to month basis

h. The bundle cannot be used in association with a Residential line, PBX service or ISDN service.

i. Customers may select any two features in the Frontier Business All In Feature Package for no extra charge.

j. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

	Monthly Rate	
Frontier Business Local Unlimited II	$58.99	(I)
Frontier Business All In Feature Package	$5.49	

Received by NPSC
01/21/2025

CITIZENS BUNDLED SERVICES

BB. ISDN - Primary Rate Interface (ISDN-PRI) Bundle

1. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. Regulations

a. ISDN PRI Bundle Service is available where technically feasible.

b. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

c. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

d. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

e. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

RECEIVED
AUG 18 2011
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

BB. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued)

2. Regulations (Continued)

f. Ports will be provided at the T-1 level only.

g. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

h. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

j. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

RECEIVED
AUG 18 2011
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

BB. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued)

3. Rates and Charges

	Monthly Rate	
2-Year Term [1]		
ISDN-PRI Bundle	$575.00	
ISDN-PRI Bundle with 20 DID Numbers	590.00	
ISDN-PRI Bundle with 50 DID Numbers	595.00	
ISDN-PRI Bundle with 100 DID Numbers	600.00	
3-Year Term [1]		
ISDN-PRI Bundle	$655.00	(I)
ISDN-PRI Bundle with 20 DID Numbers	670.00	|
ISDN-PRI Bundle with 50 DID Numbers	675.00	|
ISDN-PRI Bundle with 100 DID Numbers	680.00	(I)
5-Year Term [1]		
ISDN-PRI Bundle	$425.00	
ISDN-PRI Bundle with 20 DID Numbers	440.00	
ISDN-PRI Bundle with 50 DID Numbers	445.00	
ISDN-PRI Bundle with 100 DID Numbers	450.00	

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

Received by NPSC
01/05/2024

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Essentials* - *Grandfathered* (C)

1. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

a. Features and Services

Flat Rate Residential Access Line
Extended Area Service
Caller ID
Call Waiting/Cancel Call Waiting

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Three Way Calling
Busy Number Redial (*66)
Call Return (*69)
Anonymous Call Rejection
Call Forward Variable or Fixed
Selective Call Forwarding
Selective Call Acceptance
Call Forward
Speed Call 8 or 30
Distinctive Ring
Call Waiting
Call Forward Busy
Selective Call Rejection
Priority Ring

2. Regulations

a. The Frontier Digital Phone Essentials is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Essentials* (continued) – *Grandfathered* (C)

2. Regulations (continued)

d. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

e. Customers may add or delete any features offered in the package without a service order charge.

f. 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

g. The bundles are offered on a month to month basis.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Per month	
Frontier Digital Phone Essentials	$21.99	
Feature Pack	$7.49	(I)

(1) Periodically, the Company may offer various "save Incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited* - *Grandfathered* (C)

1. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

a. Features and Services

Flat Rate Residential Access Line
Extended Area Service
Caller ID
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Calling 8
Call Return (*69)

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Call Waiting
Call Forward
Distinctive Ring
Priority Ring
Call Forward Busy
Selective Call Rejection
Three Way Calling
Speed Call 30
Anonymous Call Rejection
Call Forward Variable or Fixed
Selective Call Forwarding
Selective Call Acceptance

2. Regulations

a. The Frontier Digital Phone Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited* (continued) – *Grandfathered* (C)

2. Regulations (continued)

d. Customers may add or delete any features offered in the package without a service order charge.

e. 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.

f. The bundles are offered on a month to month basis.

g. The bundle will appear as a single line item on the bill.

h. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

3. Rates and Charges

	Per month	
Frontier Digital Phone Unlimited	$31.99	
Feature Pack	$7.49	(I)

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

EE. Frontier Digital Phone Unlimited Plus* - *Grandfathered* (C)

1. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

a. Features and Services

Two Flat Rate Residential Access Line
Extended Area Service
Busy Number Redial (*66)
Caller ID
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Calling 8
Call Return (*69)

b. Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Call Waiting
Call Forward
Distinctive Ring
Priority Ring
Call Forward Busy
Selective Call Rejection
Three Way Calling
Speed Call 30
Anonymous Call Rejection
Call Forward Variable or Fixed
Selective Call Forwarding
Selective Call Acceptance

2. Regulations

a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this tariff.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

EE. Frontier Digital Phone Unlimited Plus* (continued) – *Grandfathered* (C)

2. Regulations (continued)

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

d. Customers may add or delete any features offered in the package without a service order charge.

e. 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.

f. The bundles are offered on a month to month basis.

g. The bundle will appear as a single line item on the bill.

h. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

3. Rates and Charges

	Per month	
Frontier Digital Phone Unlimited Plus	$31.99	
Feature Pack	$7.49	(I)
Stay Connected Seasonal Service	$9.99	

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

FF. Frontier Simply Unlimited Service** (T)

1. General

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

One Flat Rate Business Access Line
Extended Area Service (where applicable)
Call Forwarding Busy/Don't Answer
Caller ID

Eight Features from the Feature Package listed below

b. Feature Pack

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Three Way Calling
Multiline Hunt Service	Speed Call 8 or 30
Distinctive Ring	Anonymous Call Block
Priority Call	Call Transfer
Selective Call Acceptance	Caller ID Blocking
Call Return (*69)	Busy Number Redial (*66)
Call Forwarding	Call Forwarding – Busy Line
Call Waiting ID	Select Call Forwarding
Call Block	Call Forwarding Don't Answer

2. Regulations

a. The Frontier Simply Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

**This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers. (T)

RECEIVED
JAN - 5 2018
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

FF. Frontier Simply Unlimited Service (continued)

2. Regulations (continued)

d. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

e. Customers may add or delete any features offered in the package without a service order charge.

f. The bundle will appear as a single line item on the customer's bill.

g. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

h. The bundles are offered on a month-to-month basis.

i. Bundles on lines four through twelve are given an additional discount.

3. Rates and Charges

a. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate	
Frontier Simply Unlimited Service (Lines 1 to 3)	$71.99	(I)
Each Additional Package (Lines 4 to 12)	$56.99	(I)
Frontier Business All in Feature Package	$5.49	

Received by NPSC
01/21/2025

CITIZENS BUNDLED SERVICES

GG. Frontier OneVoice

1. General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

a. Features and Services

Single Party Flat Rate Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

b. Premium Feature Package

Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

2. Regulations

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 schedules of the tariff.

c. Call detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

RECEIVED
SEP 10 2015
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

GG. Frontier OneVoice (continued)

2. Regulations (continued)

d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, or one year term basis. (C)

3. Rates and Charges

a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. New customers will incur a non-recurring charge up to $95.00 per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Monthly Rate Basic Bundle	$57.99	(I)
Term Price with 1 year commitment	$42.99	(C)(I)
Premium Feature Package	$9.99	

Received by NPSC
02/20/2024

HH. Frontier Commercial Voice Unlimited** (T)

1. General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle
Single Party Flat Rate Access Line
(Touchtone) where applicable
Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
(Call Waiting ID) where applicable
Three Way Calling
Hunting

2. Regulations

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 schedules of the tariff.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. The bundle rate will appear as a single line item on the customer's bill.

**This service is Grandfathered. Effective January 20, 2018 this service offering is limited to existing subscribers. (T)

JAN - 5 2018
NPSC-Comm. Dept.

HH. Frontier Commercial Voice Unlimited (continued)

2. Regulations (continued)

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

h. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, or one year term basis.

j. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

k. At the end of the one year term, customers will be moved to the month to month pricing.

3. Rates and Charges

- Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

- Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

Monthly Rate

Basic Bundle

Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

(N)

RECEIVED
SEP 21 2017
NPSC-Comm. Dept.

CITIZENS BUNDLED SERVICES

II. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* - *Grandfathered* (C)

1. 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
Distinctive Ring
Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

2. 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.

4. 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.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

II. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* (continued) – *Grandfathered* (C)

2. CONDITIONS (continued)

f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

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.

3. 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 Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

c. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	$21.99	
Feature Package	$7.49	(I)

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

JJ. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) - *Grandfathered* (C)

1. 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

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

2. 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.

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

JJ. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)* (continued) – *Grandfathered* (C)

2. 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.

3. 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 Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	$21.99	
Feature Package	$7.49	(I)

* This service is limited to existing customers at existing locations. (N)

Received by NPSC
12/19/2024

CITIZENS BUNDLED SERVICES

JK. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

1. GENERAL

The Frontier Residential Unlimited Voice 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. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle	
Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

2. 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.

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. (N)

Received by NPSC
09/10/2020

CITIZENS BUNDLED SERVICES

JK. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (continued) (N)

2. CONDITIONS (continued)

i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, 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. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. RATES AND CHARGES

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

c. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate
Frontier Residential Unlimited Voice Service	$20.00

(N)

Received by NPSC
09/10/2020

CITIZENS BUNDLED SERVICES

JL. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (N)

1. GENERAL

The Frontier Unlimited Voice and Feature Bundle 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. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle	
Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

2. 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 basis.

(N)

Received by NPSC
05/12/2021

CITIZENS BUNDLED SERVICES

JL. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (continued) (N)

2. 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, both mandatory and optional, 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. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.

l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. RATES AND CHARGES

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and CO Connection Charge.

c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$50.00

(N)

Received by NPSC
05/12/2021

NETWORK SERVICES

TABLE OF CONTENTS

	Sheet No.	
Table of Contents	1	
Mileage Charges	2	
Private Lines - Local	4	
Switched Data Service	6	
Integrated Services Digital Network (ISDN) - Single Line	16	
Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)	48	
Citizens CyberDS1 Service	52	
Citizens Digital Channel Service	56	
Voice Mail - Grandfathered	67	(C)
Voice Mail Services	86	(N)
Emergency Conference Service (Firebar)	101	(T)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

TABLE OF CONTENTS

	Sheet No.	
Table of Contents	1	(T)
Mileage Charges	2	
Private Lines - Local	4	
Switched Data Service	6	
Integrated Services Digital Network (ISDN) - Single Line	16	
Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)	48	
Citizens CyberDS1 Service	52	
Citizens Digital Channel Service	56	
Voice Mail	67	(T)

RECEIVED
AUG 14 2003
NPSC-Comm. Dept.

NETWORK SERVICES

MILEAGE CHARGES

A. OFF PREMISES EXTENSIONS, MILEAGE

1. Off-premises mileage charges apply to extensions not located on the same contiguous property as the central office access line or PBX frame.

2. If the loop of the extension is bridged at the Central Office with the loop of the central office access line, the airline distance between the Central Office and the extension is the mileage measurement. If the extension is connected with the central office access line by a nonloop, the airline distance between the central office access line and extension is the mileage measurement.

3. If the circuit connecting a PBX station with a PBX frame is routed through the Central Office in a loop, the airline distance between the demarcation points for the PBX station and PBX frame via the Central Office is the mileage measurement. If the circuit connecting the PBX station and PBX frame is not routed through the Central Office, the airline distance between the demarcation points for the PBX station and PBX frame is the mileage measurement.

4. Mileage charges are made on the basis of quarter mile airline units between the demarcation points for the extension and the central office access line or PBX frame, with each fractional quarter mile unit counting as an additional full quarter mile unit.

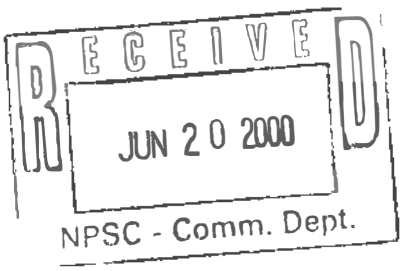
5. Off premises extensions will be allowed under the following conditions:

   a. The service is limited to intraexchange individual central office access lines only (not semi-public service).

   b. A business customer may have an extension from the customer's business to another business location if the other location is the same billed account in the same exchange. A separate central office access line is not required in this instance.

   c. Business stations may be located on the premises of another business when each party has its own separate central office access line.

   d. Extensions from residence to residence are permitted when each party has its own separate central office access line.



NETWORK SERVICES

MILEAGE CHARGES

A. OFF PREMISES EXTENSIONS, MILEAGE (Cont'd)

5. (Cont'd)

e. Extensions from residence to business are permitted when each party has its own separate central office access line. If residence OPX service is installed at a business location, the residence main service and OPX service must be changed to business rates.

f. Extensions from business to residence will be allowed when the residence location has its own separate central office access line. Business OPX services installed in a residence would not require a change in the residence service rates. If a proprietor actually lives in his business establishment, a separate central office access line is not required for extension service.

g. The offering is subject to the availability of facilities if special construction is required in regard to the installation of extensions, construction charges will be applied.

6. Rates

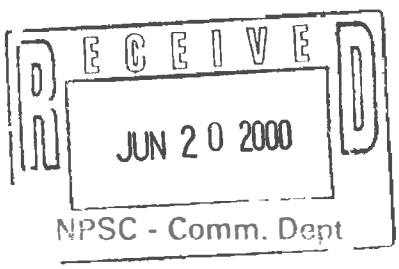
		Monthly Rate
(a)	For the first 1/4 mile unit (79988)	$2.42
(b)	For each additional 1/4 mile unit (FX3M)	1.48

B. CENTRAL OFFICE LOOP EXTENDER

1. Central office loop extenders are for use in connection with off premises additional stations to enhance the clarity and transmission quality on the line or trunk. Charges for a loop extender will apply only when transmission is reduced to an unacceptable level as a result of multiple off premises stations or extremely long loop off premises applications. Customers may elect to request the use of a loop extender to enhance transmission.

2. Rates

	Monthly Rate	Nonrecurring Charge
Per line or trunk equipped (LPEXT)	$6.45	$27.50



NETWORK SERVICES

PRIVATE LINES - LOCAL

A. GENERAL

1. The Company will furnish and maintain private lines, where facilities are available within the exchange area.

2. Private line mileage charges are assigned to communications services, which meet the following conditions:

   a. The service cannot access nor be accessed by message services provided to the general public.

   b. The service is furnished for the exclusive use of a customer and the customer's authorized users between specified points in the same local exchange service area.

   c. The service does not qualify for intrastate toll or interstate toll regulation.

3. The following are commonly provided services, which are subject to local private line mileage charges if the above criteria are met:

PRIVATE LINE MILEAGE CODES:

	LOOP		NONLOOP	
	First Quarter	Additional Quarter	First Quarter	Additional Quarter
Auxiliary Communication Systems (ACS)*	LLTP1Q	LLTPAQ	LNLTP1Q	LNLTPAQ
Burglar Alarm	LLOT1Q	LLOTAQ	LNLOT1Q	LNLOTAQ
Doctor/Pharmacy	LLTP1Q	LLTPAQ	LNLTP1Q	LNLTPAQ
Enhanced 911	LL9111Q	LL911AQ	-	-
Fire Alarm	LLOT1Q	LLOTAQ	LNLOT1Q	LNLOTAQ
Other Telegraph	LLTG1Q	LLTGAQ	LNLTG1Q	LNLTGAQ
Program Audio	LLPA1Q	LLPAAQ	LNLPA1Q	LNLPAAQ
Radio Control	LLOT1Q	LLOTAQ	LNLOT1Q	LNLOTAQ
Ringdown	LLTP1Q	LLTPAQ	LNLTP1Q	LNLTPAQ
School to Home	LLTP1Q	LLTPAQ	LNLTP1Q	LNLTPAQ
Telemetry	LLOT1Q	LLOTAQ	LNLOT1Q	LNLOTAQ
Teletypewriter	LLTT1Q	LLTTAQ	LNLTT1Q	LNLTTAQ
Tie Line	LLTL1Q	LLTLAQ	LNLTL1Q	LNLTLAQ
Wired Music	LLOT1Q	LLOTAQ	LNLOT1Q	LNLOTAQ

*Mileage charges do not apply to ACS, which begin and terminate in the same building.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

PRIVATE LINES - LOCAL

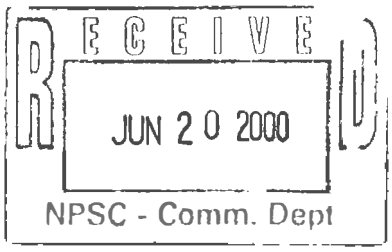
A. GENERAL (Cont'd)

4. Mileage charges are made on the basis of the length, in terms of airline mileage, of each circuit leg connecting two points. If the circuit connecting two points is routed through the Central Office, forming a local loop, the length of each individual leg is measured in order to determine the airline mileage between the two connected points. Mileage charges for nonloops are determined by the circuit length between each of the connected points.

5. If any portion of the circuit required to furnish the service is outside the base rate area, such circuit is furnished in accordance with the regulations contained under "Construction Charges" in the General Rules and Regulations.

B. RATES

		Monthly Rate
1.	Private Line Mileage, first 1/4 mile	$2.86
2.	Private Line Mileage, each additional 1/4 mile	1.81



NETWORK SERVICES

SWITCHED DATA SERVICE

A. GENERAL

This tariff contains the application, description, definitions, regulations, and rates and charges applicable to Switched Data Service. This service is only available where technology and facilities permit.

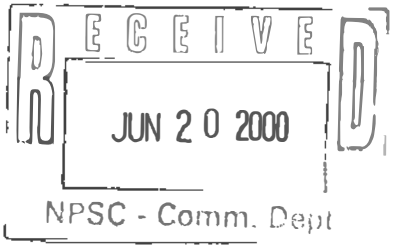
B. DESCRIPTION OF SERVICE

1. Switched Data Service is a network service, which provides the capability for switched digital and end-to-end data transport.

2. The customer may subscribe to Switched Data Service under the following service arrangements, except when conditions as specified in this Tariff are applicable:

   a. Switched Data Individual Line Loop Extension - An extended loop capability which transports Switched Data usage between the customer's premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 or 64,000 bits per second depending on technology. Individual Line Loop Extension is best suited for the customer that will use one or two lines for Switched Data.

   b. Switched Data Channel Access (DS1) - A 1.544 high capacity digital facility which transports Switched Data usage between the customer's premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels, which support data, transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.



NETWORK SERVICES

SWITCHED DATA SERVICE

C. DEFINITIONS

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital - Information which is expressed in discrete or noncontinuous form.

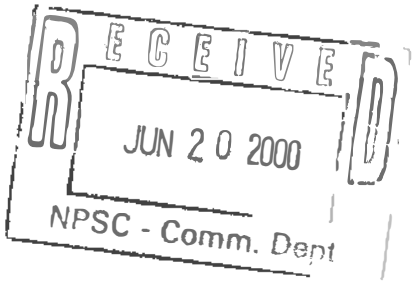
DS1 - A digital transmission facility, which transmits data at 1.544 Megabits per, second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex - Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Synchronous - A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.



NETWORK SERVICES

SWITCHED DATA SERVICE

D. STANDARD FEATURES

1. Data Line Security - This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

2. Intercom Dialing - This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Centrex customer groups only and is restricted to the serving wire center only.

3. Direct Dialing - This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

E. OPTIONAL FEATURES

1. Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

2. Data Closed User Group - This feature, restricted to Centrex Lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

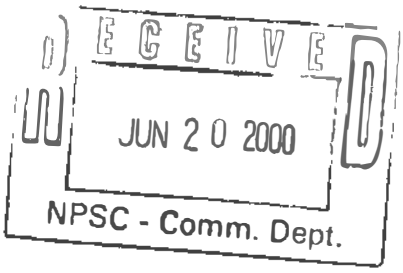
F. OPTIONAL FEATURE PACKAGES

The following feature packages are available for use with Switched Data Service, except where specified:

1. Feature Package Citizens ISDN Option I includes:

   a. Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

   b. Data Sequential Hunt Group - This feature assigns a pilot telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot telephone number and ending at the last line.



NETWORK SERVICES

SWITCHED DATA SERVICE

G. REGULATIONS

1. In addition to the following regulations, the appropriate regulations in other sections of this Tariff will also apply.

2. Switched Data Service is comprised of the following rate elements:

   - Switched Data Customer Line
   - Service Connection Charges
   - Optional Features
   - Software Reconfiguration Charge
   - Network Usage Charge

3. The minimum billing period for which service is provided is one month.

4. FCC Subscriber Line Charges as specified in the Citizens, FCC No. 1, will apply to Switched Data Service.

5. For Presubscription of an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the Citizens FCC No. 1 will apply to Switched Data Service.

6. A directory listing for Switched Data Service will be provided, upon request, in accordance with this Tariff.

7. Switched Data Channel Access is required where:

   a. A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest central office capable of providing Switched Data. Interoffice digital high capacity mileage (1.544) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in Section 5 of the Facilities for Intrastate Access Tariff. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone.

   b. A customer requires a DS1 termination for CPE equipment.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

NETWORK SERVICES

SWITCHED DATA SERVICE

G. REGULATIONS (Cont'd)

8. Switched Data Individual Line Loop Extension is required where:

   a. A customer's local serving central office is not capable of providing Switched Data. The Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in Section 5 of the Facilities for Intrastate Access Tariff. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

   b. A customer requires a 4-wire termination on a per channel basis for CPE equipment.

9. Dialing Method

   a. Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

   b. Origination of calls for 800, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is restricted.

