

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM for
DETARIFFING AND RELATED ACTIONS

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD
(Effective: 01/20/2011 through 05/20/2011)

In the Matter of the Application of Frontier Communications)
of Michigan, Inc. to Detariff Services and make other changes)
related to the Implementation of Case No. 10-1010-TP-ORD)
)

TRF Docket No. 90-5023-TP-TRF

Case No. 11-2966-**TP - ATA**

NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.

Name of Registrant(s) Frontier Communications of Michigan, Inc.

DBA(s) of Registrant(s) _____

Address of Registrant(s) 3 High Park, Stamford, CT 06905

Company Web Address www.frontier.com

Regulatory Contact Person(s) Rachel Winder

Phone 614-224-4830 Fax _____

Regulatory Contact Person's Email Address Rachel.winder@ftr.com

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Consumer Contact Information Cassandra Cole

Phone 740-383-0490

Address (if different from above) 1300 Columbus Sandusky Rd N Marion, OH 43302

Part I – Tariffs

Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.

Carrier Type	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	X	<input type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part II – Exhibits

Note that the following exhibits are required for all filings using this form.

Included	Identified As:	Description of Required Exhibit:
X	Exhibit A	The existing affected tariff pages.
X	Exhibit B	The proposed revised tariff pages.
X	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
X	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
X	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

Part III. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, Frontier Communications of _____, and am authorized to make this statement on its behalf. Michigan, Inc. (Name)

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) 5-16-2011_____ at (Location) Marion, OH

*(Signature and Title) /s/ Cassandra Cole, Sr. Consultant (Date) 5-16-2011

- *This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

VERIFICATION

I, Cassandra Cole verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*(Signature and Title) /s/ Cassandra Cole, Sr. Consultant (Date) 5-16-2011

**Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

**Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793**

Or

Make such filing electronically as directed in Case No 06-900-AU-WVR

Exhibit A

Existing Affected Tariff Pages

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

**This tariff applies to the following
General Exchange Services offered by
Frontier Communications of Michigan, Inc., in the State of
Ohio.**

LOCAL EXCHANGE SERVICE

GENERAL EXCHANGE SERVICE

GENERAL RULES AND REGULATIONS

CONCURRENCE OF JOINT SERVICE OHIO BELL TARIFFS

Issued: March 31, 2008

Effective: April 1, 2008

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

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GENERAL EXCHANGE SERVICE

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GENERAL EXCHANGE SERVICE TARIFF

GENERAL REGULATIONS

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Adm. Code 4901:1-5)(MTSS). These safeguards can be found in the Appendix to Ohio Adm.Code 4901:1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

LOCAL EXCHANGE SERVICE RATES

The rates shown below entitle the customers to messages without other charges to all stations bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

COONEY

FRONTIER

CAMDEN

MONTGOMERY

RATES:

Within the Exchange Area, which is the area shown on the Exchange Area Service Map of this Tariff:

MONTHLY RATES:

	<u>Classification</u>	<u>One-Party</u>	
		<u>Current</u>	<u>Maximum</u>
Business (Initial Line)	Tier 1 Core	\$12.33	\$12.33
Residence (Initial Line)	Tier 1 Core	\$6.48	\$6.48
Business (2 nd or 3 rd Line)	Tier 1 Non-Core	\$12.33	\$24.66
Residence (2 nd or 3 rd Line)	Tier 1 Non-Core	\$6.48	\$12.96
Residence (4 th or more Line)	Tier 2	\$6.48	
		<u>Current</u>	<u>Maximum</u>
Business (each)	Tier 1 Non-Core	\$19.18	\$38.36

The above rates do not include telephone instruments or inside wiring maintenance.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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State Regulatory Affairs Director

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GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE

1. DESCRIPTION

- A. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- B. Extended Local Calling Service will be provided in lieu of new Extended Area Service (EAS), whether one-way or two-way, between specific exchanges of the Company and to exchanges of other telephone companies when ordered by The Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case.
- C. All Extended Area Service existing prior to the establishment of extended Local Calling Service will continue in its present form unless discontinued by order of The Public Utilities Commission of Ohio.
- D. Extended Local Calling Service is available with all classes of service and to all customers within the specific exchange.
- E. Extended Local Calling Service is restricted to customer dialed, station to station, sent paid calls to the extended exchange(s) and does not apply to operator assisted calls.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (Continued)

2. RATES

A. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in other sections of this tariff, for access line service.