10. Technical Requirements

   a. Switched Data requires the use of customer provided data equipment, which must be compatible with the Company's equipment and facilities.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

SWITCHED DATA SERVICE

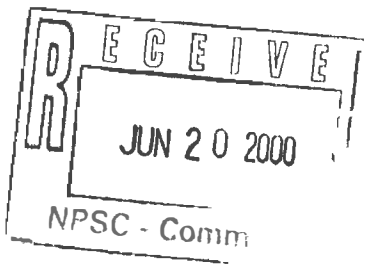
H. APPLICATION OF RATES

1. Customers who request Switched Data Individual Line Loop Extension will subscribe to the Switched Data Individual Line Loop Extension Access plus the Switched Data Individual Line Loop Extension Channel.

   Customer who request Switched Data Channel Access will subscribe to Switched Data Channel Access (DS1), Switched Data Central Office Termination (one per each DS1), and Switched Data Central Office Channelization (per each channel activated).

2. Rates and charges specified in other sections of this Tariff for services provided in conjunction with Switched Data Service (i.e., Custom Calling features, Centrex features etc.) are in addition to the monthly rates for Switched Data Service.

3. Switched Data lines placed in a business group do not require Network Access Registers (NARS) for outbound data traffic. However, the customer may choose to purchase additional NARs to support all terminating traffic that may be increased by Switched Data.

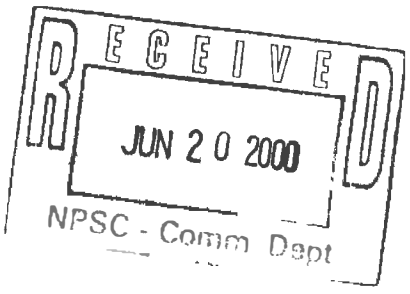


NETWORK SERVICES

SWITCHED DATA SERVICE

I. RATES AND CHARGES

	Billing Code	Monthly Rate	Nonrecurring Charge (1)
1. Switched Data Individual Line Loop Extension			
a. Switched Data - Individual Line Loop Extension Access			
1) Single line	-- SDSLN (2)	-- $50.00 --	$ 50.00 -- --
2) Centrex Line	-- SWDCN (2)	 50.00	50.00 --
3) Interoffice Mileage	(2)	(3)	(3)
b. Switched Data Individual Line Loop Extension Channel, per line			
1) Single Line	-- 87031	-- 12.00	50.00 --
2) Centrex Line	-- 13524	-- 15.00	50.00 --



(1) In addition to applicable Service Charges.
(2) Interoffice mileage charges applies when applicable.
(3) Refer to Facilities for Intrastate Access for the Digital Data Service Special Transport rate when applicable.

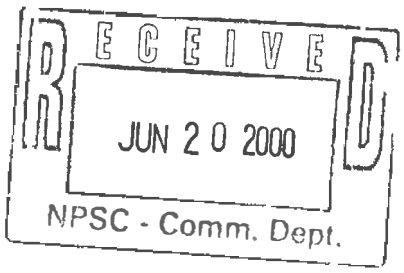
F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

SWITCHED DATA SERVICE

I. RATES AND CHARGES (Cont'd)

		Billing Code	Monthly Rate	Nonrecurring Charge [1]
2.	Switched Data Channel Access			
a.	DS1 First system and each additional system (24 channels- DS1 facility)	-- --	-- (2)	(2) --
b.	Channel Access Mileage, per mile (DS1 interoffice mileage)	--	(2)	--
c.	Central Office Termination, per access arrangement	SCOT1 SCOT2	--	$125.00 $150.00
d.	Central Office Channelization Single Line, per channel activated	--	5.00	--



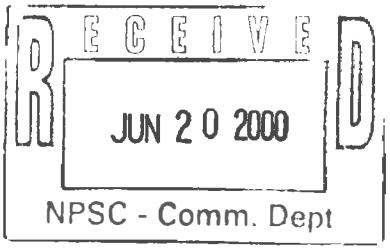
(1) In addition to applicable Service Charges.
(2) Refer to Facilities for Intrastate Access for the High Capacity Digital DS1 Special Access Line rate and Special Transport rate (when applicable). The High Capacity Digital DS1 Special Transport Termination charge does not apply.

NETWORK SERVICES

SWITCHED DATA SERVICE

I. RATES AND CHARGES (Cont'd)

		Billing Code	Monthly Rate	Nonrecurring Charge (1)
3.	Optional Features			
	a. Data Direct Connect, per line	SDOCN		$ 1.00
	b. Data Closed User Group, per line	SDOUG		1.00
4.	Optional Feature Packages			
	a. Data 1000, per line	SDOFP		3.00
5.	Software Reconfiguration Charge			
	This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) and Optional Feature Packages.			
	Rate per occurrence	--	--	$12.75



(1) In addition to applicable Service Charges. If ordered on subsequent activity, the appropriate Service Order Charge will apply.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

SWITCHED DATA SERVICE

I. RATES AND CHARGES (Cont'd)

6. Network Usage

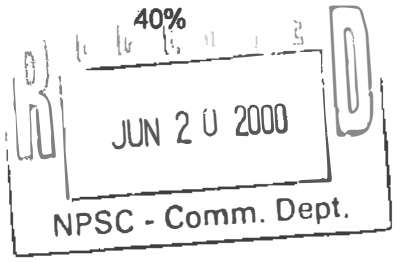
a. Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply.

Switched Data Network Usage

		Rate Period	
Distance Bands	**Airline Miles**	**Set-up**	**Each Minute**
Local	—	$0.02	$0.01
A	1-10	$0.03	$0.03
B	11-16	$0.04	$0.05
C	17-22	$0.05	$0.08
D	23-30	$0.06	$0.09
E	31-40	$0.07	$0.11

DISCOUNTS

	From	Up to but not including	Discounts
Everyday	9 p.m.	8 a.m.	40%
Saturday, Sunday and certain holidays*	8 a.m.	9 p.m.	40%



* Holiday discounts apply on New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

A. GENERAL

Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is provided via Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

B. DESCRIPTION OF SERVICE

1. Digital (ISDN) Single Line Service is composed of the following elements:

   - Single Line Access (excludes local loop, includes B-voice/CSD on each B channel), Flat or Measured rate

   - Line/Channel Configuration - choose one or a combination of:
     B-Voice/CSD, per line
     D-Packet, per channel

   - Feature Packages (optional)

2. Digital (ISDN) Single Line Service is digital exchange service.

3. Each Packaged Service is associated with a digital local loop, not with a channel.

4. Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

5. Digital (ISDN) Single Line Access is a service, which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line Access element is required for each digital local loop.

6. A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

B. DESCRIPTION OF SERVICE (Cont'd)

7. Digital (ISDN) Single Line Access

a. Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

b. More Than Two B-Channel Terminals on a BRI allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

c. Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

d. A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

8. The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

9. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of two channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found in Section 2.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

C. CONDITIONS

1. Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

2. Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company. ISDN CPE is dependent upon commercial power. In the event commercial power is interrupted for any reason, the CPE will be rendered inoperable.

3. The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

4. Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted (e.g. vacation/seasonal service).

5. A customer may order multiple Single Lines.

6. Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

7. The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

8. A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. All applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service.

9. Digital (ISDN) Single Line Service is not available for resale. The Company makes no guarantee and assumes no liability for sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

   Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

C. CONDITIONS (Cont'd)

11. When Digital ISDN Single Line Service is desired at a customer location that is not an ISDN capable central office; the service will be provisioned from a central office that can support Digital (ISDN) Centrex Service. If the central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

12. If Digital (ISDN) Single Line Service will be provisioned as Foreign Exchange service, the FX rates in this tariff are applicable. The FX rates as stated in the Company's tariffs are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service.

13. One bill will be rendered for each Digital (ISDN) Single Line Service.

14. Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.

15. Digital (ISDN) Single Line Service Access and Feature Package rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

16. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

17. Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

18. A minimum service period of three months is required for each ISDN Single Line service.

    Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

C. CONDITIONS (Cont'd)

20. Space Requirements

a. Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

b. Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

c. Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

21. Termination Liability

a. In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial 12 or 36-month contract period, the customer shall be liable for the termination liability. The customer shall be required to pay a sum determined by the following formula:

Termination Liability Charge	=	25% x	(Number of lines terminated	x	Monthly Rate per line	x	Number of Remaining months)

b. A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.
- Nonrecurring charges will not be reapplied.
- The new contract period begins with the first billing date following the renewal.
- Termination charges will not apply for the former contract period.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

C. CONDITIONS (Cont'd)

22. Individual Line Loop Extension

a. Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

b. The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34-dB loss at 40 kHz in either direction of the field repeater is acceptable. With the Company's engineering practice of maximum loss for the Digital (ISDN) Single Line loop to be 38 dB at 40 kHz, it is assumed, if the customer's distance would exceed the 38 dB for standard installation, the U-Repeater would be mounted within the stated range of 34 dB and the customer's length would be extended another 34 dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

c. The customer's network access line is preengineered to determine when the U-Repeater/power module are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

d. One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX or 101XXXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED

1. Custom Calling Service features and packages are available in addition to the following packages, (Refer to footnote (1) below).

   Definitions and rates of the Custom Calling Service features and packages are provided in Section 2 of this Tariff.

2. Feature Matrices

   The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features (1)	Digital
Feature Name	
Caller ID Number Delivery	X
DN Sharing over Multiple Call Types on an Integrated Terminal	X
More than Two B-Channel Terminals per BRI	X
Parameter Downloading	X

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Custom Calling Service feature package, not Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. A MBKS feature package may be supplemented with Custom Calling Service feature packages by adding those packages to the Digital (ISDN) Single Line rate. Rates and charges will apply as stated in Section 2 of this tariff.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

a. Voice Package Features and CSD Services (1)

Feature Name	MBKS BASIC
Access to Analog Features (TR-847)	
Speed Calling - Short List	X
Additional Call Offering (TR-857)	
ACO Unrestricted	X
Notification Busy Limit	X
Additional Numbers (2)	
Automatic Callback Intra-Switch (TR-855)	X
Call Forwarding	
Don't Answer	X
Busy	X
Variable	X
Courtesy Call	X
Privacy of Redirecting Number	X
Redirecting Number	X
Redirecting Reason	X
Reminder Notification	X
Call Hold (TR-856)	
B-Channel Reservation	X
Hold and Retrieve	X
Calling Number Delivery Services (TR-860)	
Calling Name Delivery (TR-1326) (2)	
Calling Party Number Privacy	X
Calling Number Identification Delivery	X
Privacy of Redirecting Number	X
Redirecting Number	X
Redirecting Reason	X

(1) Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.
(2) Optional.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

a. Voice Package Features and CSD Services (1)

Feature Name	MBKS BASIC
Flexible Calling (TR-858)	
Add on	X
Add Previously Held Call to Conference	X
Conference Hold and Retrieve	X
Consultation Hold	X
Drop Last Call on Conference	X
Implicit and/or Explicit Transfer	X
Six Party Conference Calling	X
Three Way Conference Calling	X
Manual Bridged Call Exclusion	X
Multiline Hunt Groups (TR-859)	
Make Busy (2)	
Stop Hunt (2)	
Terminal Management (5E Custom)	
Feature Function Buttons	X
Feature Inspect	X
Multiple Directory Number Buttons	X
Terminal Management	X
Time and Date Display	X

(1)Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.
(2)Optional.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

b. Data Package and Features

Feature Name	Citizens ISDN Option I	Citizens ISDN Option II	X.25 Basic	X.25 Deluxe
Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Circular Hunt		X		
Data Speed Call - Long List		X		
X.25 Assignment of Non-Hunt DNs to Hunt Terminals			X	X
X.25 CCITT DTE Facilities			X	X
X.25 Closed User Groups				X
X.25 Fast Select				X
X.25 Fast Select Acceptance				X
X.25 Flow control Parameters Negotiation			X	X
X.25 Hunt Groups				X
X.25 IC Preselection			X	X
X.25 Inband CNID			X	X
X.25 Incoming Calls Barred			X	X
X.25 ISDN AMA			X	X
X.25 Numbering and Routing			X	X
X.25 One-Way Outgoing Logical Channel				X
X.25 Outgoing Calls Barred			X	X
X.25 Permanent Virtual Circuit			X	
X.25 Reverse Charge			X	X
X.25 Reverse Charge Acceptance			X	X
X.25 RPOA Selection (Basic)			X	X
X.25 Sup Svcs User Testing			X	X
X.25 Throughput Class Negotiation			X	X
X.25 Transmit Delay Selection/Indication			X	X
X.25 User Access to Both B-Channel and D-Channel			X	X
X.25 User Originated On-Demand B-Channel and D-Channel			X	X

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

3. General Definitions

B-Channel (Bearer Channel) - A channel used to carry digitized voice and data information at a speed of 64 kbps.

Basic Rate Interface (BRI) - BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability - The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel - The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel) - A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet - A service, which permits a customer to use a D-Channel for packet, switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line - Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1 D-Channel.

Digital (ISDN) Single Line Access - The central office termination of a BRI Line arranged for access to the public switched network.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

3. General Definitions (Cont'd)

Integrated Services Digital Network (ISDN) - A set of standards, which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Kbps - Kilobits Per Second.

Mbps - Megabits Per Second.

MBKS - Multibutton Key Set.

Parameter Downloading - allows automatic downloading from the Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User - A member of a business system.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions

Access to Analog Features

Speed Calling (6 or 8 member list) - Allows a user to dial selected numbers using less digits than normally required. Each list can have up to six or eight numbers, depending on the serving Telco switch.

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering (ACO) - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - The maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the user's CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

Additional Numbers
Each Digital Single Line can support multiple directory numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)-

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

Call Forwarding (Bellcore Reference TR-853)

Subfeatures:

Call Forwarding Variable (CFV) -
Allows the user to forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification, which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:
For Circuit-Mode Voice:
- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call

For Circuit-Mode Data:
- No Courtesy Call

Call Forwarding Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Call Forwarding Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Call Hold (Bellcore Reference TR-856)

Subfeatures:

B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect to the call on hold.

Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Manual Bridged Call Exclusion - The opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Flexible Calling (Bellcore Reference TR-858)

Subfeatures:

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user that is establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers. This is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Multi-Line Hunt Groups (Bellcore Reference TR859)

Subfeatures:

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

Terminal Management

Sub-features:

Feature Function Buttons - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback
Call Forwarding
Call Pickup
Conference Calling
Drop
Hold
Manual Exclusion
Multiple Directory Number Buttons
Transfer

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

4. Basic Operating and MBKS Voice & CSD Service Descriptions (Cont'd)

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

5. Data Package Service Descriptions

a. Citizens ISDN Option I

Data Call Forward - allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group - provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List - allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction - denies toll calls attempted from Circuit Switched Data Channels.

b. Citizens ISDN Option II - includes Citizens ISDN Option I plus:

Data Circular Hunting - searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List - allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

5. Data Package Service Descriptions (Cont'd)

c. X.25 Basic Package

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

D. FEATURES OFFERED (Cont'd)

5. Data Package Service Descriptions (Cont'd)

d. X.25 Deluxe Package - Includes X.25 Basic Package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

6. Individual Optional Service Descriptions

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES

1. Digital (ISDN) Single Line Access

a. Subscribers to this service are required to subscribe to either a one-party residence or business access line for the local loop component. Refer to Section 1 of this Tariff.

b. Home/Residence Digital (ISDN) Single Line Service

		Monthly Rate (1)	Non-Recurring Charge (2)
1)	Option 1 - Flat Rate (Includes Single Line Access, B-Channels, Flat Rate Usage and ILLE)		
a)	Month-to-Month (IS926)	$83.28	$200.00
b)	12-Month Contract	53.28	100.00
c)	36-Month Contract (IS925)	33.28	N/A

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No. 1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

1. Digital (ISDN) Single Line Access (Cont'd)

b. Home/Residence Digital (ISDN) Single Line Service (Cont'd)

	Monthly Rate (1)	Non-Recurring Charge (2)
2) Option 2 - Measured Rate Usage (Includes Single Line Access, B-Channels and ILLE)		
a) Month-to-Month (IS926)	$35.00	$200.00
b) 12-Month Contract (IS921)	35.00	100.00
c) 36-Month Contract (IS922)	35.00	N/A

PLUS applicable usage charges (3) per line of:

a)	Month-to-Month	$ .050 per minute
b)	12-Month Contract	.040 per minute
c)	36-Month Contract	.030 per minute

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No. 1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.
(3) Usage applies to all local, originating voice and circuit switched data calls. Applicable toll charges are in addition, as required.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

1. Digital (ISDN) Single Line Access (Cont'd)

c. Business Digital (ISDN) Single Line Service

		Monthly Rate (1)	Non-Recurring Charge (2)
1)	Option 1 - Flat Rate (Includes Single Line Access, B-Channels, 400 Hour Block of Time and ILLE)		
a)	Month-to-Month (IS927, IS926)	$101.67	$200.00
b)	12-Month Contract (IS923)	71.67	100.00
c)	36-Month Contract (IS924)	41.67	N/A
d)	Overtime Usage Charge - $ .05 per minute		

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No. 1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

1. Digital (ISDN) Single Line Access (Cont'd)

c. Business Digital (ISDN) Single Line Service

		Monthly Rate (1)	Non-Recurring Charge (2)
2)	Option 2 - Measured Rate Usage (Includes Single Line Access, B-Channels and ILLE)		
a)	Month-to-Month	$35.00	$200.00
b)	12-Month Contract (IS921)	35.00	100.00
c)	36-Month Contract (IS922)	35.00	N/A

PLUS applicable usage charges (3) per line of:

a)	Month-to-Month	$.050 per minute
b)	12-Month Contract	.040 per minute
c)	36-Month Contract	.030 per minute

(1) Rates do not include the Federal Subscriber Line Charge (Refer to FCC No. 1).
(2) These Non-Recurring Charges will be assessed in lieu of Service Ordering and Line Connection Charges.
(3) Usage applies to all local, originating voice and circuit switched data calls. Applicable toll charges are in addition, as required.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

		Monthly Rate	Non-Recurring Charge
2.	Channel Capability		
a.	D-Packet, per channel (IPDCR)	$5.00	$0.00
3.	Feature Packaged Services		
a.	Basic Operating, per line	0.00	0.00
b.	MBKS Basic Svc, per line	6.00	25.00
c.	Citizens ISDN Option I, per line	3.00	15.00
d.	Citizens ISDN Option II, per line	5.00	15.00
e.	X.25 Basic, per line	0.00	0.00
f.	X.25 Deluxe Pkg., per line	5.00	15.00

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

		Monthly Rate	Non-Recurring Charge
4.	Individual Optional Feature Rates		
	a. Data Direct Connect, per line	$1.00	$0.00
5.	Additional Directory Numbers		
	a. each (ISDN)	2.00	0.00
6.	Foreign Exchange Provisioning,		
	a. Per line	75.00	0.00
	b. Interoffice Transport, per mile	7.50	0.00
7.	Data Base Changes		
	Software Changes, e.g., Add Line Features	0.00	25.00

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

LIMITED TO EXISTING CUSTOMERS (3)

1. Residence Digital (ISDN) Single Line Service

	Month to Month Rate	12 Month Rate	36 Month Rate	Nonrecurring Charges
Digital (ISDN) Single Line Access	$31.00	$26.00	$23.00	$50.00 (1)
Channel Capability				
B-Voice/CSD per line	$ 3.50	$ 3.50	$ 3.50	--
B-Packet, per channel	(2)	(2)	(2)	--
D-Packet, per channel	$5.00	$5.00	$5.00	--

(1) In addition, apply Service Charges as shown in Section 2 of this tariff. The nonrecurring charge of $50.00 applies to month-to-month rate only.
(2) Available on an Individual Case Basis.
(3) The following rates have been limited to existing subscribers at their existing locations.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

LIMITED TO EXISTING CUSTOMERS (3)

2. Business Digital (ISDN) Single Line Service

	Month to Month Rate	12 Month Rate	36 Month Rate	Nonrecurring Charges
Digital (ISDN) Single Line Access	$38.25	$33.25	$30.25	$50.00 (1)
Channel Capability				
B-Voice/CSD, per line	$5.00	$5.00	$5.00	--
B-Packet, per channel	(2)	(2)	(2)	--
D-Packet, per channel	$ 5.00	$ 5.00	$ 5.00	--

(1) In addition, apply Service Charges as shown in Section 2 of this tariff. The nonrecurring charge of $50.00 applies to month-to-month rate only.
(2) Available on an Individual Case Basis.
(3) The following rates have been limited to existing subscribers at their existing locations.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

DIGITAL (ISDN) SINGLE-LINE SERVICE* (C)

E. RATES AND CHARGES (Cont'd)

LIMITED TO EXISTING CUSTOMERS (4)

3. Usage Options (1)

		Monthly Rate	Nonrecurring Charge
a.	Residence Digital (ISDN), per line		
1)	25 hour block of time (2)	$19.00	--
2)	50 hour block of time (2)	33.00	--
3)	Flat rate	40.00	--
b.	Business Digital (ISDN), per line		
1)	50 hour block of time (2)	33.00	--
2)	100 hour block of time (2)	60.00	--
3)	Measured	(3)	--

(1) When customers subscribe to a block of time, all local voice and circuit switched data calls apply toward the block of time. Blocks of time pertain to B channel use only and blocks of time do not include packet switched data. Applicable toll charges are in addition, as required.
(2) Overtime for all local voice and circuit switched data calls occurring beyond the subscribed block of time will be billed at a rate of $.05 (five cents) per minute.
(3) The appropriate usage rates as specified in this Section under Switched Data Service, Network Usage, I.6. apply for all local, originating circuit switched data calls.
(4) The following rates have been limited to existing subscribers at their existing locations.