B. Extended Local Calling Service is provided at the following rates:

1. Initial Minute Rate (Tier 1 Core)

Monday through Friday:	To Telephone Numbers in Designated Exchanges Within the Following Distance Bands					
	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

2. Rate for Each Additional Minute (Tier 1 Core)

Monday through Friday:	To Telephone Numbers in Designated Exchanges Within the Following Distance Bands					
	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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**P.U.C.O. No. 2
GENERAL EXCHANGE SERVICE TARIFF**

EXTENDED LOCAL CALLING SERVICE (Continued)

2. RATES (con't.)

- C. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges telephone companies, are based upon four measured elements, i.e., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

1. Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

2. Duration

- a. Initial minute rates are for connections of one minute, or any fraction thereof.
- b. Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- c. Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- d. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- e. Chargeable time does not include time lost because of faults or defects in the service.

3. Time of Day

- a. Holiday rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4). Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, and July 4, respectively.
- b. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the entire message.

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State Regulatory Affairs Director**

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GENERAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (Continued)

3. AVAILABILITY

A. Extended Local Calling Service is provided in the following exchanges:

<u>Exchanges In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
**Cooney	Bryan	16.2
**Cooney	Edon	7.2
**Cooney	Montpelier	8.6

* One-Way Service

** Two-Way Service

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PROMOTIONS

1. Promotional Offerings

- A. The Telephone Company may from time to time offer special promotions of various services offered under this tariff in order to attract new customers and/or increase existing customer awareness of the specially-promoted tariff service.

Promotional prices will be offered for a period no greater than 90 days to the same class of customers within a 12-month period. The 12-month period begins on the first day of the promotional price is offered. Notification of promotional offerings will be provided ten days prior to the effective date to the Public Utilities Commission of Ohio.

- B. The benefits realized by the customer and the conditional obligations of the customer may extend beyond 90 days.
- C. Promotional offers are valid only where it is technically feasible to provide the specified additional service and where facilities are available during the promotional period.

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GENERAL EXCHANGE SERVICE TARIFF

PROMOTIONS (Continued)

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**Jack D. Phillips
State Regulatory Affairs Director**

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GENERAL EXCHANGE SERVICE TARIFF

COONEY EXCHANGE MAP

Exchange Area of the Cooney Exchange; Base rate area and exchange area coincide.

----- BASE RATE AREA AND EXCHANGE AREA

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

APPLICATION AND EXPLANATION OF SYMBOLS

A. APPLICATION

These tariffs apply to the General Exchange Services of Frontier Communications of Michigan, Inc., hereinafter referred to as the Telephone Company, in Exchanges of the Telephone Company in Ohio. 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.

The provision of service and facilities, as provided herein, is subject to the General Rules and Regulations of the Telephone 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.

B. EXPLANATION OF SYMBOLS

The nature and extent of revisions of these tariffs is indicated on the right hand margin by the following symbols:

- (C) Signifies a changed regulation
- (D) Signifies a discontinued rate, treatment or regulation
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate
- (T) Signifies a change in text, but no change in rate, treatment or regulation

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GENERAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES

A. GENERAL

1. The term "Service Connection Charge" is used to define the non-refundable charge made for the establishment of a class of telephone service or subsequent additions to that service.
2. No distinction is made between a "New Installation" and an "Outside Move." All changes of subscribers service from one premises to another (except as otherwise provided under "Moves and Changes") are treated as new service connections with Service Connection Charges applying. (For definition of "Premises" see General Rules and Regulations, "Definitions.")
3. Service Connection Charges are in addition to any other scheduled rates and charges normally applying under the tariffs.
4. Service Connection Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers and in the case of any service for Department, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments.
5. When any Touch Calling Service, Custom Calling Service features or Custom Local Area Signaling Service features are ordered within 30 days of the installation of initial telephone service, the Line Rearrangement Charge (Service Connection Charge) will be waived.

B. CHARGES

1. Establishment of Service, apply as follows: (Tier 1 Core)

(a) Access Lines, C.O. Lines,	<u>Current</u>	<u>Maximum</u>
---- each	\$10.75	\$10.75

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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GENERAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (CONTINUED)

B. CHARGES (Con't)

	<u>Current</u>	<u>Maximum</u>	
2. Restoral of service charge - - -	\$8.00	\$8.00	(Tier 1 Core)

Where service has been discontinued for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, as specified in this Tariff, the foregoing charge applies for reconnecting all service and facilities being provided a subscriber at one location.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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GENERAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (Continued)

C. SERVICE CONNECTION CHARGES DO NOT APPLY TO:

1. The following cases, provided a service and facilities are assumed prior to their discontinuance and without lapse in rendition of service or billing for service:
 - (a) A change of name without a change of ownership.
 - (b) A change of ownership without a change of name.
 - (c) When one member of a family applies for the service previously contracted for by another member of the same family residing in the same household.
2. When a receivership for an existing subscriber is established or terminated.
3. Service changed from a residence to a business classification, or vice versa, without a change of the identity of the subscriber.

Service re-established after the destruction or partial destruction of the subscriber's premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, the Service Connection Charge is applied in connection with the re-establishment of service at the old location.

Auxiliary services not located at and associated with a specific instrument resident extension stations installed, moved, and/or changed at the same time or which a charge is made for other work.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF
BASIC TELEPHONE ASSISTANCE

A. LINK UP (Tier 1 Core)

1. General

Link-Up is a federal assistance program that provides eligible residential customers with the following benefits:

- a. A reduction of the Telephone Company's applicable service connection charges equal to one-half of such service connection charges or \$30.00, whichever is less.
- b. A deferred payment plan for service connection charges, for which the customer does not pay interest, where such service connection charges do not exceed \$200.00 and the payment plan does not exceed 12 months duration. (Service Connection charges do not include the Telephone Company's applicable security deposit requirements.)

2. Regulations

- a. Link Up Assistance is available to residential customers who are currently participating in one of the following assistance programs:
 - (1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
 - (2) Food stamps
 - (3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (4) Federal Public Housing Assistance, or Section 8
 - (5) Home Energy Assistance Program (HEAP)
 - (6) Ohio Works First a.k.a. Temporary Assistance for Needy Families (TANF)
 - (7) National School Lunch's (NSL) free lunch program
 - (8) Household income at or below 150% of the Federal Poverty Guidelines (FPG)
 - (9) General Assistance including Disability Assistance (DA)
 - (10) Supplemental Security Income- blind and disabled (SSDI)
- b. A customer eligible for Link Up may choose one or both of the Link Up benefits identified in Section A.1. above.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF
BASIC TELEPHONE ASSISTANCE (Continued)

A. LINK UP (Cont'd) (Tier 1 Core)

2. Regulations (Cont'd)

- c. The Telephone company shall require, as proof of eligibility for Link-Up a document signed by the customer certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in 2(a) above.; identify the specific program or programs from which the customer receives benefits. If the customer is applying for Link-Up based on income 2(a)(8), above., examples of income documentation would be 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- d. The Telephone Company's Link Up program shall allow a qualifying low-income consumer to receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.
- e. Link Up customers are not restricted on the optional services to which they may subscribe.
- f. If a customer disagrees with a company's findings regarding eligibility for Link-Up, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

P.U.C.O. No. 2**GENERAL EXCHANGE SERVICE TARIFF**

BASIC TELEPHONE ASSISTANCE (Continued)

B. LIFELINE ASSISTANCE (Tier 1 Core)**1. General**

Lifeline Assistance is a federal support program that provides eligible customers with the following benefits:

- a. A recurring discount equal to the maximum contribution of federally available assistance will be applied to the monthly basic local exchange service charge; at no time should the discounts cause the monthly basic local exchange rate to be less than zero.
- b. A waiver of the Federal Subscriber Line Charge.
- c. A waiver of the Federal Universal Service Charge.
- d. Free toll limitation service (e.g., toll blocking, toll control, and 900/976 blocking), upon customer's request.
- e. A waiver of the Telephone Company's service deposit requirement.
- f. Customers have the option to purchase call waiting and an option to purchase other features upon self certification that the feature is for medical and/or safety reasons pursuant to O.A.C. 4901:1-4-06 (B)(1)(c) and B.2.b below.
- g. Credit of 100% of all nonrecurring service order charges for commencing service.