* Digital (ISDN) Single Line Access is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

Received by NPSC
03/17/2022

NETWORK SERVICES

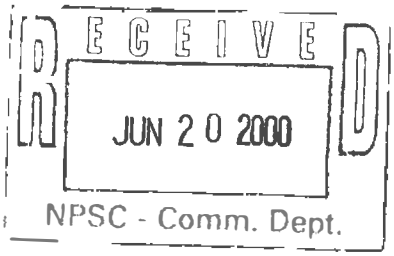
INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

A. GENERAL

1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/877/888 Services, Wide Area Telecommunications Services, and local business trunks.

2. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of services via channelized transport.

3. ISDN-PRI provides the capability to transport customer information up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.



NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

B. REGULATIONS

1. ISDN-PRI service, where technically capable, is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.

2. The service is available from central offices that have the necessary facilities to provide ISDN-PRI service and the customers' serving wire center is ISDN-PRI capable. In the event, the serving central office is not so equipped, the Company will provide PRI service from an alternate local (or foreign) serving central office (determined by the Company), within the same calling scope at no additional charge to the customer.

3. This Tariff provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of this Tariff. Each ISDN-PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates specified in Section 2 for DID Service.

4. Customers under contract who disconnect PRI services before the expiration of the contract period, shall pay an early termination liability charge equal to the monthly rate times the number of months remaining in the contract.

5. During the initial contract period, the customer may add PRI services at the same monthly rate specified in the customer's original contract.

6. If a customer discontinues other Citizens services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.

7. The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

C. ISDN-PRI Features

The following B-channel features are offered to the customer, at no additional charge.

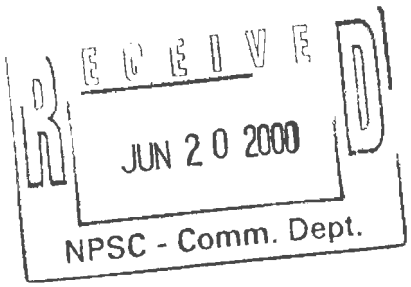
1) Caller ID Number - is a standard feature within a system between an ISDN-PRI Service and a Centrex System or between two or more ISDN-PRI Services belonging to the same customer. Please refer to Section 2 of this Tariff for description.

2) Call-by-Call Service Selection - provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate channels are not required for individual services such as DID, DOD, WATS, 800/877/888 services, and local switched access lines.

3) Clear Channel Capability - allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the Bipolar with Eight Zero Substitution (B8ZS) method of providing bit sequence independence.

4) "D" Channel Back-Up - automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.

5) Non-Facility Associated Signaling (NFAS) - allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.



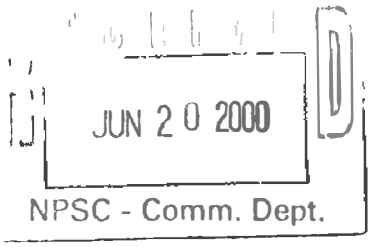
F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)

D. Rates and Charges

		Monthly Rate	Billing Code	Nonrecurring Charge (1)	Billing Code
1.	ISDN-PRI Facility	(2)	(2)	(2)	(2)
2.	ISDN-PRI Access				
	12-Month Contract	$ 420.00	IS901	$500.00	
	36-Month Contract	380.00	IS928	500.00	
	60-Month Contract	340.00	IS905	500.00	
3.	Channel Activations, per channel				
	Voice/Data Channel Activation - Flat	15.00	IS929		--
	DID Channel Activation - Flat	5.00	--		--
4.	Subsequent Activity Charge (SAC), per occurrence	- -	-	200.00	



(1) Service charges reflected in Section 2 of this Tariff will not apply in addition to the nonrecurring charges specified below.

(2) The applicable rates and charges for the ISDN-PRI Facility are the monthly and nonrecurring charges for 1.544 Access Line and Special Transport, as specified for High Capacity DS1 Service in Section 5.7 of Citizens Intrastate Access Tariff.

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

CITIZENS CyberDS1 SERVICE

A. GENERAL

1. Citizens CyberDS1* (CCD*) provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DSO) over a single high capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. CCD* is available for data dialed access use.

2. CCD** is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.

3. CCD* provides a trunk side DS1 connection with 24 channels. CCD* does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.

4. The CCD* Capacity will be offered at the rates and charges as specified following in this Tariff.

5. CCD* customers will have to select capacity in increments of 24 digital channels.

B. DIGITAL ARCHITECTURE

1. CCD* differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.

2. CCD* will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel, which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

JUN 20 2000
NPSC - Comm. Dept.

* "Service area limited"

NETWORK SERVICES

CITIZENS CyberDS1 SERVICE

C. REGULATIONS

1. CCD* is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.

2. CCD* is available within an exchange where appropriate digital facilities are available as determined by the Company. Special Construction Charges as specified in Section 3 of this Tariff may be applicable.

3. All CCD* must be channelized in a single equipment location on a customer's premises. CCD* cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Technical Interface Reference Manual.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept.

* "Service area limited"

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

CITIZENS CyberDS1 SERVICE

D. DEFINITIONS

Channel Service Unit (CSU) - The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

CCD* Capacity - A DS1 signal between the customer premises and the central office. This digital Link can be used to transport switched data services. CCD* is available in increments of 24 digital channels.

DSO - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in the Technical Interface Reference Manual.

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in the Technical Interface Reference Manual.

JUN 20 2000
NPSC - Comm. Dept

* "Service area limited"

NETWORK SERVICES

CITIZENS CyberDS1 SERVICE

E. APPLICATION OF RATES

1. The CCD* Capacity rate is applicable to each CCD*.

2. The CCD* Capacity element provides for the network facility to the customer premises and the central office channelization.

3. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 2 of this Tariff.

4. Unless specified herein, rules and regulations contained elsewhere in this Tariff are also applicable to CCD* Service.

5. Term Payment Plans for Cyber DS1 (N)

Optional Term Payment Plans are available for Cyber DS1 service. If the customer subscribes to a Term Payment Plan, reduced monthly charges apply as show in Section F. When the customer orders service from a CyberDS1 Term Payment Plan, the customer must designate to Citizens the commitment and term desired.

6. Customer-Initiated Disconnection of Service- Term Payment Plan for Cyber DS1

In the event that Cyber DS1 service under one of Citizens' Term Payment Plan is disconnected at the customer's request prior to completion of the customer selected payment period, the customer will be required to pay a termination liability charge. This charge will be equal to the greater of: (1) the difference between the month-to-month charge for the time period the service was used and the term plan selected by the customer for the same period or (2) 70% of the term payment for the remaining time left in the customer's Term Plan. The customer's designated payment period and commitment period may not be reduced, unless the customer selects another Citizens Term Payment Plan to complete the term of service obligation. (N)

F. RATES AND CHARGES

	Monthly Rate	Billing Code	Nonrecurring Charge	Billing Code	
CCD* Capacity, each	$ 750.00	DS1TC	$ 500.00	DS1TN	(T)
Cyber DS1 Term Payment Plans CCD * Capacity, each					(N)
1 year	$ 638.00	CCDS1	$ 500.00	DS1TN	
2 year	$ 562.00	CCDS2	$ 500.00	DS1TN	
3 year	$ 525.00	CCDS3	$ 500.00	DS1TN	(N)

RECEIVED
AUG 14 2003
NPSC-Comm. Dept.

* "Service area limited"

NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

A. GENERAL

1. Citizens Digital Channel Service (DCS) is an intraexchange common line service, which integrates the transport of switched and dedicated services between a customer's premises and the local serving office. Citizens Digital Channel Service (DCS) is provided on a channelized basis (DSO) over a single high-capacity (DS1) digital facility.

2. Citizens Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal.

3. The following types of network services as specified in other tariffs are available on a channelized basis via Citizens Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Citizens Digital Channel Service.

   a. Analog Voice Service (exchange lines/trunks), and Citizens Digital Centrex lines, foreign exchange, off-premises extensions, voice private lines and WATS.

4. Citizens Digital Channel Service is comprised of the following components:

   - Digital Channel Capacity
   - Service Activation

   a. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in this Tariff.

   b. Customer Premises Channelization is to be provided with premises equipment by the customer. Rules and regulations apply as specified in this Tariff.

   c. Citizens Digital Channel Service customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 12, 36, or 60 months.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

NETWORK SERVICES

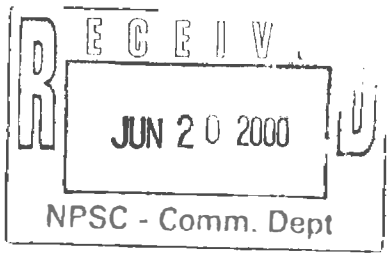
CITIZENS DIGITAL CHANNEL SERVICE

B. DIGITAL ARCHITECTURE

1. Citizens Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

2. The time required to provision service is known as the service date interval. The service date interval for Citizens Digital Channel Service and related network services connected to Citizens Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

3. Citizens Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and automatic access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superceded by the electrical specifications of the 1.544 Mbps (DS1) channel, which is actually terminated. Each digital channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).



NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

C. DEFINITIONS

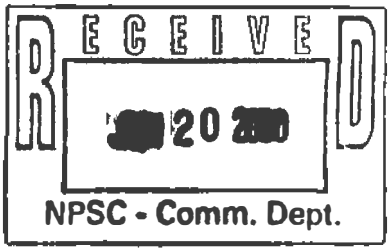
Digital Channel Capacity - A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 digital channels.

Service Activation - A Service Activation is the connection between Citizens Digital Channel Service and the network service accessed.

Channel Service Unit (CSU) - The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS0 - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the Technical Interface Reference Manual.)

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provided for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are available from the Company. (Please refer to Section 7000 of the Technical Interface Reference Manual.)



NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

D. REGULATIONS

1. Citizens Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.

2. This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in this Tariff may be applicable.

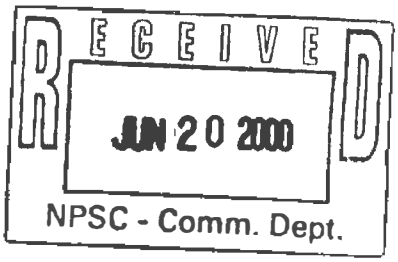
3. Special Transport Mileage from the Citizens Communications Facilities for Intrastate Access Tariff will apply when a customer's request for Citizens Digital Channel Service is provisioned in a central office other than the customer's local serving office.

4. The customer may activate any number or combination of digital channels within the limitations as set forth in this Section. Digital channels may be activated coincident with installation or at any time subsequent to the Digital Channel Capacity installation. Once activated, the type of service provisioned on a digital channel is subject to a minimum service period of one month.

5. All Citizens Digital Channel Service must be channelized in a single equipment location on a customer's premises. Citizens Digital Channel Service cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of this Tariff) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

6. Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of this Tariff. The regulations, rates, and charges specified in this Tariff are applicable for the Citizens Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Tariff are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non-Citizens Digital Channel Service component of the customer's end-to-end service.

7. The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.



NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

D. REGULATIONS (Continued)

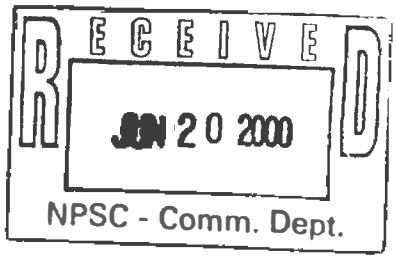
8. Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be crossconnected. Digital Channel Capacities are provided in-groups of 24 DSO channels, and are subject to the limits as set forth in the previous paragraph.

9. Customer Premises Channelization, provided by the customer, generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities.

10. The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

11. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an Individual Case Basis.

12. When a customer's Citizens Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES

1. Two basic rate elements; Digital Channel Capacity and Service Activation are applicable to each Citizens Digital Channel Service.

2. The Digital Channel Capacity element provides for the mileage based transport and the central office channelization. Digital Channel Capacity is offered with 12, 36, or 60 month Term Payment Plan periods.

3. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis.

4. Monthly rates and charges as specified in this Tariff for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point time.

5. Exchange and long-distance calling is provided within Citizens Digital Channel Service via the appropriate service activation. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The network access charges when utilized for Citizens Digital Centrex will be ordered and billed as specified in this Tariff. This charge is in addition to all other applicable Citizens Digital Channel Service charges.

6. Rates and charges specified in other Tariff sections for services such as Extended Area Service (EAS), Non-Metro EAS and Metro Implicit EAS, and DID/DIOD Trunk Termination Charge are in addition to the monthly rates for Citizens Digital Channel Service.

7. Subscriber Line Charges (SLC) are applicable to Citizens Digital Channel Service. Effective September 1, 2001, all "new" DCS facilities will be assessed one (1) SLC per activated channel. All existing DSC facilities will be assessed two (2) SLCs per Digital Channel Capacity (DS1) until September 1, 2002, at which time "all" DCS facilities will be assessed one (1) SLC per activated channel. (N) (N)

8. The rates and charges for other services connected or extended beyond Citizens Digital Channel Service (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in this Tariff for the Citizens Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Charges as specified in other Tariffs for activities involving the non-Citizens Digital Channel Service portion of the customer end-to-end service.

RECEIVED
AUG 10 2001
NPSC - Comm. Dept.

NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES (Continued)

9. Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12, 36 and 60 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

   a. The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

   b. Service Activation charges are available on a month-to-month basis.

   c. Individual network services (switched or dedicated) that are connected to Citizens Digital Channel Service are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.

10. At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan at rates as specified in this Tariff.

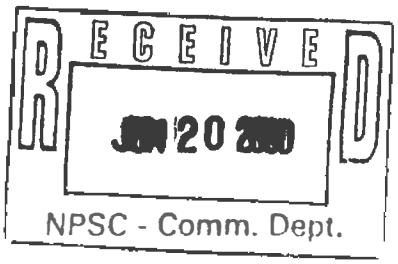
11. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:

   a. No Termination Liability Charge will be applicable for the Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods contained in E.8.

   b. All Citizens Digital Channel Service Components are coterminous with the Digital Channel Capacity with which they are associated.

12. A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.

13. Transfer of service responsibility between customers is permitted subject to the Rules and Regulations as specified in this Tariff.



NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

E. APPLICATION OF RATES (Continued)

14. Unless specified herein, the regulations contained elsewhere in this Tariff are applicable to Citizens Digital Channel Service. These regulations include but are not limited to:

- Cancellation of Service
- Application for Service
- Payment Arrangements
- Limitation of Liability

15. Should customers request interconnection between different Citizens Digital Channel Services provisioned in two or more different local serving offices, the special transport mileage rates from the Citizens Communications Facilities for Intrastate Access Tariff will apply. This charge will apply in addition to Citizens Digital Channel Service charges for each customer's premises which Citizens Digital Channel Service is provisioned.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES

1. Service Charges

a. Service Establishment Charge

1) This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Service Activations. This charge includes common centralized testing, coordination and accounting activities.

2) This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

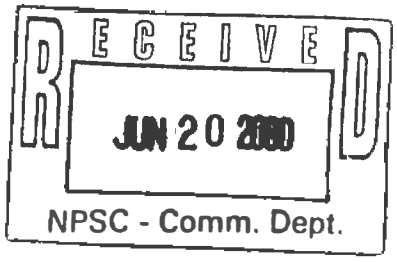
b. Service Change Charge

1) This charge applies on a per Digital Channel Capacity Service Activation basis associated with a customer request for modifications to an existing service. This would include activities such as, but not limited to:

- Change of associated channel assignment
- Additional supplemental features
- Activate/deactivate Service Activation

2) This Service Change Charge will be applied on a first and each additional basis and is in addition to Service Charges as specified elsewhere in this Tariff.

c. Charges		**Nonrecurring Charges**
1)	Service Establishment Charge	$300.00
2)	Service Change Charge	150.00



F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES (Continued)

2. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

a. Per 24 Channel System (1st or additional)

	Term Contract	Monthly Rate	Nonrecurring Charge
1)	12 Month	$450.00	$500.00
2)	36 Month	$350.00	$500.00
3)	60 Month	$300.00	$500.00

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CHANNEL SERVICE

F. RATES AND CHARGES (Continued)

		Billing Code	Monthly Rate	NRC	
3.	Service Activation, per channel basis				
	a. Exchange Line/Trunk Local Calling Scope		15.00	0.00	
	1) With EAS	(1)	15.00 (1)	0.00	
	b. Citizens Digital Centrex Line		13.50	0.00	
	1) With EAS	(1)	13.50 (1)	0.00	
	c. FX, OPX, Tie Line WATS*, or Private Line		12.00	0.00	(C)
4.	Subscriber Line Charge, Per activated Channel (DSO)		See Tariff FCC No. 1	NA	

(1) The rates for Citizens Digital Channel Service will be in addition to the EAS rate additives. Please refer to Section I, Sheets 5 and 6 for EAS rates and rate applications.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

Received by NPSC
08/05/2020

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

A. GENERAL

1. Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

B. REGULATIONS

1. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.

2. Voice Mail is subject to applicable service order charges.

3. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

C. DESCRIPTION

1. Voice Mail is a software controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.

2. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.

D. GLENAYRE PLATFORM'S VOICE MAIL

1. Glenayre Platform's Voice Mail is offered in the following exchanges: Alma, Genoa, Leigh, Madison, Neligh, Newman Grove, Ord and Tilden.

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

2. Residential Mailbox Packages

(A) Simple Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message and message composition.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date & Time Stamp
- Message Notification(1)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
- Call Forward Busy/No Answer

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7G.1.A, following.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

2. Residential Mailbox Packages (Cont'd)

(B) Basic Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 20 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date & Time Stamp
- Group Lists: 3 lists maximum, up to 25 addresses per list
- Group Messaging[1]
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification[2]
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification[3]
- Special Delivery Options
- Call Forward Busy No Answer[4]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: This feature works only within the Customer's exchange.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7G.1.A, following.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

2. Residential Mailbox Packages (Cont'd)

(C) Deluxe Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition. Offers additional features and enhanced parameters over the basic residential offering.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 7 days saved
- Date & Time Stamp
- Group Lists: 5 lists maximum, up to 25 addresses per list
- Group Messaging[1]
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification[2]
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification[3]
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Wake-Up Service
- Call Forward Busy No Answer[4]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: This feature works only within the Customer's exchange.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7G.1.A, following.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

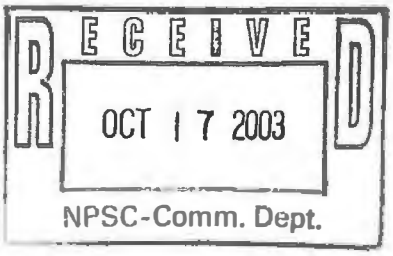
2. Residential Mailbox Packages (Cont'd)

(D) Deluxe Voice Mail with Sub Boxes

This mailbox package includes all the features in the Residential Deluxe Voice Mail package. In addition to the main mailbox, this package allows up to six (6) users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs) per household or family. Only the main mailbox will have the ability to customize greetings and program Group Lists. The remaining users can play, save and delete messages, change their name responses, and change their passwords. Mailbox capacity of 30 messages are shared between all users, on a "first-come, first-served" basis. This mailbox package cannot be used in conjunction with the Constant Touch™ feature.

(E) Enhanced Voice Mail

This mailbox package includes all the features in the Residential Deluxe Voice Mail package. In addition, this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e, business, mobile, home or pager) to be consolidated into a single number.



* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

3. Business Mailbox Packages

(A) Simple Voice Mail

A voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message and message composition.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date & Time Stamp
- Message Notification(1)
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
- Call Forward Busy/No Answer

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7G.1.A, following.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

3. Business Mailbox Packages (Cont'd)

(B) Basic Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

- Includes the following features:Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 30 days new, 15 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging[1]
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification[2]
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification[3]
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer[4]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: This feature works only within the Customer's exchange . May be used in conjunction with a closed user group.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7 G.1.A, following.
Note 3: Alphanumeric or numeric Notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

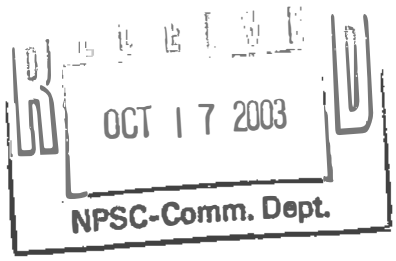
3. Business Mailbox Packages (Cont'd)

(C) Basic Business with Subs

Product description: In additional to the main mailbox, this package allows up to six users to share a single account while maintaining separate and private messages. A subscriber can have up to six different mailboxes (one main and five subs). Only the main mailbox will have the ability to customize greetings, Reminder Service/Future Delivery, and program Group Lists. The remaining user can play, save and delete messages, change their name responses, and change their passwords. mailbox capacity of 30 messages is shared between all users on a "first-come, first served" basis. This mailbox package cannot be used in conjunction with Constant Touch feature.