2. Regulations

- a. Lifeline Assistance is available to residential customers who are currently participating in one of the following assistance programs.
 - (1) Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
 - (2) Food stamps
 - (3) Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 - (4) Federal Public Housing Assistance, or Section 8
 - (5) Home Energy Assistance Program (HEAP)
 - (6) Ohio Works First a.k.a. Temporary Assistance for Needy Families (TANF)
 - (7) National School Lunch's (NSL) free lunch program
 - (8) General assistance including Disability Assistance (DA)
 - (9) Household income at or below 150% of the Federal Poverty Guidelines (FPG)
 - (10) Supplemental Security Income – blind and disabled (SSDI)
- b. Participants in Lifeline may subscribe to Call Waiting at tariffed rates. Customers have the option to purchase other features for medical and/or safety reasons. Requests to purchase other features must be signed by the customer self-certifying that the feature is necessary for medical and/or safety reasons. Existing lifeline customers that have optional features prior to the adoption of this plan will be grandfathered into the lifeline program so long as the customer makes no changes whatsoever to their existing local exchange service.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

B. LIFELINE ASSISTANCE (Cont'd) (Tier 1 Core)

2. Regulations (Cont'd)

- c. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
- d. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
- e. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in 2(a) above; identify the specific program or programs from which the customer receives benefits and agrees to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for both Lifeline and Link-Up, the customer may utilize the same document to verify eligibility for both programs. If the customer is applying for Lifeline based on income 2(a)(9) above, examples of income documentation would be 1) the prior year's state or income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- f. The Telephone Company shall perform a verification audit of a customer receiving Lifeline Assistance.

P.U.C.O. No 2

General Exchange Service Tariff

Basic Telephone Assistance (Continued)

B. LIFELINE ASSISTANCE (Cont'd)

2. Regulations (Cont'd)

- g. The Lifeline discounts and waivers apply to only one access line per household.
- h. Lifeline customers with past due bills for regulated local service charges will be offered special payment arrangements for these past due balances. These arrangements will consist of an initial payment not to exceed \$25.00, before service is installed, with the balance for the regulated local charges to be paid over six equal monthly installments. Lifeline customers with past due bills for toll service will be required to have toll restricted service until such past due toll charges have been paid in full or until the customer establishes service with a subsequent toll provider pursuant to the Minimum Telephone Service Standards.

3. Enrollment Process

- a. New or existing customers wanting to establish lifeline service should complete and submit a company lifeline application, and provide documentation if applicable, within 30 days of receiving the application from the company.
- b. The company will review the customer's lifeline application to determine customer's eligibility within 10 business days of receiving the application (and any required documentation if applicable) from the customer.
- c. If the customer is eligible for the lifeline discount, the company will credit the customer's bill retroactive to the date of customer's request for lifeline service (and, if applicable to a new service request, retroactively apply a credit towards the regulated installation charges) as long as the customer timely submits the application and any required documentation.
- d. The Telephone Company will provide written notification to customers that do not qualify for Lifeline Assistance or fail to submit acceptable documentation. Written customer notice will be provided in order to give the customer an additional opportunity of 30 days to prove eligibility or dispute the company's determination.
- e. Late filed applications (with documentation) that meet eligibility criteria will be made effective the date the late-filed information was received by the Telephone Company.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