Includes the following features:

- Maximum Greeting Length: 90 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new or saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Group Messaging[(1)]
  -Reply to a Message
  -Copy/Forward a Message
- Message Notification[(2)]
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer[(4)]
- Extended Absence Greeting



Note 1: This feature works only within the Customer's exchange . May be used in conjunction with a closed user group.

Note 2 Subscriber may select Stutter or Visual MWI at no additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7 G.1.A, following

Note 3: Also includes Call Forward Busy No Answer at no additional charge.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

3. Business Mailbox Packages (Cont'd)

(D) Deluxe Voice Mail

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes message composition, revert, to attendant, and message tagging functions.

Includes the following features:

- Maximum Greeting Length: 2 @ 90 seconds per greeting
- Message Capacity: 50 messages
- Maximum Message Length: 120 seconds per message
- Message Retention: 30 days new, 15 days saved
- Date & Time Stamp
- Fax Mail
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Group Messaging[1]
  -Reply to a Message
  -Copy/Forward a Message
- Mailbox Forwarding
- Message Notification[2]
  -Stutter Dial Tone
  -Visual Message Waiting Indicator
  -Pager Notification[3]
- Operator Revert
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Call Forward Busy No Answer[4]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: This feature works only within the Customer's exchange. May be used in conjunction with a closed user group.
Note 2: Subscriber may select Stutter or Visual MWI, or may select both options for an additional charge. Visual MWI is offered only where technically available. Refer to Rates and Charges in Section 7G.1.A, following.
Note 3: Alphanumeric or numeric notification to pager.
Note 4: Also includes Call Forward Busy No Answer at no additional charge.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

3. Business Mailbox Packages

(E) Enhanced Voice Mail

This mailbox package includes all the features in the Business Deluxe Voice Mail package. In addition this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e. business, mobile, home or pager) to be consolidated into a single number.

(F) Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Maximum of one call forward path.

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

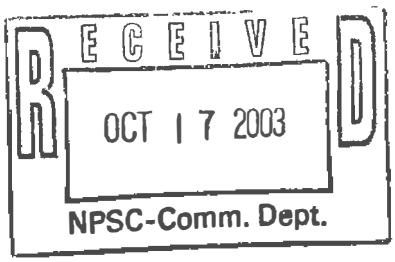
4. Business Voice Mail - Optional Applications

(A.) Auto Attendant

This service provides custom applications for the answering and routing of in-bound calls. Callers are greeted with customized announcements, which are used as a directory to present callers with a selection of up to nine options. This feature may be used with or without mailboxes. Maximum six simultaneous port access (1) This service is offered only where technically available and capacity exists.

Includes the following features:

- Call Routing
- Closed User Group
- Dial By Name
- Holiday Scheduling
- Operator Revert
- Repeat Options twice, then disconnect
- Time of Day/After Hours Greeting
- Time of Day/Day of Week Routing
- Call Forward Busy No Answer(2)



Note 1: Customers requesting more than six simultaneous ports will be handled on an Individual Case Basis (ICB).
Note 2: Includes Call Forward Busy No Answer at no additional cost.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

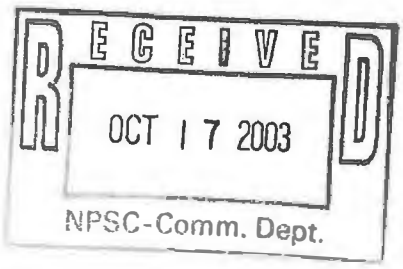
4. Business Voice Mail - Optional Applications (Cont'd)

(B.) Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum one port access. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Dial By Name
- Repeat Options twice, then disconnect
- Call Forward Busy No Answer(1)



Note 1: Includes Call Forward Busy No Answer at no additional cost.

*Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE VOICE MAIL (Cont'd)

5. Residential/Business Mailbox Package

(A.) Virtual Voice Mail

This service provides a customer without a telephone a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting, and are then prompted to leave a message.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date and Time Stamp
- Fax Mail
- Group Lists: 2 lists maximum, up to 10 addresses per list
- Group Messaging[1]
  - -Reply to a Message
  - -Copy/Forward a Message
- Message Notification
  - -Pager Notification[2]
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Wake-Up Service
- Voice Mail Remote Call Forwarding[3]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: This feature works only within the Customer's exchange.
Note 2: Alphanumeric or numeric Notification to pager.
Note 3: Also includes Remote Call Forwarding at no additional charge

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

D. GLENAYRE VOICE MAIL (Cont'd)

5. Residential/Business Mailbox Package (Cont'd)

(B.) Virtual Enhanced Voice Mail

This mailbox package includes all the features in the Virtual Voice Mail package. In addition, this package offers the subscriber the Constant Touch feature. This feature allows up to two additional subscriber's phone numbers (i.e. business, mobile, home or pager) to be consolidated into a single number.

(C.) Deposit Only Mailbox[1]

A voice mailbox equipped to play a personal greeting to the caller and record the caller's message.

Includes the following features:

- Maximum Greeting Length: 30 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 10 days new, 5 days saved
- Message Notification – Stutter Dial Tone only
- Call Forward Busy No Answer[2]

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Note 1: The Deposit Only Mailbox is limited to migration customers only and will not be offered to new Voice Mail customers. This mailbox allows existing customers to migrate to an economical basic package.
Note 2: Also includes Call Forward Busy No Answer at no additional cost.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

E. DIGITAL SOUND AND CENTIGRAM PLATFORM'S VOICE MAIL

1. Digital Sound and Centigram Platform's Voice Mail is available in the following exchanges: Amherst, Columbus, Duncan, Kearney, Monroe, Platte Center, Pleasanton and Riverdale.

2. Residential Mail Packages
   (A) Residential Basic Mailbox

   A Voice Messaging mailbox equipped to play a person greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

   Also includes the following features:
   - Maximum Greeting Length: 60 seconds
   - Message Capacity: 20 messages
   - Maximum Message Length: 90 seconds per message
   - Message Retention: 15 days new, 5 days saved

   (B) Family Basic Mailbox

   A Voice Messaging mailbox equipped to play a person greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, reminder messages and wake up service.

   Also includes the following features:
   - Maximum Greeting Length: 60 seconds
   - Message Capacity: 20 messages
   - Maximum Message Length: 90 seconds per message
   - Message Retention: 15 days new, 7 days saved

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

E. DIGITAL SOUND AND CENTIGRAM PLATFORM'S VOICE MAIL (Cont'd)

3. Business Mail Packages

(A) Business Basic Mailbox

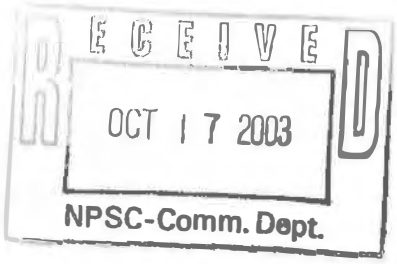
A Voice Messaging Mailbox equipped to play a person greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, reminder messages, wake up service and revert to attendant functions.

Also includes the following features:
- Maximum Greeting Length: 60 seconds
- Maximum Capacity: 20 messages
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new, 8 days saved

4. Additional Feature

(A) Pager Notification

Alerts a subscriber on their pager that a message has been deposited into his/her mailbox. This feature can be turned on or off temporarily at the subscriber's discretion.



* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

F. FEATURE DESCRIPTIONS

Auto Attendant This application performs the function of an automatic call attendant, including custom call answering and message routing for in-bound callers. Callers are greeted with customized greetings, which instruct the caller to make a selection from the list of up to nine possible destinations. Once the caller makes a selection, the call is routed to the corresponding destination. Maximum 6 port access. This service is offered only where technically available and capacity exists.

Call Answering Allows subscribers to divert calls on busy or ring/no answer. Calls will be answered with the subscriber's personal greeting inviting the caller to leave a message.

Constant Touch™ This feature combines up to two additional subscriber's telephone numbers, (i.e., business, mobile, home or pager) into a single number that can reach them anywhere.

Date & Time Stamp Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting Allows the subscriber to record a greeting that the caller can not by-pass but must listen to before a message can be left.

FAX Mail Allows a subscriber to receive fax messages. Subscriber can receive, forward, save, or delete fax messages, just like any voice message.

Greeting Length The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists (Broadcast List) Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

F. FEATURE DESCRIPTIONS (Cont'd)

Group Messaging Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Holiday Schedule Allows the subscriber to predetermine greeting schedules based on Holidays within one calendar year. The Holiday greeting will automatically play the defined greeting based on the subscribers predetermined Holiday schedule. This is an enhanced feature, and is available on the Auto Attendant application only.

Mailbox Forwarding Allows a subscriber to have copies of messages that have been deposited in their mailbox automatically forwarded to another mailbox.

Message Capacity The maximum number of messages a subscriber's mailbox may contain.

Message Length The maximum time, in minutes or seconds, that a caller has to leave a message in the subscriber's mailbox.

Message Notification Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones) or Pagers. Pager Notification is Alphanumeric or Numeric notification to a Pager.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

F. FEATURE DESCRIPTIONS (Cont'd)

Message Retention The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Message Routing Callers hear customized announcements, instructing them to make a one-digit selection from a list of possible mailboxes. The caller is then routed to the destination of their choice, where they may hear another personalized greeting and be prompted to leave a message. Maximum of 9 mailboxes allowed. Mailboxes with Constant Touch can NOT be associated with this application.

Operator Revert Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. This greeting can be changed at any time by the subscriber. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service/Future Delivery Allows a subscriber to create messages and have them delivered at a future date and/or time. Future Delivery messages can be delivered up to 30 days into the future. Future Delivery also allows the subscriber to send a deferred delivery message to themselves to serve as a personal memo or reminder.

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

F. FEATURE DESCRIPTIONS (Cont'd)

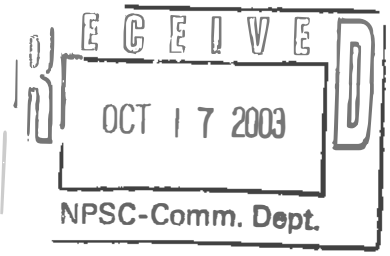
Special Delivery Options Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Time of Day/After Hours Greeting A subscriber can program a mailbox to have two (2) different greetings. Each greeting can be programmed to play during a specified time throughout the day. This feature is available only with Business Deluxe and Business Enhanced mailboxes, or with the Auto Attendant application.

Time of Day / Day of Week Routing Allows the subscriber to program a time window of when or where they would like to receive a call. This may include time-of-day, day-of-week, and/or destination parameters. The service will use the parameters as set by the customer, and will direct calls as they correspond to the time window in which the call was received. This enhanced feature is available only with the Auto Attendant application.

Wake-Up Service Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an "alarm/alert" from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail Platform's to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)



VOICE MAIL - Grandfathered * (C)

G. RATES AND CHARGES

1. The following monthly rates are in addition to any applicable charges for main telephone service:

(A.) GLENAYRE PLATFORM'S VOICE MAIL	Monthly Charge	Billing Code
Residential Packages		
-Simple Voice Mail	$ 4.95	VSR
-Basic Voice Mail	6.95	VR
-Deluxe Voice Mail	8.95	VRP
-Deluxe Voice Mail w/Additional Boxes	9.95	VRPAB
-Enhanced Voice Mail	14.95	VRPCT
Business Packages		
-Simple Voice Mail	6.95	VSB
-Basic Voice Mail	8.95	VB
-Basic Business with Subs	9.95	VBBS
-Deluxe Voice Mail	10.95	VBP
-Enhanced Voice Mail	16.95	VBPCT
Business Optional Applications		
-Announcement Only	5.95	VBANC
-Auto Attendant(1)	25.00	VBCR
-Message Routing	9.95	VBAA
Residential/Business Mailbox Packages		
-Virtual Voice Mail	12.95	VVM
-Virtual Enhanced Voice Mail	18.95	VVMCT
-Deposit Only Mailbox(2)	3.95	VMMO
Add-On Feature		
-MWI –Stutter and Visual	1.00	VMWD

Note 1: Auto Attendant Business Line call forward path charge applies in addition to this charge, plus the appropriate mailbox charges. Offered where technically available and capacity exists.

Note 2: The Deposit Only Mailbox is limited to migration customers only and will not be offered to new Voice Mail customers. This mailbox allows existing customers to migrate to an economical basic package.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

VOICE MAIL - Grandfathered ** (C)

G. RATES AND CHARGES (Cont'd)

1. The following monthly rates are in addition to any applicable charges for main telephone service: (Cont'd)

(A.) GLENAYRE PLATFORM'S VOICE MAIL (Cont'd)

Business Voicemail Term and Volume Discounts

Quantity	Tier	0 Months	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	$ 3.00 (VDT10)	$ 5.00 (VDT11)	$ 7.00 (VDT12)	$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Business Basic, Business Deluxe and Business Enhanced packages only.

*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

(B.) DIGITAL SOUND & CENTIGRAM PLATFORM'S VOICE MAIL

	Monthly Rate	Billing Code
Residential Basic Mailbox	$4.95	DRBM
Family Basic Mailbox	$5.95	DFBM
Business Basic Mailbox	$6.95	DSBBM
Pager Notification	$3.00	DPAGE

*Certain rates formerly found on this sheet can now be found on Sheet 83.1

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

G. RATES AND CHARGES (Cont'd)

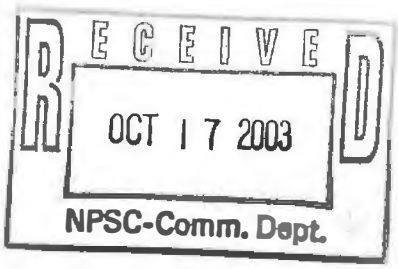
1. The following monthly rates are in addition to any applicable charges for main telephone service: (Cont'd)

(C.) Versaline[sm] Service Term Contracts – Basic Voice Mail Option

	6 Mos.	12 Mos.	24 Mos.	36 Mos.
Monthly Credit	$.95	$1.95	$2.45	$2.95
Billing Code	VERVM	VERV1	VERV2	VERV3

(D.) Frontier Feature5 Pack[sm] - Business Voice Mail Option

	Monthly Rate	Billing Code
Basic Voice Mail	$3.00	5VMB1



* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered ** (C)

G. RATES AND CHARGES (Cont'd)

1. The following monthly rates are in addition to any applicable charges for main telephone service: (Cont'd)

(E.) Auto Attendant

	Monthly Charge	Billing Code
Auto Attendant Line Port Access		
-1 Line Port Access	$80.00	VAAP1
-2 Line Port Access	75.00	VAAP2
-3 Line Port Access	70.00	VAAP3
-4 Line Port Access	65.00	VAAP4
-5 Line Port Access	60.00	VAAP5
-6 Line Port Access	55.00	VAAP6
-7 or more	ICB*	-

	Nonrecurring Charge	Billing Code
Installation Charges		
-Auto Attendant - Initial Install /Set Up	$55.00	SCVAA
-Auto Attendant - Subsequent Revisions	35.00	SCVAS

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

*Customers requesting more than 7 simultaneous call forward paths will be handled on an Individual Case Basis (ICB).

** Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

NETWORK SERVICES

VOICE MAIL - Grandfathered * (C)

G. RATES AND CHARGES (Cont'd)

2. The minimum charge for services provided is one month.

3. The Company reserves the right to waive the Nonrecurring charges for a period of ninety (90) days from the time Voice Mail is available in the service wire center. The waiver applies to the initial request for Voice Mail. After the waiver period the applicable nonrecurring charges will apply.

H. SPECIAL CONDITIONS

1. Voice Mail service requires a touchtone (dual tone multi-frequency - DTMF) compatible telephone set.

2. Rotary hunting services may not be compatible with Voice Mail service.

3. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.

4. Voice Mail service may be offered as a stand-alone service and can be provisioned to a customer without requiring the customer to subscribe to local exchange service.

5. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.

6. The number outdialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.

7. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.

8. If requested, the Company will furnish one alphabetical directory listing, without charge, per telephone number not associated with an access line used in conjunction with Voice Mail service.

* Unless otherwise found in the new "Voice Mail Services" section of this tariff, the following services are available to existing customers in existing locations. (N) (N)

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

NETWORK SERVICES

VOICE MAIL SERVICES

A. APPLICABILITY

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

B. TERRITORY

Exchange areas of all exchanges as shown on maps filed as part of the tariff Schedules.

C. REGULATIONS

1. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.

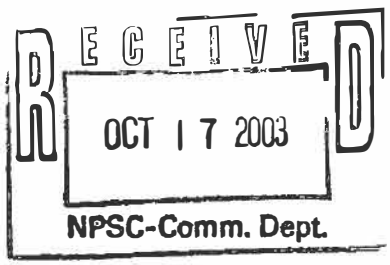
2. Voice Mail is subject to applicable service order charges.

3. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

D. DESCRIPTION

1. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.

2. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.



* Rates and regulations formally found on this sheet can now be found on Sheet 101.

NETWORK SERVICES

VOICE MAIL SERVICES

D. DESCRIPTION (Continued)

3. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

A. Frontier Residential Essentials Voice Mail* (T)

No passcode is required when dialing from home. Messages begin to play immediately with no action required by subscriber. All messages are saved after they are played. Subscriber can interrupt playing of messages to replay or delete at any time. At the end of playing all messages the subscriber is prompted to press * for more options.

Includes the following features:
- Maximum Greeting Length: 60 seconds
- Message Capacity: 10
- Maximum Message Length: 60 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification(1): Stutter dial tone or visual light or both
- Voice Mail Call Fwd Busy/No Answer
- Message Scanning

B. Frontier Residential Basic Voice Mail

Includes the following features:
- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification(1): Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy No Answer
- Busy Greetings
- Web Portal Access

Note 1:Visual MWI is offered only where technically available.
* This service is grandfathered. This service is limited to existing customers at existing locations. (N) (N)

RECEIVED
FEB 16 2010
NPSC-Comm. Dept.

ISSUED: February 16, 2010 **EFFECTIVE: March 1, 2010**

Jack D. Phillips
State Regulatory Affairs Director

NETWORK SERVICES

VOICE MAIL SERVICES

D. DESCRIPTION (Continued)

3. Frontier Residential Mailbox Packages

C. Frontier Residential Deluxe Voice Mail

Includes the following features:

(C)

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging (1)
- Message Notification(2): Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy No Answer
- Busy Greeting (C)
- Call Return/Live Reply (N)
- Web Portal Access (N)

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: Visual MWI is offered only where technically available.

RECEIVED
NOV 21

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

3. Frontier Residential Mailbox Packages (Continued)

D. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features: (C)

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per sub mailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mail to Mailbox Messaging[1]
- Message Notification[2]: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy No Answer
- Busy Greetings (busy and no answer) (C)
- Call Return/Live Reply (N)
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes (N)

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: Visual MWI is offered only where technically available.

NOV 21

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

4. Frontier Residential Voice Mail – Optional Applications

- Unified Messaging

  This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling. Customers will also get the ability to forward voice mail message to an email address and have a personal address book.

- Alternate ID

  Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

5. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

A. Frontier Business Essentials Voice Mail* (T)

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 15
- Maximum Message Length: 90 seconds
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification(1): Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Conditional Greeting
- Message Scanning

* This service is grandfathered. This service is limited to existing customers at existing locations. (N) (N)

RECEIVED
FEB 18 2010
NE Public Service Comm. Dept.

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

5. Frontier Business Mailbox Packages (Continued) (T)

B. Frontier Business Basic Voice Mail

Includes the following features:

(C)

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging[1]
- Message Notification[2]: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/ No Answer
- Busy Greeting
- Extended Absence Greeting (C)
- Web Portal Access (N)

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: Visual MWI is offered only where technically available.

RECEIVED
NOV 21

NE PSC-Comm. Dept.

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

5. Frontier Business Mailbox Packages (Continued) (T)

C. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds (C)
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging[1]
- Message Notification[2]: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/ No Answer (C)
- Busy Greetings (N)
- Extended Absent Greeting (N)
- Call Return/Live Reply (N)
- Web Portal Access

D. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer. (D) (N) (N)

NOV 21

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: Visual MWI is offered only where technically available.

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

5. Frontier Business Mailbox Packages (Continued) (T)

E. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

(C)
- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging[1]
- Message Notification[2]: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting (C)
- Web Portal Access (N)
- Up to five Sub Mailboxes (N)

Note 1: This feature works within Frontier Voicemail box's on the same platform.
Note 2: Visual MWI is offered only where technically available.

RECEIVED
NOV 21
Comm. Dept

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

5. Frontier Business Mailbox Packages (Continued) (T)

F. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. (D) (D) (D)

Includes the following features:

- Call Routing to voice mailbox (D)
- Call Forward Busy No Answer[(1)]

Note 1: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

6. Frontier Business Voice Mail – Optional Applications

1. Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

(D)

2. Unified Messaging (N)

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling. Customers will also get the ability to forward voice mail message to an email address and have a personal address book. (N)

(D)

NETWORK SERVICES

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

7. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message. (D) (N)

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox. (N) (D)

Extended Absence Greeting: Plays when a subscriber is out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message. (N) (N)

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists. (D) (D) (D)

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations. (N) (N)

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain. (D) (D)

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

RECEIVED
NOV 21
Comm. Dept.

Jack D. Phillips
State Regulatory Affairs Director

VOICE MAIL SERVICE

D. DESCRIPTION (Continued)

7. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages. (D)

(D)

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows a subscriber to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. The subscriber can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring. (C)

(C)

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved, deleted. Ability to manage voice mail settings and Pin via the Web. (D) (N)

(N)

(D)

NETWORK SERVICES

VOICE MAIL SERVICE

E. RATES AND CHARGES

1. The following monthly rates are in addition to any applicable charges for main telephone service:

	Monthly Charge	
Frontier Residential Packages		
-Frontier Essentials Voice Mail*	10.50	(I)
-Frontier Basic Voice Mail	12.49	(I)
-Frontier Deluxe Voice Mail	14.49	(I)
-Frontier Deluxe Voice Mail with Subs	14.49	(I)
Frontier Business Packages		
-Frontier Essentials Voice Mail*	7.95	
-Frontier Basic Voice Mail	10.49	
-Frontier Basic Voice Mail with Subs	12.99	
-Frontier Deluxe Voice Mail	13.99	
-Frontier Basic Voice Mail when Ordered with Feature5 Pack*	3.00	
Optional Applications		
-Frontier Announcement Only Mailbox	7.99	
-Frontier Message Routing	10.49	
Add-On Feature		
-Alternate ID(1)	5.00	
-Unified Messaging – Residential	2.49	
-Unified Messaging – Business	4.49	

Note: (1) Per each additional set of 3 numbers.

* This service is grandfathered. This service is limited to existing customers at existing locations.

Received by NPSC
05/08/2025

NETWORK SERVICES

VOICE MAIL SERVICE

E. RATES AND CHARGES (Continued)

2. The following monthly rates are in addition to any applicable charges for main telephone service:

Business Voice Mail Term and Volume Discounts

Quantity	Tier	0 Months	1 Year	2 Years	3 Years
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	$ 3.00 (VDT10)	$ 5.00 (VDT11)	$ 7.00 (VDT12)	$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the tariff rate for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

RECEIVED
OCT 17 2003
NPSC-Comm. Dept.

Versaline℠ Service Term Contracts – Frontier Business Basic Voice Mail Option

	6 Mos.	12 Mos.	24 Mos.	36 Mos.
Monthly Credit	$.95	$1.95	$2.45	$2.95
Billing Code	VERVM	VERV1	VERV2	VERV3

Frontier Feature5 Pack℠ - Frontier Business Basic Voice Mail Option

	Monthly Rate	Billing Code
Basic Voice Mail	$3.00	5VMB1

Note: The minimum charge for services provided is one month.
*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

NETWORK SERVICES

VOICE MAIL SERVICE

F. SPECIAL CONDITIONS

1. Voice Mail service requires a touch-tone (dual tone multi-frequency DTMF) compatible telephone set.

2. Rotary hunting services may not be compatible with Voice Mail service.

3. Partitioning of Voice Mail mailboxes into sub-mailboxes does not increase the storage capacity of the Voice Mail mailbox. Partitioning subdivides the storage capacity of the mailbox.

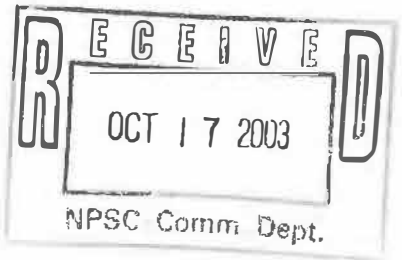
4. Voice Mail service may be offered to a customer as a stand-alone service and can be provisioned without requiring the customer to subscribe to local exchange service.

5. Some operating conditions, facilities restrictions and limitations may prevent Wake-Up/Reminder from activating at the precise time designated by the subscriber.

6. The number out-dialed for pager notification, Constant Touch, Wake-Up Service, Operator Revert or Special Delivery is restricted to local or toll free calls only.

7. Visual MWI is offered only where technically available. Purchase of additional equipment may be required.

8. Alternate ID mapping functionality by numbers outside of local calling area is subject to customer's LD carrier having SS7 capability.



NETWORK SERVICES

EMERGENCY CONFERENCE SERVICE (FIREBAR) (M)

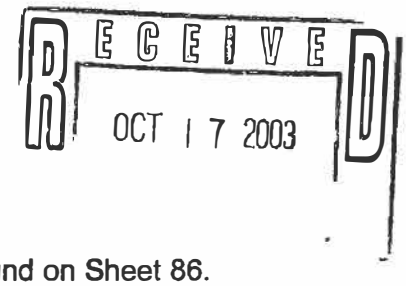
A. GENERAL

Emergency Conference Service or fire call service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which an announcement may be made to several stations simultaneously.

B. RATES

The following rate is applicable:

	BILLING CODE	MONTHLY RATE	
Fire Reporting Systems, per station connection	91120	$2.25	(M)



* Rates and regulations found on this sheet previously were found on Sheet 86.

WIDE AREA TELEPHONE SERVICE* (C)

TABLE OF CONTENTS

	Sheet No.
Table of Contents	1
Wide Area Telephone Service	2
Statement	2
Concurrence In Rates & Charges of U S WEST Communications	2
Liability Of The Company	2
Special Promotions-Custom 800 Service	2

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

Received by NPSC
08/05/2020

WIDE AREA TELEPHONE SERVICE* (C)

A. STATEMENT

1. This class of service will be furnished insofar as the ability and facilities of this Company permit in accordance with the following concurrence and statement of liability.

B. CONCURRENCE IN RATES & CHARGES OF U. S. WEST COMMUNICATIONS, INC.

1. The Company concurs in the rates and regulations governing Wide Area Telephone Service as filed by U. S. West Communications, Inc. with the Nebraska Public Service Commission.

The Company concurs in U. S. West Communications, Inc. 800 ServiceLine offering with the exception of the provision of Call Detail billing and that the Company will offer this service as Custom 800 Service.

2. The Company extends this concurrence to any and all charges which may be made subsequent to this date by U. S. West Communications, Inc.

3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears that such cancellation is to the best interest of the Company but only after compliance has been made with such orders of the Nebraska Public Service Commission as may be required in lieu of such cancellation.

C. LIABILITY OF THE COMPANY

1. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of such service.

D. SPECIAL PROMOTIONS

1. Custom 800 Service

a. At various times throughout the year, the Company may propose to offer a special promotion in various exchanges equipped to provide Custom 800 Service, in order to increase the number of customers in service. The Company will notify the Commission in advance of these promotions and obtain their approval.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

Received by NPSC
08/05/2020

CITIZENS DIGITAL CENTREX (CDC)

TABLE OF CONTENTS

	Sheet No.	
Additional Telephone Numbers	10	(N)
Analog CDC and Digital (ISDN) CDC Service Rates	50	
Analog CDC Service Rates	44	
Billing Regulations	7	
CDC Feature Descriptions	20	
Digital (ISDN) CDC Feature Descriptions	34	
Digital (ISDN) CDC Service Rates	47	
Digital (ISDN) Citizens Centrex Access	9	
Feature Matrices	14	
Feature Packages	11	
Features Offered	11	(N)
General	2	
Individual Line Loop Extension	10	(N)
Nonrecurring Charges and Waivers	43	
Rates and Charges	42	
Rating Example	42	
Regulations	2	(N)
Special Promotions	2	
Subsequent Additions, Deletions and Changes	8	(N)
Table of Contents	1	
Termination Liability	9	(N)

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CENTREX (CDC)

A. GENERAL

CDC Service is an exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) CDC is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and intrasystem communication features. A CDC system may not be provided for stand alone service; that is, access to the Company's exchange network must be provided. (N)

The Company will determine the central office configuration required to conform to Company standards. Any deviations will be handled on an individual case basis and charged accordingly.

Rates and charges in this tariff contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, rates and charges will be determined on an individual case basis in addition to those shown herein. (N)

SPECIAL PROMOTIONS

a. At times throughout the year, the Company may offer alternative special promotions in various exchanges equipped to provide CDC. The Company will notify the Public Service Commission in advance of these promotions.

B. REGULATIONS (N)

1. The availability of services and ability to provide services may vary among serving central offices. CDC/Digital (ISDN) CDC Service is available where central office and operating facilities and conditions permit. Digital (ISDN) CDC Circuit Switched Data (CSD) calls are provided on a usage basis. Customer provided equipment used in conjunction with services provided in this tariff must conform with the technical specifications of the Company.

2. The Company may change telecommunications services, equipment operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If the changes cause customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

3. The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the CDC/Digital (ISDN) CDC Service Features and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud. (N)

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

B. REGULATIONS (Cont'd)

4. A minimum of two (2) CDC (Analog or Digital) Service lines are required. Customers with requirements of more than 200 service lines will have all rates and charges determined on an Individual Case Basis (ICB).

5. One directory listing is provided without charge for each CDC/Digital (ISDN) group. Additional directory listings may be provided to the customer at the regular business additional listing rate in Section 2 of the General Exchange Tariff.

6 Analog CDC Service lines are loop start. Neither Analog CDC nor Digital (ISDN) CDC lines may terminate on PBX/PABX or equivalent customer groups.

7. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

8. Rotary dial stations may not be capable of accessing all CDC Service features.

9. An Analog CDC line may be extended to a location outside the same continuous property of the CDC customer to any location. Mileage Charges, as set forth in the General Exchange Tariff, will apply to such off-premises extension lines. Such charges shall be measured from the location of the serving host central office or from a serving remote unit, if applicable, whichever is closer, to the off-premises location.

10. Where the CDC/Digital (ISDN) CDC station line is located in a different central office area of the serving exchange Mileage Charges Intra-Exchange, as set forth in the General Exchange Tariff, are applicable per CDC line served from the foreign central office.

11. When Digital (ISDN) CDC is desired at a customer location that is not an ISDN capable central office, the service will be provisioned from a central office that can support Digital (ISDN) CDC Service. If that central office is within the same serving exchange as the customer, mileage charges are NOT applicable.

12. If Digital (ISDN) CDC Service must be provisioned as Foreign Exchange service, the FX rates as set forth in this tariff and the General Exchange Tariff are applicable on a per channel basis. The FX rates are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

B. REGULATIONS (Cont'd)

13. If Digital (ISDN) CDC Service is available from the customer's serving central office or from a central office within the customer's serving exchange, a customer must accept service from that central office; foreign exchange service is not an option.

14. CDC/Digital (ISDN) CDC Service is provided to an ISDN Business Group wholly within the same serving wire center only. ISDN customers served from the same ISDN switch, but separate wire centers, are not considered to be a single business group. A separate wire center is defined by the assignment of separate NXX Codes for a serving area.

15. Private lines for direct connections between CDC/Digital (ISDN) CDC systems and other systems are provided primarily for communication between stations of the two systems. Private line charges from the General Exchange Tariff are applicable.

16. Digital (ISDN) CDC Services are digital, business system exchange services, which include station connections and network access which may be an alternative to or in conjunction with CDC services.

17. Each Digital (ISDN) CDC Line provides a digital ISDN-BRI local loop access which includes two 64 kilobits per second (Kbps) channels and one 16 kilobits per second channel. The 64 Kbps channels are called B-Channels and the 16 Kbps channel is called the 0-Channel.

18. Digital (ISDN) CDC Line is a service which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) CDC line element is required for each digital local loop; this element provides any configuration of the basic elements and counts as two stations for calculating facility group sizing.

19. Each Packaged Service is associated with a digital local loop, not with a channel.

20. A customer may select only one analog CDC Feature Package per customer group and one digital CDC Voice package per customer group. Digital (ISDN) CDC Data Feature packages are selected on a per line basis.

21. Each digital local loop within a business system may be uniquely arranged. Configurations may consist of a Packaged Service with two B-Channels or with two B-Channels and one D-Channel.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

B. REGULATIONS (Cont'd)

22. The B-Voice/Circuit Switched Data (CSD) Channel option (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

23. Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 Kbps).

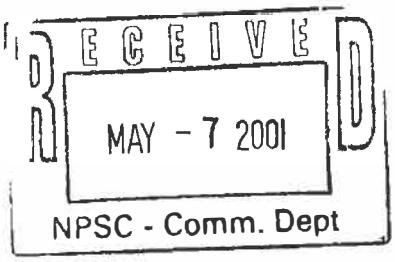
24. Data sent to locations in other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges and conditions specified by the Company's tariffs, where 64 kbps is offered.

25. The D-Packet Switched Data Channel allows transmission of packet switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

26. Customer requested temporary disconnections (e.g., vacation service) of Digital (ISDN) CDC services are not permitted.

27. A change in service from analog CDC Service, from Digital Channel Service or from a basic exchange service to Digital (ISDN) CDC service is a discontinuation of service and establishment of service. The change will cause a temporary interruption of service. (Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) CDC services will apply.)

28. If remote units are required to provide switching capabilities for intracommunications purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with CDC/Digital (ISDN) CDC are provided by and remain the property of the Company.



CITIZENS DIGITAL CENTREX (CDC)

B. REGULATIONS (Cont'd)

29. Suitable and sufficient space for any remote unit required shall be leased by the company from the customer. Suitable space includes provisions for atmospheric control and encompasses the following environments requirements:
- dust free,
- controlled temperatures ranging from 50 degrees to 86 degrees
- Fahrenheit, with consideration to heat loss and/or gain of the equipment,
- Relative humidity of 20% minimum and 55% maximum.

If required, commercial power necessary to operate the remote units shall be provided by the customer and located on the customer's premises.

30. CDC Digital (ISDN) CDC CLASS

Custom Local Area Signaling Service (CLASS) is a group of CDC/Digital (ISDN) CDC Service features offered to customers subscribing to CDC/Digital (ISDN) CDC local exchange service.

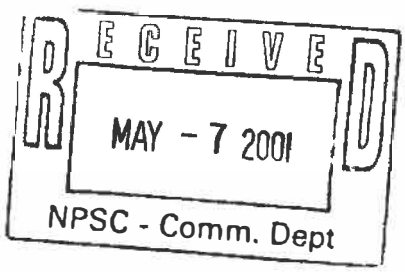
The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the CDC/Digital (ISDN) CDC Service is initially established.

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

In order to subscribe to CDC/Digital (ISDN) CDC CLASS, the customer must also subscribe to at least CDC/Digital (ISDN) CDC Feature Package 1000 for analog CDC Stations and a B-Channel configuration with voice on Digital (ISDN) CDC.



CITIZENS DIGITAL CENTREX (CDC)

C. BILLING REGULATIONS

1. CDC/Digital (ISDN) CDC Service is offered from this tariff in increments intended to meet end-user capacity requirements. Rates listed in the Rates and Charges section of this tariff are applicable for CDC/Digital (ISDN) CDC Service based on individual end-user customer configuration.

2. To qualify for quantity discounts, CDC service equipped lines must primarily terminate at a single designated location of the customer of record. In those instances where a service configuration results in more than 30% of the lines terminating at a remote location of the customer of record within the coverage area of the Central Office, the service must be offered pursuant to contract to account for cost considerations. Customer of record does not apply to an entity reselling this service. In resale scenarios, the lines must terminate at the primary single location of the customer with identical pricing and costing rules as applicable to end user customers of record.

3. CDC Service is offered on a contractual basis starting on the date service is established.

4 Digital (ISDN) requires a minimum service period of three months when the month-to-month payment option is chosen.

5. Due to the Company's method of provisioning ISDN, a single ISDN switch may provide dial tone to customers served from numerous wire centers in various exchanges. All Digital (ISDN) Accesses within a business group must be served from the same wire center. ISDN Access lines served from the same switch but NOT the same wire center are not considered as part of the same business group.

6. One bill will be rendered for each CDC/Digital (ISDN) CDC Service system. Separate bills are rendered monthly for Special Service access lines.

7. CDC/Digital (ISDN) CDC Service Line and Feature Package rates apply each month from the time the system is placed into service until the CDC/Digital CDC (ISDN) Service is discontinued.

8. CDC Service system lines are not subject to Local Exchange Service rates set forth in Section 1 of the General Exchange Tariff.

9. EAS charges are applied on a per trunk basis (e.g., per the number of network accesses), at the business rate, as set forth in Section 1 of the General Exchange Tariff.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

D. SUBSEQUENT ADDITIONS, DELETIONS AND CHANGES

1. Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract. When an existing subscriber paying month-to-month rates converts to a contracted rate, no nonrecurring charges shall apply provided the following conditions are met:

   There are no moves, changes or additions to existing stations or optional features requested by the subscriber.

2. Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as specified under E. Termination Liability, following. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

3. If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to Feature Package 2000, from Feature Package 3000 to Feature Package 2000, etc.), the customer's existing new contract rate will apply for the duration of the contract period. DataBase Program charges will also apply.

4. The contract period for CDC/Digital (ISDN) CDC Optional Features is based upon the initial contract period for the CDC/Digital (ISDN) CDC Customer Group. Subsequent additions of Optional Features will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

E. TERMINATION LIABILITY

1. In the event CDC/Digital (ISDN) CDC Service is terminated by the customer prior to completion of the initial 12, 36 or 60 Month Contract period, the customer shall be liable for the Termination Liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

Termination Liability Charge	=	25% X (number of lines terminated	X Monthly Rate per line	X number of remaining months)

2. In the event the customer reduces the number of (ISDN) CDC lines initially contracted termination liability is applicable and will be in the above paragraph, based upon the number of CDC/Digital by 0% or more, calculated as stated lines terminated.

3. A CDC/Digital (ISDN) CDC customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period,
- Nonrecurring charges will not be reapplied,
- The new contract period begins with the first billing date following the renewal,
- Termination charges will not apply for the former contract period.

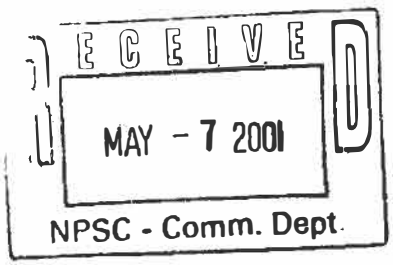
F. DIGITAL (ISDN) CITIZENS DIGITAL CENTREX ACCESS

1. Digital (ISDN) Access provides support for connection from one to eight terminals belonging to the same customer on an individual local line.

2. Only one user will be connected to each B-Channel. Other users on the same digital local loop can access only the D-Channel.

3. Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

4. A maximum of eight terminals belonging to the same customer are permitted per Digital CDC line.



CITIZENS DIGITAL CENTREX (CDC)

G. ADDITIONAL TELEPHONE NUMBERS

Up to two primary telephone numbers are provided with each activated Digital (ISDN) CDC line, one for each of the two (2) channels. If more than two (2) telephone numbers are required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates in Section 2 of this Tariff.

H. INDIVIDUAL LINE LOOP EXTENSION

1. Digital (ISDN) CDC Individual Line Loop Extension provides a physical extension of the Digital (ISDN) CDC loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

2. The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34 dB loss at 40 kHz in either direction of the field repeater is acceptable. With the GTE engineering practice of maximum loss for the Digital (ISDN) CDC loop to be 38 dB at 40 kHz, it is assumed, if the customer's distance could exceed the 38 dB for standard installation, the U-Repeater would be mounted within the stated range of 34 dB and the customer's length would be extended another 34 dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) CDC line.

3 The customer's network access line is preengineered to determine when the U-Repeater/power module are required. The customer will not be charged the Digital (ISDN) CDC Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Digital (ISDN) CDC Services.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED

1. Feature Packages

Analog CDC Service offers Feature Packages 1000, 2000, 3000, or CDC CLASS Package, and Optional Line and System Features at the rates and charges set forth in this tariff. Feature capabilities may vary depending on the host central office equipment.

In addition, Digital (ISDN) CDC Service offers ISDN Station MBKS Basic, MBKS Deluxe and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages, X.25 Basic and Deluxe Packages, and Optional Line and System Features at the rates and charges set forth in the tariff. Feature capabilities may vary depending on the host central office equipment.

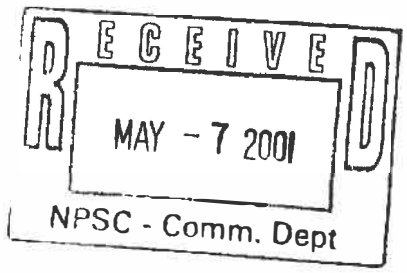
Analog CDC Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling.

Digital (ISDN) CDC Service Basic Operating Features: Direct Inward Dialing/Direct Outward (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Calling Number Identification Delivery.

CDC Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable, Customer Controllable Ringing), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number and Directory Number); Call Pick-Up (Extended, Direct, and Group), and Station Restriction.