B. LIFELINE ASSISTANCE (Cont'd)

4. Income Eligibility

- a. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be preformed within 60 days of a customer's service establishment. Examples of documentation would include 1) the prior year's state or federal income tax return; 2) a current income statement from an employer or W-2; 3) three consecutive months worth of the most current pay stubs; 4) the most recent Social Security statement of benefits; 5) the most recent Veteran's Administration statement of benefits; 6) the most recent retirement/pension statement of benefits; 7) the most recent Unemployment/Workmen's Compensation statement of benefits; 8) a divorce decree or child support document.
- b. Regardless of when the Company completes the verification process lifeline benefits shall go back to the latter of the date the qualified customer established lifeline service or established new service.
- c. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance or that fail to submit acceptable documentation. Written customer notice must be provided in order to give the customer an additional opportunity of 30 days to prove eligibility or dispute the company's determination.
- d. Written notification must include 1) the earliest date termination of lifeline benefits will occur if the customer has been receiving the benefits or the last date the customer has to provide documentation to prove eligibility to receive the benefits; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the Telephone Company; and 4) a statement consistent with the disconnect notice set forth in Chapter 4901:1-5, O.A.C., explaining who customers may contact in the event of a dispute.
- e. If a customer disagrees with a company's findings regarding eligibility for Lifeline, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

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GENERAL EXCHANGE SERVICE TARIFF

Basic Telephone Assistance (Continued)

B. LIFELINE ASSISTANCE (Cont'd)

5. Verification for Continued Eligibility

- a. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for the termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement consistent with the disconnect notice requirements outlined in the MTSS Chapter 4901:1-5, O.A.C., explaining who the customer should contact in the event of a dispute.
- b. Should a customer fail to submit proper documentation within the 60 -day period, the Telephone Company will terminate the customer's lifeline eligibility effective on the 61st day.
- c. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

Basic Telephone Assistance (Continued)

C. SERVICE CONNECTION ASSISTANCE (Tier 1 Core)

1. General

- a. Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:
- Waiver of applicable deposit requirements under PUCO #2, Sheet 82 of this tariff.
 - Full or partial waiver of up to \$60.00 of applicable service connection charges for establishing or reestablishing local exchange service as described in PUCO #2, Sheet 10 of this tariff. (Service Connection Assistance does not apply to network wiring charges.)

2. Regulations

- a. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
1. Home Energy Assistance Program (HEAP)
 2. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
 3. Food stamps
 4. Federal Public Housing Assistance / Section 8
 5. Medical Assistance under Chapter 5111 of the Ohio Revised Code
- b. The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in C.2.a. above: identifying the specific program or programs from which the customer receives benefits.
- c. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- d. Service Connection Assistance is available for all grades of service.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

C. SERVICE CONNECTION ASSISTANCE (Cont'd)

2. Regulations (continued)

- e. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.
- f. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household may owe money for such services previously provided at the customer's current address.
- g. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

D. TELECOMMUNICATION RELAY SERVICE (TRS)

Customers may be assessed a charge per line per month to fund the Telecommunication Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

(N)

(N)

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

MOVES AND CHANGES

A. GENERAL

1. The charges specified herein for moves and changes do not contemplate work being performed by the Telephone Company's employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional cost involved, applies.
2. For definition of the term "Premises" see General Rules and Regulations "Definitions."

B. MOVE CHARGES

1. A move is a transfer of telephone service from one location to another on the same premises where there is no interruption of the service other than is incident to the work involved.
2. Discontinuance of telephone service at one premise and their installation at another premise is subject to the regular service connection charges and/or any installation charges that may be applicable.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

MOVES AND CHANGES (Continued)

C. CHANGE CHARGES

1. A change is:

Change of telephone number.

2. Charges:

One charge of \$10.75 applies for all changes, covered herein, in such existing facilities made at the same time on the same continuous property.

D. CHARGES FOR MOVES AND CHANGES DO NOT APPLY TO:

1. Moves or changes required for the proper maintenance of service, excluding customer station equipment and inside wiring.
2. No charge is applicable for changes made on the initiative of the Telephone Company for service reasons, reasons of avoiding annoyance calls, obscene, abusive, harassing or threatening telephone calls.
3. When there is a substitution in the type of service or line subscriber for (E.G., change from regular telephone exchange service to P.B.X. station service) it is considered as the discontinuance of the previous service and the establishment of a new line or service.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES

A. 900 SERVICES CALL BLOCKING

1. Description

900 services call blocking is an optional service providing residential and nonresidential customers with the capability to block the origination of direct dialed calls to all 900 services.

2. Regulations

- (a) LEECH-provided blocking of 900 services shall be provided where technologically feasible.
- (b) 900 services blocking is to be offered to residential customers at no charge for initial requests.
- (c) 900 services blocking is to be provided to nonresidential customers, free of charge, on a one-time basis, during a 60-day period after the inception of service.
- (d) Charges associated with nonresidential customers' initial requests (after the sixty-day free enrollment period has expired) and subsequent requests, and residential customers' subsequent requests, for 900 services blocking will not exceed the company's service order charge.
- (e) Residential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge, even if they exercised an option to block services at a previous location at no charge.
- (f) Nonresidential customers obtaining service at a new location shall be afforded blocking of 900 services at no charge during a 60-day period after the inception of service, even if they exercised an option to block 900 services at a previous location at no charge.
- (g) Customers may elect to remove 900 services blocking free of charge. Requests by customers to remove 900 services blocking must be in writing.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES (Continued)

B. EXTRA DIRECTORY LISTINGS (Tier 2)

Regular Extra Listings in the alphabetical section of the directory, and special types of Extra Listings that are furnished at Regular Extra Listings rates, 25 cents monthly.

C. JOINT USERS (Tier 1 Core)

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 fifty per cent of individual business line rate computed to the next higher multiple of 25 cents.

D. LOCAL MESSAGES

1. The rates for local calls from Public and Semipublic telephones is 20 cents per call.
2. All end user coin-sent paid charges assessed to end users at pay telephones will be deregulated after October 7, 1997. Effective October 8, 1997, the 20 cent rate is detariffed.

The rates and terms for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES (Continued)

E. PRIVATE LINES (Local) (Tier 2)

1. The Telephone Company will furnish and maintain Private Lines where facilities are available and within the Exchange Area, for telephone communication between stations not connected to the Exchange switchboard.

- | | |
|--|----------------------|
| 2. The following rates apply: | <u>Monthly Rates</u> |
| a. For the initial 1/4 mile of circuit
or fraction, circuit measurement | \$3.00 |
| b. For each additional 1/4 mile of circuit
or fraction, circuit measurement | 1.00 |
| c. For each terminal instrument | 2.50 |

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2**GENERAL EXCHANGE SERVICE TARIFF**

MISCELLANEOUS SERVICES AND FACILITIES (Continued)**F. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**

The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

Regulations, rates and charges are specified in FCC No. 5, National Exchange Carriers Association Access Service Tariff, Section 13.3.3.

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GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES (Continued)

G. TRANSFER SERVICE (Tier 2)

- 1 The Company will furnish on request, when facilities permit, what is known as "Subscriber's Transfer Service".

This service is designated so that an individual line subscriber, by operating a switching key in connection with one of his individual line telephones, can transfer calls coming to that telephone to another specific individual line telephone of the subscriber, or of another subscriber who authorizes in writing such arrangement and who is connected with the same switchboard, for any desired period of time.

The two individual lines associated as indicated above, can be restored to normal by the operation, by said subscriber, of said switching key. For the purpose of making possible the above operation and service, one unit of "Subscriber's Transfer Service" equipment, located in the office of the Telephone Company, and one switching key, located on or near the subscriber's designated telephone from which such transfer is to be made possible, are required. The charge for each such unit of "Subscriber's Transfer Service" will be at the monthly rental of \$5.00

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GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES (Continued)

G. TRANSFER SERVICE (Continued)

2. Service Connection Charges for Establishment of Subscriber's Transfer Service.
 - (a) Installation charge for key in subscriber's premises and for establishment of service through Exchange office \$10.75
 - (b) Installation charge when, after service is established, subscriber requires that it be changed from line with which established to another line \$10.75

H. ADMINISTRATION OF BOUNDARIES

The Company, by reference herein, adopts and also makes a part of this tariff, the rules and regulations promulgated by the Public Utilities Commission of Ohio, as set forth in its Session Order No. 348, dated November 27, 1953.