CDC Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (Customer Group), and Uniform Call Distribution.

CDC Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forward, Within-Group Call Forward, and Speed Call 30 (Individual).



CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

1. Feature Packages (Cont'd)

CDC CLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.

Analog Attendant Feature Package - Access to Paging, Autodial, Automatic Recall, Busy Verification, Call Hold, Call Park, Call Selection, Camp On, Code Calling Line Termination, Conference, Console Activation of Call Forward, Console Test, Control of Trunk Group Access, Control of Virtual Facility Groups, Delayed Operation, Display of Queued Calls by ICI Key, Flexible Console Alerting, Interposition Calls, Locked-Loop Operation, Lockout, Multiple Listed Directory Numbers, Position Busy, Priority Console Alerting, Recorded Announcement, Secrecy, Serial Call, Speed Call, Transfer, Two-Way Split, Wildcard Key.

CDC Optional Customer Group Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional System), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Station Message Detail Recording, Attendant Identification -Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-Determined Night Answer, Attendant Universal Night Answer, Attendant Flexible Night Answer, Calling Number Identification, Cancel Calling Number Delivery per call or per line, Call Tracing and VIP Alert.

Digital (ISDN) CDC Multi-Button Key Set (MBKS) Basic Package: Analog Shared Directory Number, Automatic Call Back on Busy. Digital Data Intercom Dialing Call Alternation, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number, Privacy Release, Ring Again, Shared Call Appearances of Directory Number, Speed Calling, Station Restriction and Transfer.

Digital (ISDN) CDC Multi-Button Key Set (MBKS) Deluxe Package:
Digital (ISDN) CDC Multi-Button Key Set (MBKS) Basic Package plus Delayed Ringing, Initiated Priority Calling, Inspect, Intercom Alerting, Originating Priority Calling, Called Line Identification, and Incoming Priority Calling.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

1. Feature Packages (Cont'd)

Digital (ISDN) CDC Multi-Button Key Set (MBKS) 3000 Deluxe:
Digital (ISDN) CDC Multi-Button Key Set (MBKS) Deluxe Package plus Executive Busy Override, Incoming Call Forwarding, and Within Group Call Forwarding.

Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.

Data 2000 Package: Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List.

X.25 Basic Package: X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.

X.25 Deluxe Package: X.25 Basic Service plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.

2. Feature Matrices

The following feature matrices indicate the availability of feature with either Analog or Digital (ISDN) CDC Service.

a. Basic Operating Features	Analog	Digital
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ringing	X	X
Touch Call	X	X
Station-to-Station Calling	X	X
Calling Number Identification Delivery		X

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

b. Voice Packages and Features

Feature Name	Analog 1000	2000	3000	MBKS(1) Service/ Digital BASIC	DELUXE	3000 DELUXE
Call Alternation/Flip-Flop	X	X	X	X	X	X
Call Forwarding	X	X	X	X	X	X
Call Hold	X	X	X	X	X	X
Call Pick Up	X	X	X	X	X	X
Call Transfer	X	X	X	X	X	X
Call Waiting	X	X	X		X	X
Consultation Hold	X	X	X	X	X	X
Dial Call Waiting	X	X	X		X	X
Hunting	X	X	X		X	X
Last Number Redial (2)	X	X	X	X	X	X
Speed Calling 6 or 8	X	X	X	X	X	X
Station Restriction	X	X	X	X	X	X
Three Way Calling	X	X	X	X	X	X
Toll Restriction	X	X	X	X	X	X
Call Park		X	X	X	X	X
Automatic Call Back		X	X	X	X	X
Data Line Security (2)		X	X			
Saved Number Redial (2)		X	X			
Circular Hunting		X	X	X	X	X
Uniform Call Distribution Hunting		X	X	X	X	X
Multiple Classes of Service		X	X	X	X	X
Customer Group Speed Call 30		X	X	X	X	X

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) CDC line must subscribe to analog CDC voice feature packages, not Digital (ISDN) CDC MBKS Service feature packages.

(2) Not available on 5ESS type Central Office switches.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

b. Voice Packages and Features (Cont'd)

Feature Name	Analog 1000	2000	3000	MBKS(1) Service/ Digital BASIC	DELUXE	3000 DELUXE
Off-Hook Queuing		X			X	X
Individual Speed Call 30		X		X	X	X
Ringback Queuing		X			X	X
Basic Message Service (2)					X	X
Delayed and Abbreviated Ringing					X	X
Display for Ringing Call Appearance Only					X	X
Initiated Priority Calling					X	X
Inspect for ISDN Terminals (2)					X	X
Intercom Alerting					X	X
Originating Priority Calling					X	X
Outgoing Called Line ID for ISDN Terminals					X	X
Priority Calling Incoming Only					X	X

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) CDC line must subscribe to analog CDC voice feature package, not Digital (ISDN) CDC MBKS Service feature packages.

(2) Not available on DMS100 type Central Office switches.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

b. Voice Packages and Features

Feature Name	Analog 1000	Analog 2000	Analog 3000 CLASS	MBKS(1) Service/ Digital BASIC	MBKS(1) Service/ Digital DELUXE	MBKS(1) Service/ Digital 3000 DELUXE CLASS
Executive Busy Override	X			X		
Incoming Call Forwarding	X			X		
Within Group Call Forwarding	X			X		
Automatic Call Return		X				X
Automatic Busy Redial		X				X
Special Call Forwarding		X				X
Special Call Acceptance		X				X
Call Block		X				X
Special Call Waiting(2)		X				X
Conference Calling				X	X	X
Drop				X	X	X
Key System Coverage for Analog Lines				X	X	X
Manual Exclusion				X	X	X
Multiple Directory Number Buttons				X	X	X
Shared Call Appearances of Directory Numbers				X	X	X
Analog Shared Directory				X	X	X
Feature Function Buttons				X	X	X

RECEIVED
MAY - 7 2001
PSC - Comm. Dept.

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) CDC line must subscribe to analog CDC voice feature packages, not Digital (ISDN) CDC MBKS Service feature packages.

(2) Not available on 5ESS type Central Office switches.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

b. Voice Packages and Features (Cont'd)

Analog Attendant Feature Package

Access to Paging
Autodial
Automatic Recall
Busy Verification
Call Hold
Call Park
Call Selection
Camp On
Code Calling Line
Conference Calling
Console Activation of Call Forward
Console Test
Control of Trunk Group Access
Control of Virtual Facility Groups
Delayed Operation
Display of Queued Calls by ICI Key
Flexible Console Alerting
Interposition Calls
Locked- Loop Operation
Lockout
Multiple Listing Directory Numbers
Position Busy
Priority Console Alerting
Recorded Announcement
Secrecy
Serial Call
Speed Call
Transfer
Two Way Split
Wild Card Key

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

c. Data Packages and Features

Feature Name	Data 1000 Package	Data 2000 Package	X.25 BASIC	X.25 DELUXE
Data Speed Call - Short List	X	X		
Data Call Forward (1)	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Call Back (1)		X		
Data Circular Hunt (1)		X		
Data Group Speed Call 30		X		
Data Speed Call - Long List		X		
X.25 Flow control Parameters Negotiation			X	X
X.25 Incoming Calls Barred			X	X
X.25 Outgoing Calls Barred			X	X
X.25 Reverse Charge			X	X
X.25 Reverse Charge Acceptance			X	X
X.25 Throughput Class Negotiation			X	X
X.25 Transmit Delay Selection/Indication			X	X
X.25 Closed User Groups				X
X.25 Fast Select				X
X.25 Fast Select Acceptance				X
X.25 Hunt Groups				X
X.25 One-Way Outgoing Logical Channel				X
X.25 Permanent Virtual Circuit				X

(1) Not Available on DMS100 type Central Office Switches.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

2. Feature Matrices (Cont'd)

d. Optional Features

Feature Name	Analog	Digital
Additional Numbers	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID - Multiple Directory Numbers	X	
Attendant Mixed Night Answer	X	
Attendant Pre-Determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Route Selection	X	X
Call Tracing Service	X	X
Calling Number Identification Delivery	X	
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Call Access	X	
Conference Calling	X	X
Dictation Access and Control	X	
FX Access	X	X
Limited Automatic Call Distribution	X	
Music On Hold	X	X
Paging/Public Address Access	X	
Pilot Number of Hunt Groups	X	
Preferential Hunt	X	X
Priority Queuing	X	X
Proprietary Set Interface	X	
Recorded Announcement	X	X
Speed Call 30 (Customer Group)	X	X
Station Message Detail Recording	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Line Facility Access	X	X
T-1 Access	X	X
VIP Alert	X	X
WATS/800 Access	X	X

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions

a. CDC Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

b. Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. This feature also includes Customer Controllable Ringing. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

b. Feature Package 1000 (Cont'd)

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel – Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - The calling station automatically sends a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

b. Feature Package 1000 (Cont'd)

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available in 5ESS central office switching equipment only).

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5/DMS-100 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

c. Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5ESS central office switching equipment.)

Speed Call 30 (Customer Group - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

d. Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forwarding/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

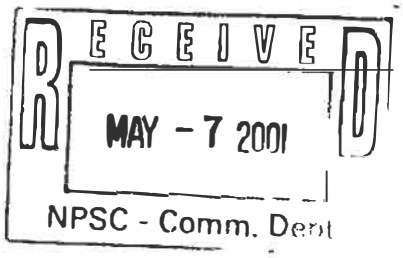
Call Forwarding/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The customer group sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Calling 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.



CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

e. CDC CLASS (CCLASS) Package

Automatic Busy Redial allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Call Return allows a customer to automatically return the last incoming call by feature activation, whether or not it was answered. If the line is busy, the call is queued for up to 30 minutes or until both numbers are idle. The customer is given an indication that the network will attempt to set up the call when the called line is idle. When the called line is free, the customer's line rings, then the other number rings. This feature will not return calls if the calling party has utilized Cancel Calling Number Identification Delivery service.

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

f. Analog Attendant Feature Package

Access to Paging This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - This feature permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - This feature allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - This feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - This feature allows manually on the loop by pressing a an Attendant to hold a call key.

Call Park - This feature allows the attendant to park against any directory number in the customer group.

Call Selection - This feature enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type
- by manually selecting a specific incoming call type.

Camp-On: This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

f. Analog Attendant Feature Package (Cont'd)

Code Calling Line Termination - With this feature, the Attendant can access customer provided code-call equipment using an access code and a called party code.

Conference - This feature allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward - This feature allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - Allows attendant to test the functional operations of a console.

Control of Trunk Group Access - This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

Control of Virtual Facility Groups - This feature allows the attendant to control the access of all stations and incoming trunks to VFGs by a single key.

Delayed Operation - This feature allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of queued Calls by ICI Key - This feature provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - Allows an attendant to be alerted to a call requiring attention.

Interposition Calls - This feature allows an attendant to call, speak to, and transfer a call to another attendant.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

f. Analog Attendant Feature Package (Cont'd)

Locked-LOOP Operation - This feature allows an attendant to hold a call on loop. Attendant Locked Loop Operation consists of two hold types, manual and automatic. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type, -
- by manually selecting a specific incoming call type.

Lockout - Prevents the attendant from re-entering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers - Each directory number is assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - This feature allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - This feature allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement - This feature permits the routing originated or extended attendant announcement.

Secrecy - This feature allows the attendant party to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

g. CDC Optional Customer Group Features

The features below can be ordered individually at the rates and charges set forth in this tariff.

Additional Numbers - A software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three additional CDC Service lines. Available where technology exists.)

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data Link Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during non business hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during non business hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

g. CDC Optional Customer Group Features (Cont'd)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

Automatic Line Provides automatic placement of a call to a preselected directory number when the call's origination is detected. No dialing is required by the calling party to complete the call. The service may be used for intraoffice or interoffice calls. This feature does not affect termination to the line.

Automatic Route Selection CARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

Call Tracing Service allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s).

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

g. CDC Optional Customer Group Features (Cont'd)

Calling Number Identification Delivery (CNID) provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Calling Number Identification Delivery feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. This is an option available on Analog CDC. Digital (ISDN) CDC Service offers CNID as a part of the basic service.

All customer provided equipment used to interface with Calling Number Identification Delivery must be connected in accordance with the provisions of the Federal Communications Commission 5 Registration Program. Any intent to resell name(s) and or number(s) that is a result of Calling Number Identification Delivery service is prohibited.

Cancel Calling Number Identification Delivery - Per Call provides free per call blocking in exchanges where Calling Number Identification Delivery is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Calling Number Identification Delivery - Per Call activation code prior to placing the call.

Cancel Calling Number Identification Delivery - Per Line provides free per line blocking in exchanges where Calling Number Identification Delivery is offered by the Company. This service prevents the delivery of customer's telephone number to the called party. A CCNID - Per Line customer has the option of deactivating CCNID and forwarding their telephone number on a per call basis by dialing the code *82 prior to placing a call.

Code Call Access - Provides access to customer provided code calling signaling devices.

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

RECEIVED
MAY 7 2001
PSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

g. CDC Optional Customer Group Features (Cont'd)

Data Closed User Group) permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

FX Access - Connects to foreign exchange line facilities.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

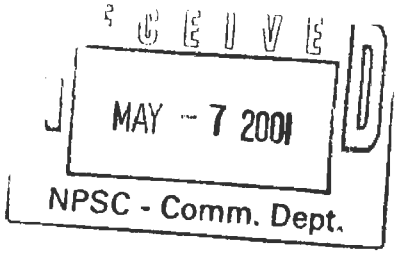
Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.



CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

3. CDC Feature Descriptions (Cont'd)

g. CDC Optional Customer Group Features (Cont'd)

Speed Call 30 (Customer Group) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and two digits.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another Centrex, PBX or similar facility.

T1 Access - Allows a CDC customer to access a dedicated digital facility.

VIP Alert Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

WATS Access - Allows a CDC customer to access WATS for bulk toll calling.

800-Service Access - Allows 800 Service Access to terminate in the CDC Service System.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions

General Definitions:

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet. A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel) A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN-BRI) CDC CDC Service provided by ISDN-BRI.

Integrated Services Digital Network (ISDN) A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

IntraSystem Caller ID A function which allows a station within a system to identify a caller calling from another station within the same system.

Kbps Kilobits Per Second.

Mbps Megabits Per Second.

Multi-Button Key Set (MBKS) Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

General Definitions:

Multipoint - any digital local loop supporting more than one user.

User A member of a business system.

a. Multi-Button Key Set (MBKS) Basic Package

Automatic Callback on Busy allows the user to activate Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the caller. When the caller goes off-hook, the call is placed.

Call Alternation See CDC Feature Package 1000.

Call Forwarding allows a user to forward calls to a specified number.

Call Pickup allows a user to pick up a call directed to another station in the customer group.

Conference Calling allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without typing up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

a. Multi-Button Key Set (MBKS) Basic Package (Cont'd)

Manual Exclusion allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Speed Calling (Also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed calling lists are available. The Speed Calling Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the BRCS feature, the service providers can define list sizes and up to three digit access codes.

Station Restriction See CDC Feature Package 1000.

Transfer allows the MBKS set user to transfer a call to another Directory Number in the customer group by pressing the transfer button, dialing the Directory Number, and pressing the button again.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

a. Multi-Button Key Set (MBKS) Deluxe Package

Includes Multi-Button Key Set (MBKS) Basic Package, plus:

Called Line Identification (CLID) provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The CLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Delayed and Abbreviated Ringing alerts MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

RECEIVED
MAY 7 2001
...Com Dei

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

a. Multi-Button Key Set (MBKS) Deluxe Package (Cont'd)

Outgoing Called Line Identification for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

c. Multi-Button Key Set (MBKS) 3000 Package

Includes Multi-Button Key Set (MBKS) Package plus:

Call Forwarding/Incoming - See CDC Feature Package 3000

Call Forwarding/Within Group - See CDC Feature Package 3000

Executive Busy Override - See CDC Feature Package 3000

d. Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another Telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

e. Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Calling 30 permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

f. X.25 Basic Package

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughout Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

I. FEATURES OFFERED (Cont'd)

4. Digital (ISDN) CDC Feature Descriptions (Cont'd)

g X.25 Deluxe Package

Includes X.25 Basic Package, plus.

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

h. Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES

1. Rating Example

Monthly rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Arrangements exceeding 200 lines will be offered on an individual case basis. The following rates apply during the contract period and until the service is discontinued.

Example:

Customer requests 50 stations split evenly between Analog CDC and Digital (ISDN) CDC, 12-month contract.

25 Analog stations = 25 Analog lines
25 Digital (ISDN) stations = 25/2 = 12.5 = 13
Digital (ISDN) lines
[Each Digital (ISDN) CDC supports 2 stations)

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Contract (26-50 lines) Analog =
($ 12.00/line) x (25 lines) = $ 300.00

12-Month Contract (26-50 lines) Digital =
($ 25.50/line) x (13 lines) = $ 331.50

Other rate elements will apply as required.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

2. Nonrecurring Charges and Waivers (1)

a. For initial orders only, if a customer signs a contract for 36 months or longer Nonrecurring Charges as found following will be waived.

b. For initial orders only, if a customer signs a contract for 12 months 50% of the Month-to-Month Nonrecurring Charges as found following will be waived.

c. Month-to-month customers will be charged the full amount of any Nonrecurring Charges as found following.

d. Subsequent orders to the initial contract for all line sizes will be charged the full amount of Nonrecurring Charges as found following.

(1) Service Ordering Charges as found in Section 2 are in addition to Nonrecurring Charges found for CDC/Digital (ISDN) CDC Service and are not part of the applicable waivers stated above.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

3. Analog CDC Service

Rates Limited to Existing Customers

a. The following Billing Codes and rates are limited to existing customers at their existing locations as of the effective date of this tariff:

		BILLING CODE	MONTHLY RATE
(1)	Month-to-Month Contract		
(a)	3-25 lines, per line	--	$11.00
(b)	26-50 lines, per line	--	10.00
(2)	12 Month Contract		
(a)	51-100 lines, per line	--	9.50
(b)	101-200 lines, per line	--	9.00
(3)	36 Month Contract		
(a)	51-100 lines, per line	--	8.50
(b)	101-200 lines, per line	--	8.00

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept.

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

3. Analog CDC Service (Cont'd)

b. The following line rates apply during the contract period and until the service is discontinued. (1):

	MONTHLY RATE(2)		BILLING CODE	NON RECURRING CHARGES (3)
Month-to-Month Contract				
2 – 25 Lines, per line	$ 25.00	(I)	--	$ 12.00
26 – 50 Lines, per line	12.50		--	12.00
12 Month Contract				
2 – 25 Lines, per line	14.75		--	12.00
26 – 50 Lines, per line	12.00		--	12.00
51 – 100 Lines, per line	11.75		--	12.00
101 – 200 Lines, per line	11.50		--	12.00
36 Month Contract				
2 – 25 Lines, per line	14.25		--	12.00
26 – 50 Lines, per line	11.50		--	12.00
51 – 100 Lines, per line	11.25		--	12.00
101 – 200 Lines, per line	11.00		--	12.00

(1) In addition to Analog CDC Service line rates, Extended Area Service and Network Access Register (NAR) rates apply as specified in J.5.a. and J.5.b. following as well as Feature Package rates as specified in J.3.c.

(2) Does not include FCC Subscriber Line Charge. Refer to Citizens' FCC No. 1 Tariff, Section 4.8.4.

(3) Refer to 3.2. for reduction or waiver of Nonrecurring Charges and associated Billing Code Service Ordering Charges as found in Section 2 apply in addition to the Nonrecurring Charges listed.

Received by NPSC
01/05/2024

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

4. Analog CDC Service (Cont'd)

c. Feature

In addition to the contract rates as set forth in J.3.b., the following rates and charges apply and charges apply to the provision of CDC Service.

1) One of the following Feature Packages apply per line for as long as the system is in service.

		MONTHLY RATE	BILLING CODE
(a)	Feature Package 1000, per line (1)	$ 1.50	--
	Feature Package 2000, per line (1)	2.20	--
	Feature Package 3000, per line (1)	2.55	--
(b)	Feature Package 1000, per line	2.00	--
	Feature Package 2000, per line	2.50	--
	Feature Package 3000, per line	3.00	--

2) Optional Feature Package

(a)	CCLASS Feature Package(2)		
	2-25 lines, per line	$ 5.00	--
	26-50 lines, per line	4.50	--
	51+ lines, per line	4.00	--
	System Maximum	400.00	--
(b)	Analog Attendant Feature Package, per line	75.00	--

(1) Feature package rates are limited to existing customers at their existing locations as of the date of this tariff.
(2) May apply to either Analog CDC or Digital (ISDN) CDC Service.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

4. Digital (ISDN) CDC Service

a. The following line rates apply during the contract period and until the service is discontinued (1):

	MONTHLY RATE (2)	BILLING CODE	NON RECURRING CHARGES (3)
Month-to-Month Contract			
2 – 25 Lines, per line	$ 32.50	--	$ 70.00
26 – 50 Lines, per line	26.00	--	70.00
12 Month Contract			
2 – 25 Lines, per line	29.00	--	35.00
26 – 50 Lines, per line	25.50	--	35.00
51 – 100 Lines, per line	24.80	--	35.00
101 – 200 Lines, per line	24.55	--	35.00
36 Month Contract			
2 – 25 Lines, per line	28.50	--	-
26 – 50 Lines, per line	25.00	--	-
51 – 100 Lines, per line	24.60	--	-
101 – 200 Lines, per line	24.35	--	-
a. Individual Line Loop extension	42.00	--	50.00

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

1) In addition to Digital (ISDN) CDC Service Line rates, Extended Area Service and Network Access Register (NAR) rates apply as specified in J.5.a. and J.5.b. following as well as Feature Package rates as specified in J.4.d. following.
(2) Does not include FCC Subscriber Line Charge. Does not include FCC Subscriber Line Charge. Refer to Citizens' FCC No. 1 Tariff, Section 4.8.4.
(3) Refer to J.2. for reduction or waiver of Nonrecurring Charges and associated Billing Code. Service Ordering Charges as found in Section 2 apply in addition to the Nonrecurring Charges listed.

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

4. Digital (ISDN) CDC Service (Cont'd)

a. Channel Capability

With each Digital (ISDN) CDC Service line, the customer has two B-Channels and one D-Channel. The following options apply.

	MONTHLY RATE (2)	BILLING CODE	NON RECURRING CHARGES (3)
1) B-Channels			
-B-Voice Per Line	$ 4.00	--	--
B-Voice/Circuit Switched Data (1) Per Line	14.50	--	--
B-Packet, Per Channel	(2)	--	(2)
2) D-Channel			
D-Packet Per Channel	5.00	--	--

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

(1) Usage rates as shown in Section 7 under Switched Data for all local originating circuit switched data calls.
(2) Provided on an Individual Case Basis (ICB).

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

4. Digital (ISDN) CDC Service (Cont'd)

c. Feature Package Rates (1)

	MONTHLY RATE (2)	BILLING CODE	NON RECURRING CHARGES	BILLING CODE
1) MultiButton Key System Packages				
MBKS Basic, per line	$ 6.00	--	$ 25.00	--
MBKS Deluxe, per line	8.00	--	25.00	--
MBKS 3000 Deluxe, per line (2)	11.00	--	5.00	--
2) Packet Switching				
x.25 Basic	--	--		
x.25 Deluxe Package	5.00	--	15.00	--
3) Data Packages				
Data 1000 Package	3.00	--	15.00	--
Data 2000 Package	5.00	--	15.00	--
d. Optional Individual Features				
1) Data Closed User Group	1.00	--	--	--
2) Data Direct Connect	1.00	--	--	--

RECEIVED
MAY 7 2001
NPSC - Comm. Dept.

(1) Charges for all Feature Packages are applicable, per ISDN Access.
(2) Rates equal the combined rates for the CDC 3000 Package and the MBKS Deluxe Package. If a customer orders Digital (ISDN) CDC and chooses an analog phone option, one voice feature package will apply per channel.

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

5. Analog CDC and Digital (ISDN) CDC Service

a. Extended Area Service (EAS) Additive

An EAS additive is to be applied on a per Network Access Register basis. The rate additives are found under Local Exchange Service in Section 1 of this tariff.

	BILLING CODE
	--

b. Network Access Register (NAR)

The Network Access Register is a software-defined path in the central office for each CDC system which provides access to the public network from the CDC service lines in that system.

CDC/Digital (ISDN) CDC Service Network Accesses.

	MONTHLY RATE		BILLING CODE
NAR, each	$ 25.00	(I)	--

Received by NPSC
12/23/2022

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

5. Analog CDC and Digital (ISDN) CDC Service (Cont'd)

c. Optional Customer Group Features (1)

	BILLING CODE	MONTHLY RATE
Additional Numbers (2)	--	$ 2.00
Authorization Codes (per group of 10) (3)	--	0.05
Automatic Line	--	1.00
Automatic Route Selection, per line	--	2.00
Caller ID – Number (CNID)		
ANALOG ONLY (4)		
2 - 5 lines, per line	--	6.00
26 - 50 lines, per line...	--	4.50
51+ - lines, per line.	--	2.00
2 - 25 lines, per customer group	--	20.00
26 - 50 lines, per customer group.	--	40.00
51+ - lines, per customer group	--	80.00
Caller ID – Name and Number		
ANALOG ONLY (4)		
2 - 25 lines, per customer group	--	40.00
26 - 50 lines, per customer group	--	80.00
51+ - lines, per customer group	--	160.00
Call Tracing	--	3.00
Cancel Calling Number Delivery	--	--
Code Call Access (5)	--	20.00
Conference Calling	--	90.00
Data Link Console Interface	--	70.00
Dictation Access and Control (5)	--	20.00
Flexible Night Answer (6)(7)	--	0.20
FX Access	--	6.00
Identification-Multiple Directory Numbers (6)	--	0.10
Limited Automatic Call Distribution	--	2.00
Music-on-Hold Interface (5)	--	20.00

(1) The charges apply to initial and subsequent additions of Optional Features.
(2) Appropriate Feature Series rate applies per Number.
(3) Authorization Codes at $.05 has been limited to existing customers at existing locations.
(4) CNID is offered as part of ISDN CDC Service at no additional charge.
(5) Where facilities and conditions permit.
(6) Requires data-link console.
(7) Requires PNA and UNA.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

5. Analog CDC and Digital (ISDN) CDC Service (Cont'd)

c. Optional Customer Group Features (1) (Cont'd)

	BILLING CODE	MONTHLY RATE	
Paging/Public Address Access (2)	--	$ 20.00	
Pilot Number of Hunt Groups (3)	--	0.05	
Predetermined Night Answer-Fixed (3)	--	0.20	
Preferential Hunting (4)	--	0.05	
Priority Queuing (5)	--	1.00	
Proprietary Set Interface	--	5.00	
Recorded Announcement	--	15.00	
Speed Call 30 (Customer Group	--	0.10	
Stop Hunt (4) (6)	--	0.75	
T-1 Access	--	300.00	
Tie Facility Access	--	0.50	
Universal Night Answer (2) (7) (3)	--	6.00	
VIP Alert	--	0.10	
WATS Access*	--	1.00	(C)
800 Service Access	--	1.00	

(1) The charges apply to initial and subsequent additions of Optional Features.
(2) Where facilities and conditions permit.
(3) Requires data-link console.
(4) Requires one or more hunt groups.
(5) Requires off-hook queuing.
(6) May require additional hardware.
(7) Requires listed directory number

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N) (N)

Received by NPSC
08/05/2020

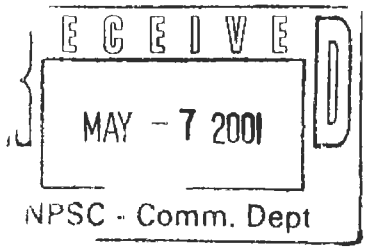
CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

5. Analog CDC and Digital (ISDN) CDC Service (Cont'd)

d. Data Base Additions, Changes or Deletions

	NONRECURRING CHARGE	ANALOG BILLING CODE	DIGITAL BILLING CODE
1) Major Software Change	$ 100.00	--	--
Includes work for (to):			
Customer Requested Data Base Profile Add Data-Link Attendant (1) Add ARS Features Add Translation Table Customized Dialing Plan			
2) Routine Software Change To Existing Services	50.00	--	--
Includes work for (to):			
Change Trunk Group Change Custom Recording Change ARS Translations Change Translations Tables Add Music On Hold Change Digital System Configuration			



(1) Plus Minor Software Change Charge for recording, queuing, station changes.

CITIZENS DIGITAL CENTREX (CDC)

J. RATES AND CHARGES (Cont'd)

5. Analog CDC and Digital (ISDN) CDC Service (Cont'd)

d. Data Base Additions, Changes or Deletions (Cont'd)

	NONRECURRING CHARGE	ANALOG BILLING CODE	DIGITAL BILLING CODE
3) Minor Software Change	$ 25.00	--	--

Includes work for (to):

Add Subgroup
Change Subgroup
Add Hunt Groups
Add ACD Hunt Group (1)
Add/Change Simulated Facility Group (SFG)
Add Queuing Groups (2)
Add Listed/Attendant Number
Night Answer (UNA/PNA) (3)
Paging/Pub. Add./Code Calling (4)
Conference Calling - 6,8,12,16,18,24 ports
Authorization Code Validation (5)
Music ON Hold Access
Dictation Link Access
Standard Recording
Extended Pick-Up Code
Executive Busy Override
Change Translations
Add Line Features (5)

4) Database additions or changes not listed in this tariff will be charged a rate of $50.00 per hour or a fraction

(1) Plus Minor Software Change Charge each trunk group.
(2) Plus Minor Software Change Charge each PNA number, zone, area.
(3) Plus Minor Software Change Charge each area.
(4) Plus Minor Software Change Charge each authorization code.
(5) Plus Minor Software Change Charge to add toll control.

RECEIVED
MAY - 7 2001
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

TABLE OF CONTENTS

Subject	Sheet No.
Table of Contents	1
Application	2
General	3
General Regulations	3
Network Protection Criteria	5
Regulations Applying to Specific Types of Equipment and Facilities	6

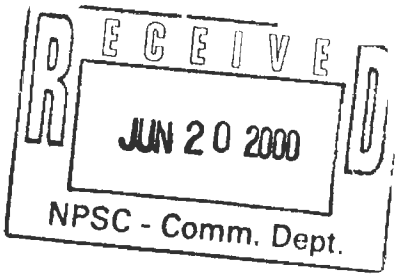
RECEIVED
JUN 20 2000
NPSC - Comm D

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

APPLICATION

A. APPLICATION

This tariff applies to intrastate connections with customer-premises equipment in all exchanges of the Company.



CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

A. GENERAL

Customer premises equipment and wiring may be used with the facilities furnished by the Company for telecommunications service as set forth in this tariff section and Section 3, General Rules and Regulations.

These tariffs shall not be construed as to prohibit connection of registered or grandfathered customer premises equipment or protective circuitry which may be directly connected to the telecommunication network in accordance with Part 68, of the F.C.C. Rules and Regulations.

B. GENERAL REGULATIONS

1. Liability

a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidability of errors incident to the services and the use of such facilities of the Company the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities occurs.

c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof, against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

B. GENERAL REGULATIONS (Cont'd)

2. Responsibility of the Company

a. The Company shall not be responsible for the installation, operation or maintenance of any customer premises equipment. Subject to the provisions of the General Rules and Regulations, telecommunications service is not represented as adapted for use with all customer premises equipment and, where such equipment is connected to Telephone Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the transmission of signals through or generated by customer premises equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-premises equipment.

b. The Company shall not be responsible to the customer or otherwise if changes in the Network Protection criteria as set forth in this tariff section, or in any of the facilities, operations or procedures of the Company render any customer premises equipment obsolete or require modification or alteration of such equipment or other wise affect its use or performance.

3. Responsibility of the Customer

a. Where telecommunications service is available under this tariff for use in connection with customer premises equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Company.

b. The customer shall subscribe to Telephone Company facilities which are in parity with the operating characteristics of the customer premises facilities.

c. Such use is subject to the further provisions that the customer premises equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of the facilities of the Company; interfere with the proper functioning of such facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

B. GENERAL REGULATIONS (Cont'd)

3. Responsibility of the Customer (Cont'd)

d. Upon notice from the Company that the customer premises equipment or wiring is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. (Reference to Section 3 - General Rules & Regulations)

e. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from the customer premises equipment or wiring.

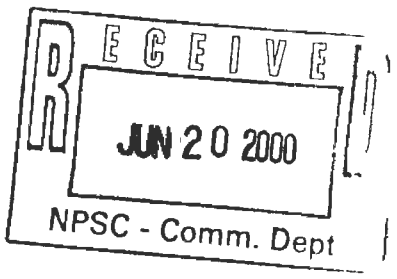
4. Violation of Regulations

Where any customer premises equipment is used with telecommunications service in violation of any of the provisions set forth herein, the Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. Refer to Rules and Regulations in Section 3 of this tariff.

C. NETWORK PROTECTION CRITERIA

To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer premises equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer premises equipment to the network be limited so that the signal power at the output to the network (i.e., at the input to the Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval. However, to permit each customer, independent to distance from the central office, to supply signal power which at the central office approximates 12db below one milliwatt when averaged over any three-second interval, the Company, at the customer's request, will specify, for each customer location, the signal power at the output of network control signaling unit (i.e., at the input to the Company line), which shall in no case exceed one milliwatt.



CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

C. NETWORK PROTECTION CRITERIA (Cont'd)

2. To protect other services, it is necessary that the signal which is applied by the customer premises equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Company line):

a. The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in C.1. preceding.

b. The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

c. The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

d. The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

e. The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

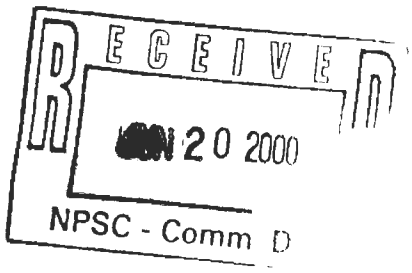
3. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer premises equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

D. REGULATIONS APPLYING TO SPECIFIC TYPES OF EQUIPMENT AND FACILITIES

1. Recording Equipment

a. General

Telecommunications service furnished by the Company is not represented as adapted to the recording of telephone conversations. However, customer premises recording equipment may be used in connection with telecommunications service subject to the following conditions:



CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

D. REGULATIONS APPLYING TO SPECIFIC TYPES OF EQUIPMENT AND FACILITIES (Cont'd)

1. Recording Equipment (Cont'd)

b. Recording of Two-Way Telephone Conversations

Recording equipment shall be equipped with or connected to a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except as follows:

- such distinctive recorder tone need not be produced when the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air.

- recorder connector equipment without the recording tone device is allowed in connection with public fire and/or police service for the recording of two-way telephone conversations, provided that proper public authority certifies that the service will be used exclusively for receipt of emergency fire and police calls.

- the distinctive recorder tone need not be produced when the recording equipment is being used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

- such distinctive recorder tone need not be produced when the recording equipment is being used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to Long Distance Message Telecommunications Service.

RECEIVED
JUN 20 2000
NPSC - Comm Dc

CONNECTIONS WITH CUSTOMER-PREMISES EQUIPMENT

D. REGULATIONS APPLYING TO SPECIFIC TYPES OF EQUIPMENT AND FACILITIES (Cont'd)

2. Automatic Announcement Equipment

a. General

Customers providing automatic announcement service must subscribe to a sufficient number of central office access lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of such customer premises equipment causes such interference, the Company shall have the right to discontinue service. (See Section 3, General Rules and Regulations)

b. Public Announcement Service

- For purposes of identification, customers to telephone service who transmit recorded public announcements over lines provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

- Subscribers transmitting factual public announcements such as stock market quotations, airline schedules, time of day, and similar information are excluded from the preceding condition.

- Failure to comply with the provisions of this tariff shall be cause for termination of the service.

RECEIVED
JUN 20 2000
NPSC - Comm. Dept

F. Wayne Lafferty
Vice President
Regulatory and Government Affairs

PROMOTIONS (T)

TABLE OF CONTENTS

	Sheet No.
Table of Contents	1
Promotions	2

RECEIVED
APR - 5 2002
NPSC-Comm. Dept.

PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (N)

A. RESIDENTIAL VOICE MAIL PROMOTION

1. During a promotional period from January 1, 2002 through February 28, 2002 residential customers who order voice mail will receive a credit in the amount of the service order charge. Orders must be placed during the above time frame to receive the credit.

2. During a promotional period from March 1, 2002 through April 30, 2002, residential customers who order voice mail will receive a waiver of the first month's voice mail recurring charge. If the customer does not subscribe to this service for at least 90 days, the customer will subsequently be billed the first month's voice mail recurring charge.

3. Residential customers who order Voice Mail on existing lines between November 1, 2002, and December 15, 2002, inclusive, will receive on their next bill a waiver of the Subsequent Service Ordering Charge. If the Customers does not subscribe to the service for at least 60 continuous days, a subsequent reversing charge will apply for the applicable service order charge that was initially waived.

B. RESIDENTIAL CUSTOM CALLING FEATURE(S) PROMOTION

During a promotion period from February 1, 2002 through March 31, 2002, residential customers who subscribe to Citizens Select or Citizens Select Plus services/features on their existing or additional lines will receive a waiver of the service order charge and a $10 credit on the first month's bill. If the customer does not subscribe to the service package for at least 30 continuous days, a subsequent reversing charge will apply, equal to the $10 credit and the applicable service order charge that was initially waived.

C. RESIDENTIAL CALL WAITING PROMOTION

During a promotion period from March 1, 2002 through April 30, 2002, residential customers who subscribe to Call Waiting will receive a waiver of the service ordering charge and waiver of the first month's recurring charge.

D. RESIDENTIAL CALLER ID PROMOTION

During a promotional period from April 1, 2002 through May 31, 2002, residential customers who subscribe to Caller-ID will receive a waiver of the service order charge and receive a free Caller-ID box. The customer will pay the $5.50 shipping and handling fee.

Received by NPSC
9/29/2023

PROMOTIONS

E. FRONTIER FEATURE5 PACK[sm]

1. Existing business customers who order the Frontier Feature5 Pack[sm] between April 15, 2002, and July 13, 2002, inclusive, will receive waiver of the Secondary Service Order Charge. During this promotional period; those customers who order Voice Mail with this package will be able to lock into the Enhanced Voice Mail service at the $3.00 rate. After the promotional period, any customers ordering Voice Mail will receive the Basic Voice Mail service at the $3.00 rate.

2. Existing business customers who order the Frontier Feature5 Pack[sm] between July 15, 2002, and September 30, 2002; inclusive, will receive waiver of the Secondary Service Order Charge. During this promotional period, those customers who order Voice Mail with this package will be able to lock into the Enhanced Voice Mail service at the $3.00 rate. After the promotional period, any customers ordering Voice Mail will receive the Basic Voice Mail service at the $3.00 rate.

(M)

RECEIVED
OCT - 1 2002
NPSC-Comm. Dept.

(M)

(M) Certain rates and regulations previously found on this sheet can now be found on Original Sheet 4.

PROMOTIONS

F. CITIZENS SELECT AND CITIZENS SELECT PLUS PROMOTION (M)

1. Residential customers who order Citizens Select or Citizens Select Plus service packages on initial, additional or existing lines between May 8, 2002, and June 21, 2002, inclusive, will receive on their next bill a $10.00 credit per line for each line on which the service package is ordered. For each line on which the service is ordered, the customer will also receive an offer to purchase a Caller ID cordless telephone having an approximate retail value of $100.00, at a $50.00 discount. The customer will also pay the $5.50 shipping and handling charge. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the associated $50.00 discount per telephone, plus applicable state sales tax. (M)

RECEIVED
OCT - 1 2002
NPSC-Comm. Dept.

2. Residential customers who order the Citizens Select or Citizens Select Plus service packages on existing lines between October 15, 2002 and November 15, 2002, inclusive, will receive on their next bill a waiver of the Subsequent Service Ordering Charge and a $10.00 credit per line on each existing line on which the service is ordered. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $10.00 credit and the applicable service order charge that was initially waived. (N)

G. Additional Line Promotion (M)

Residential customers who order an additional Local Exchange Service line between September 15, 2002, and October 15, 2002, inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period. (M)

(M) Rates and regulations on this sheet formally appeared on Sheet 3.

PROMOTIONS

H. FRONTIER FEATURE5 PACK[sm]

Customers who order the FRONTIER FEATURE5 PACK[sm] between October 14, 2002, and December 31, 2002, inclusive, will receive:

A. Waiver of the Subsequent Service Ordering Charge, and

B. A choice of one of the following two offers:

1. Caller ID display unit with list price of $19.95 at no charge, or

2. A choice of one of the following telephones: a Cortelco Model 2210 single-line telephone with list price of $90.00 at a price of $66.00, or a Cortelco Model 2220 two-line telephone with list price of $120.00 at a price of $90.00, or a Panasonic 900 Mhz cordless telephone with list price of $99.95 at a price of $59.00.

RECEIVED
DEC 18 2002
NPSC-Comm. Dept.

I. Citizens Select and Citizens Select Plus Promotion (N)

Residential customers who order the Citizens Select or Citizens Select Plus service packages on their existing lines between January 1, 2003 and February 15, 2003, inclusive, will receive on their next bill a waiver of the Subsequent Service Ordering charge and, for each existing line on which the service is ordered, their choice of either a $10.00 credit per line, a Caller ID box having a $19.00 retail value or a Caller ID display telephone having a $60.00 retail value. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the Subsequent Service Ordering Charge and the $10.00 credit per line, the $19.00 retail value per Caller ID box or the $60.00 retail value per telephone. (N)

PROMOTIONS

J. CALLER ID AND CITIZENS SELECT/CITIZENS SELECT PLUS PROMOTION

Residential customers who order Caller ID Name and Number, either as an individual service or as part of the Citizens Select or Citizens Select Plus service package on their existing lines between February 16, 2003, and March 15, 2003, inclusive, will receive the following incentives:

A. For each existing line on which Caller ID Name and Number is ordered as an individual service, the customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display unit having a retail value of $20.00. If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the $20.00 retail value of the Caller ID display unit.

B. On orders for the Citizens Select or Citizens Select service package, the Subsequent Service Ordering Charge will be waived. For each existing line on which the service package is ordered, the customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display cordless telephone having an approximate retail value of $50.00. If the customer does not subscribe to the service package for at least 180 continuous days, a subsequent reversing charge will apply, equal to the Subsequent Service Ordering charge and the $50.00 retail value of the Caller ID display cordless telephone.

K. ADDITIONAL LINE PROMOTION (N)

Residential customers who order an additional Basic Local Exchange Service line between March 1, 2003 and April 15, 2003 inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period. (N)

PROMOTIONS

L. BUSINESS VOICE MAIL PROMOTION

New or existing business customers who order business voice mail between March 3, 2003, and May 30, 2003, inclusive, will receive a monthly credit for the first three months equal to the monthly rate of their choice of either their subscription to Caller ID Name and Number or Call Waiting. Existing business customers will also receive waiver of all nonrecurring charges applicable to installation of voice mail and Caller ID Name and Number or Call Waiting. If the customer does not subscribe to Voice Mail for at least 180 continuous days, subsequent reversing charges will apply for the selected feature credits and the service order charges that were initially waived. The customer must agree to retain their Caller ID Name and Number or Call Waiting feature for at least the first 90 days, or the associated credits will not be given.

M. CALLER ID PROMOTION

Residential customers who order Caller ID Name and Number as an individual service on their existing lines between March 22, 2003, and April 30, 2003, inclusive, will receive their choice of the following incentives for each existing line on which Caller ID Name and Number is ordered :

1. The customer will receive at no charge, except for a $5.50 shipping and handling charge, a Caller ID display unit having a retail value of $20.00, or

2. The customer will receive, while supplies last, at no charge a prepaid calling card good for 100 minutes of long-distance service and having a retail value of $6.00.

If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the $20.00 retail value of the Caller ID display unit or the $6.00 retail value of the prepaid calling card, as applicable.

N. FRONTIER CHOICES[sm] TIER BUNDLES PROMOTION (N)

Residential customers who upgrade from their existing service to a Frontier Choices[sm] Tier Bundle between April 16, 2003, and July 14, 2003, inclusive, will receive waiver of the otherwise applicable Subsequent Service Ordering Charge and given a one-time credit of $10.00 for each Tier Bundle ordered. (N)

Jack D. Phillips
State Regulatory Affairs Director

RECEIVED
APR 4 2003
NPSC - Comm. Dept

PROMOTIONS

O. ADDITIONAL LINE PROMOTION

Business customers who order three or fewer additional access lines between June 15, 2003, and August 31, 2003, inclusive, will receive waiver of the otherwise applicable Service Ordering Charge and Line Connection Charge.

P. FRONTIER FEATURE5 PACK[SM] PROMOTION

Customers who order the Frontier Feature5 Pack[SM] on their existing or additional lines or as part of an initial order for Basic Local Exchange Service, between June 15, 2003, and August 31, 2003, inclusive, will receive the following:

1. Waiver of the Service Ordering Charge that is otherwise applicable to the Frontier Feature5 Pack[SM], and a

2. Monthly credit of $6.00 per line applied against the regular monthly charge of $11.95 per line for three months.

If customers, within the first 60 days of their subscription to the Frontier Feature5 Pack[SM], notify the Company of their dissatisfaction with the Frontier Feature5 Pack[SM] and request to discontinue the service, they will be offered a full refund of one month's net monthly recurring charge of $5.95 per line, or prorated portion thereof if subscribed to it for less than 30 days. The service will be discontinued from the customer's line. The refund will be applied as a credit on the customer's bill. Each customer who subscribes to the service during the promotional period will be entitled to the credit one time, subject to the above conditions.

Q. CALLER ID PROMOTION (N)

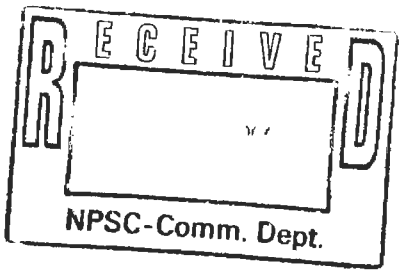
Residential customers who order Caller ID Name and Number as an individual service on their existing lines between September 1, 2003, and October 15, 2003, inclusive, will receive their choice of either a Caller ID display unit having a retail value of $20.00 or a credit equal to the charge for one month of the Caller ID service. If the customer does not subscribe to the Caller ID for at least 180 continuous days, a subsequent reversing charge will apply, equal to either the $20.00 value of the Caller ID display unit or the charge for one month of the Caller ID service, depending on the choice the customer had selected. (N)

RECEIVED
AUG 18 2003
NPSC-Comm. Dept.

PROMOTIONS

R. FRONTIER CHOICES[sm] TIER BUNDLES PROMOTION

Existing residential customers, who are not Frontier Choices[sm] Tier Bundle subscribers, upgrading to a Frontier Choices[sm] Tier Bundle package between September 1, 2003, and October 17, 2003, inclusive, will receive waiver of the otherwise applicable Subsequent Service Ordering Charge and a one-time credit as follows:



Bundle	Credit
Tier 1	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$20.00
Tier V	$25.00

S. FRONTIER CHOICES[sm] TIER BUNDLES PROMOTION

Residential customers who order a Frontier Choices Tier Bundle on existing or additional lines between April 24, 2004, and June 18, 2004, inclusive, will receive waiver of the otherwise applicable Subsequent Service Order Charge and a one-time credit as follows:

Bundle	Non-Recurring Credit Per Bundle
Tier I	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$30.00
Tier V	$35.00

The Primary Service Order Charge is not waived on orders where that charge applies.

T. FRONTIERWORKS[sm] SMALL BUSINESS SOLUTIONS PROMOTION (N)

Business customers who order a FrontierWorks[sm] Small Business Solutions bundle on a new, additional, or existing line between May 24, 2004, and August 13, 2004, inclusive, will receive waiver of the otherwise applicable Service Charges. (N)

PROMOTIONS

U. FRONTIER CHOICES[sm] TIER BUNDLES PROMOTION

Between June 21, 2004, and July 30, 2004, inclusive, residential customers who order, for a 12-month term, a Frontier Choices[sm] Tier IV or Tier V Bundle on an existing line or with initial installation of Local Exchange Service will receive waiver of the otherwise applicable Service Charges specified in Section 2. The customers will also receive, for each of the first two months of the term, a credit equal to the monthly rates for the Asymmetrical Digital Subscriber Line Service and the Frontier Internet service that are components of the Tier Bundle. If the customer discontinues the Tier Bundle before the end of the 12-month term, a subsequent reversing charge will apply, equal to these credits. Customers who order a Tier Bundle with installation of Local Exchange Service under the terms of this promotion will not be eligible for the $10.00 one-time credit that they would otherwise receive pursuant to Section 6.D.3.j.

V. ADDITIONAL LINE PROMOTION (N)

Existing and new residential customers who order an additional access line during the promotional period between August 2, 2004, and October 30, 2004, inclusive, and commit to keep the additional line for 12 months will receive a one-time credit of $50.00 and a discount of 50 percent off the monthly 1-Party Rate component of the Residential Local Exchange Access Line Service for 12 months for each of the committed access lines. This applies to additional lines ordered either individually or as part of a bundled service package.

Existing residential customers who, during this promotional period, commit to keep an additional access line for 12 months will receive a discount of 50 percent off the monthly 1-Party Rate component of the Residential Local Exchange Access Line Service for 12 months for each of the committed access lines. This applies to commitments on existing lines beyond the first line, either individually or as upgrades to a bundled service package.

If the customer discontinues the additional access line before the end of the 12-month commitment period, a reversing charge will apply, equal to the credits and discounts previously applied in this promotion.

This promotion applies only where facilities are available during the promotional period. (N)

RECEIVED
Nebr. Comm. Dept.

PROMOTIONS

Y. Mail to Occupant Promotion

Between August 15, 2006 and February 11, 2007, eligible customers that accept this offer and order a Frontier Choices[sm] Tier Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under the one-year term rate plan and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of $100 applies if the Tier Bundle contains only regulated services; a termination fee of $200 applies if the Tier Bundle contains both regulated and nonregulated services. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.

Z. DIGITAL PHONE ENHANCED FEATURE PACK (N)

Existing and new residential customers who order Digital Phone Enhanced Feature pack between August 12, 2007, and November 9, 2007 will receive a waiver of the applicable nonrecurring installation/activation charges.

(N)

RECEIVED
AUG - 2 2007
NE Comm. Dept.

PROMOTIONS

Y. Mail to Occupant Promotion

Between August 15, 2006 and February 11, 2007, eligible customers that accept this offer and order a Frontier Choices[sm] Tier Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under the one-year term rate plan and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of $100 applies if the Tier Bundle contains only regulated services; a termination fee of $200 applies if the Tier Bundle contains both regulated and nonregulated services. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.

Z. DIGITAL PHONE ENHANCED FEATURE PACK

Existing and new residential customers who order Digital Phone Enhanced Feature pack between August 12, 2007, and November 9, 2007 will receive a waiver of the applicable nonrecurring installation/activation charges.

AA. DIGITAL PHONE ENHANCED FEATURE PACK (N)

Existing and new residential customers who order Digital Phone Enhanced Feature pack between November 10, 2007, and February 7, 2008 will receive a waiver of the applicable nonrecurring installation/activation charges. (N)

RECEIVED
OCT 29 2007
NPSC-Comm. Dept.

PROMOTIONS

BB. Digital Phone Essentials Promotion

New residential customers who order Digital Phone Essentials between April 1, 2008, and June 29, 2008 will receive a waiver of the applicable nonrecurring installation/activation charges.

CC. Frontier Business Essentials

New Business who order Frontier Business Essentials between November 10, 2008, and February 5, 2009 will receive a waiver of the applicable nonrecurring installation/activation charges.

DD. Frontier Business Metro

New business customers who order Frontier Business Metro between February 27, 2009, and May 27, 2009 will receive a waiver of the applicable nonrecurring installation/activation charges.

EE. Simply Unlimited Multiline Promotion

Beginning May 12, 2013 and extending until July 30, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited Bundle for $23.99/line per month. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the 2nd and 3rd line remain in effect.

FF. Simply Unlimited Multiline Bundle – All Lines Promotion (N)

Beginning July 7, 2013 and extending until October 4, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect. (N)

RECEIVED
JUN 21 2013
NPSC Comm. Dept.

PROMOTIONS

GG. Simply Unlimited Multiline Bundle – All Lines Promotion

Beginning October 7, 2013 and extending until December 31, 2013, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

HH. Simply Unlimited Multiline Bundle – All Lines Promotion

Beginning January 3, 2014 and extending until March 28, 2014, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

II. Simply Unlimited Multiline Bundle – All Lines Promotion Without Broadband

Beginning January 19, 2014 and extending until April 15, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

JJ. Simply Unlimited Multiline Bundle – All Lines Promotion Without Broadband (N)

Beginning April 17, 2014 and extending until June 30, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at $28.99 per month and any additional lines for $23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect. (N)

RECEIVED
MAR 11 2014
NPSC-Comm. Dept.

PROMOTIONS

KK. Frontier Simply Unlimited Promotion

Beginning August 26, 2014 thru December 31, 2014 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

LL. Frontier Simply Unlimited Promotion

Beginning January 1, 2015 through March 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

MM. Frontier Simply Unlimited Promotion (N)

Beginning April 1, 2015 through June 29, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide. (N)

MAR 17 2015
NPSC-Comm. Dept.

CITIZENS TELECOMMUNICATIONS COMPANY OF NEBRASKA

GENERAL AND LOCAL EXCHANGE TARIFF
STATE OF NEBRASKA

SECTION 11
Second Revised Sheet 16
Cancels First Revised Sheet 16

PROMOTIONS

MM. Frontier Simply Unlimited Promotion

Beginning July 1, 2015 through December 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

NN. OneVoice Nationwide Promotion

Beginning November 1, 2015 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 3/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

OO. OneVoice Nationwide Promotion

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Issued: March 3, 2016

Effective: April 1, 2016

Jack D. Phillips
State Regulatory Affairs Director

RECEIVED
MAR - 3 2016
NPSC-Comm. Dept.

PROMOTIONS

PP. OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

QQ. Frontier Commercial Voice Promotion

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 10/3/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

RR. Frontier Digital Phone Promotion

Promotional offering beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of $19.99 for two years

SS. Frontier Digital Phone Promotion

Beginning May 20, 2019 through November 20, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

TT. Frontier OneVoice (N)

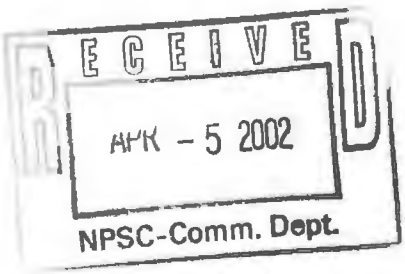
Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a $29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N)

Received by NPSC
08/12/2021

VERSALINE[sm] SERVICE (N)

TABLE OF CONTENTS

Subject	Sheet No.	
Table of Contents	1	
General	2	
Regulations	3	
Feature Descriptions	5	
Rates and Charges	7	(N)



Jack D. Phillips
Director Regulatory and Government Affairs

VERSALINE[sm] SERVICE

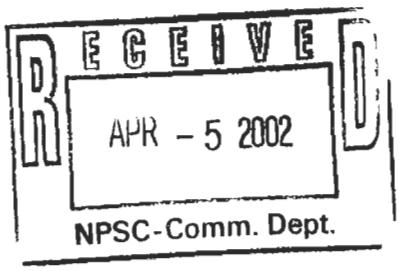
A. GENERAL

Versaline[sm] Service is a form of Basic Local Exchange Service with the following package of services and features:

Basic Local Exchange Service Access

- Automatic Call Back
- Call Forward Busy
- Call Forward Fixed
- Call Forward No Answer (30 seconds)
- Call Forward No Answer Variable Timer
- Call Forward Variable
- Call Hold
- Call Pick Up
- Call Transfer
- Call Waiting (Customer specific)
- Directed Call Pick Up
- Distinctive Ringing
- Hunting (Customer specific)
- Last Number Redial
- Speed Call 8 (Individual)
- Speed Call 30 (Individual)
- Station to Station Calling
- Three Way Conference Call

These features are available subject to their mutual compatibility, and may not be available in all exchanges.



VERSALINE[sm] SERVICE

B. REGULATIONS

1. The minimum contract period for this service is six months.

2. Contract terms are available whereby customers who agree to subscribe to the service for a designated period are offered discounted rates, which are those that are in effect in this Tariff on the beginning date of the contract. If the tariffed term rates change during the term of the contract, the contract rates will change to equal the tariffed term rates, except that the contract rates shall not exceed the rates that were in effect at the beginning of the contract. The customer may subscribe to additional lines for the service at the contract rates during the term of the contract. The termination date for additional lines ordered under the terms of the contract shall be the termination date of the initial contract. If the customer terminates the service prior to fulfillment of the contractual commitment, the customer shall pay a termination charge based on the contracted rate.

3. The customer must subscribe to a minimum of two access lines per premises.

4. The customer shall receive the same directory listings as a business customer.

5. The customer shall receive one monthly bill.

6. Versaline[sm] Service is a service mark of Citizens Communications Company.

7. If Customer terminates any of the Services prior to fulfillment of its full term commitment, Customer will pay the termination charges described below, immediately upon demand.

   a. If Customer terminates an order for Services prior to delivery of the Services, Customer shall pay a termination charge equal to the total costs and expenses incurred by Frontier in connection with establishing the Services.

RECEIVED
APR - 5 2002
NPSC-Comm. Dept.

VERSALINE[sm] SERVICE

B. REGULATIONS (Continued)

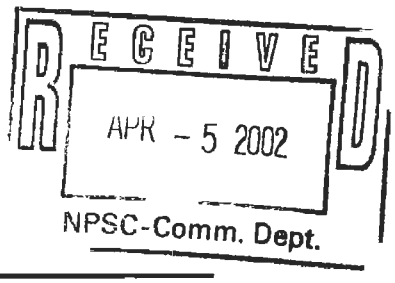
7. (Continued)

   b. Customer terminates Services at the service address after establishment of the Services, but prior to the end of the minimum term, Customer shall pay a termination charge equal to the remaining monthly charges for the term of the contract.

   c. Termination charges set forth in b. also apply in the event that the Customer's lines at the service address fall below a threshold that is equal to, rounded to the nearest line, either 90 percent of the contracted number of lines set forth above or 90 percent of the maximum number of lines ordered under the term discount rate of this agreement, whichever is greater. The termination charges shall be applied to the difference between the threshold number and the number of lines remaining in service.

8. This agreement shall automatically renew for successive periods of equal duration to the initial period, unless either party gives written notice to the other party of termination no less than 30 days prior to the expiration date of the initial terms or of any renewal term.

9. Versaline[sm] Service may not be available in all exchanges.



VERSALINE[sm] SERVICE

C. FEATURE DESCRIPTIONS

AUTOMATIC CALL BACK enables a station encountering a busy station to request the system to call back when both stations are idle.

CALL FORWARD BUSY sends incoming calls to another telephone number when the customer's telephone is busy. The forwarded-to number can only be changed by a service order.

CALL FORWARD FIXED allows all incoming calls to be automatically forwarded to another number selected by the customer and programmed by the Company. This feature is activated and deactivated by the user.

CALL FORWARD NO ANSWER (30 seconds) sends incoming calls to another telephone number when there is no answer after a predetermined number of rings. The forwarded-to number can only be changed by a service order.

CALL FORWARD NO ANSWER VARIABLE TIMER allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. The Telephone Company must program this feature. Forwarded calls can be limited to those originating from outside the customer group.

CALL FORWARD VARIABLE allows all incoming calls to be automatically forwarded to a number programmed by the user. This feature is activated and deactivated by the user.

CALL PICK UP allows the user to answer calls to another station by dialing a feature activation code. Both the ringing station and the station dialing the Call Pick Up activation code must belong to the same Call Pick Up groups within the same customer group.

CALL TRANSFER allows the user to establish a connection with two other parties and then drop out of the call, leaving the other two parties connected. There are no limitations on where a call can be transferred. If the transferred-to number involves a toll call, the user is charged for the call between the other two parties.

RECEIVED
APR - 5 2002
NRSC-Comm. Dept.

VERSALINE[sm] SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

CALL WAITING informs, by means of a special tone, the user who is on an established call that a third party is trying to call. The user may either ignore the waiting call or answer the waiting call by: (1) terminating the existing call by going on hook, receiving a ring and, upon answer, being connected to the waiting party; or (2) putting the established call on hold and subsequently alternating between the two parties. This feature can be on all calls or inter-business group calls only.

DIRECTED CALL PICKUP allows a station user to answer calls directed to a specific station from any other station in the customer group by dialing a feature code and the number of the ringing station.

DISTINCTIVE RINGING permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

HUNTING allows an incoming call to terminate on an available line within a group of lines, to increase the likelihood of the call's completion. The customer may select from one of the following three types:

Directory Number Hunting activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list

Pilot Number Hunting searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Circular Hunting searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

LAST NUMBER REDIAL enables a station user to redial the last called number by dialing a code rather than dialing the entire number.

SPEED CALL 8 (INDIVIDUAL) allows a station user to dial an individually selected list of up to eight telephone numbers by dialing tone or two digits.

RECEIVED
APR - 5 2002
NPSC-Comm. Dept.

VERSALINE[sm] SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

SPEED CALL 30 (INDIVIDUAL) allows a station user to dial an individually selected list of up to thirty telephone numbers by dialing two to four digits.

STATION TO STATION CALLING allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

THREE WAY CONFERENCE CALL allows the user to form a three-way conference with two other parties. The user flashes the hookswitch during a normal talking connection, receives a special dial tone, and dials a third party. The third party can be added to the conversation at any time by flashing the hookswitch after third party dialing is complete and audible ringing is heard. The user controls the conference and must remain on the line for the duration of the call.

D. RATES AND CHARGES

1. Versaline[sm] Service's monthly rates are billed in accordance with the contract term:

	6 Mos.	12 Mos.	24 Mos.	36 Mos.	
Versaline[sm]	$35.00	$37.75	$36.75	$35.75	(I)
Versaline[sm] with Caller ID Name and Number	$26.00	$24.00	$23.00	$22.00	

2. The exchange's Business EAS Additive Rate, found in Section 1, Sheet 5, is assessed in addition to the above rates.

3. Where service charges are applicable, the business service charges apply, except as noted in 3., below.

4. The Company reserves the right to waive the Nonrecurring charges for a period of ninety (90) days from the time Versaline[sm] service is available in the service wire center. The waiver applies to the initial request for Versaline[sm] service. After the waiver period the applicable nonrecurring charges will apply.

Received by NPSC
12/23/2022