I. LOCAL DIRECTORY ASSISTANCE SERVICE

1. Directory Assistance Service provides the calling party with available telephone numbers for the party's home numbering plan. Directory Information Assistance will not include numbers for which customers have requested that the number not be provided, or that the requested party has no telephone listing.
2. The Directory Assistance operator will provide telephone numbers or other information as described above for a maximum of two (2) number requests per call.
3. Payphone service and Hospital services are excluded form the Directory Assistance Service PLAN. Services that are suspended will be excluded form the directory Assistance Service Plan for the period of suspension.
4. Customer dialed calls to Local Directory Assistance Service for numbers within the home numbering plan area will be billed at \$.99 cents per call.

(N)

(N)

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GENERAL EXCHANGE SERVICE TARIFF

MISCELLANEOUS SERVICES AND FACILITIES (Continued)

J. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. General

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 Frontier'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, 1-800, and local emergency 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.

2. 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.

3. Rates

For each call to the National Directory Assistance/

Customer Name and Address Service	\$ 1.50
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P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service)1. General

- a. When requested by local government authorities, and subject to the availability of facilities, Frontier Communications of Michigan, Inc. (hereinafter referred to as "the Telephone Company") will provide a Universal Emergency Number Service (911) for the use of Public Safety Answering Points (PSAP'S) engaged in assisting local government in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP.
- b. Two types of 911 service are offered: Basic 911 (B911) and Enhanced 911 Service (E911).
 1. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
 2. Enhanced 911 Service provides additional features, such as: selective routing of 911 calls to a specific PSAP which is selected from the various PSAPs serving customers within that central office area; E911 Trunks; Automatic Number Identification; Automatic Location Identification, PSAP Data Base Establishment and Update Service.

2. Definitions

- a. Automatic Location Identification (ANI) - an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.
- b. Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.
- c. 911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 trunk.

The rates for 9-1-1 and E-9-1-1 are governed by 86-911-TP-COI and do not fall under a Tier designation.

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GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

2. Definitions (cont'd)

- d. Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.
- e. 911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.
- f. PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers and addresses for ALI.
- g. Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
- h. Selective Routing Service - a feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.
- i. Service Supplier - any provider of regulated telephone service to a service user in the state.
- j. Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.
- k. Universal Emergency Number Service - a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices area arranged for 911 calling.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

2. Definitions (cont'd)

1. Universal Emergency Number Service Customer (Customer) - the board of county commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service, but the agent is not the customer.

3. Regulations

The regulations set forth below apply to "Enhanced 911" service, hereinafter referred to as "E911" service:

- a. Application for E911 service shall be executed in writing by each participating local government authority or their duly appointed agent. If application is made through an agent of the local government authority, the Telephone Company shall be provided with evidence, satisfactory to the Telephone Company, of the appointment and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any E911 service and participation shall be in the same E911 service.
- b. The E911 service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for E911 service calling.
- c. Each participating local governmental authority must furnish to the Telephone Company its written agreement, duly executed, by which it shall agree to:
 1. Provide sufficient personnel to staff the PSAP on a 24 hour continuous basis.
 2. Accept responsibility for dispatching or referring, forwarding or transferring E911 calls to other participating local government authorities for the dispatch of police, fire, ambulance or other emergency services to the extent such services are reasonably available.

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GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

3. Regulations (cont'd)

- c. 3. Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing outgoing calls and for receiving other emergency calls, including calls which might be relayed by an operator.
- 4. Make operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
- d. The service is limited to the use of central office telephone number 911 as the emergency number. Only one E911 service will be provided with any government agency's locality.
- e. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- f. E911 Service is arranged only for one-way incoming service to an appropriate PSAP. Out-going calls can only be made on a transfer basis.
- g. Information contained in the Telephone Company's data base management system will be maintained for E911 service and will be used exclusively for this purpose.
- h. E911 Service information consisting of the name, address and telephone numbers of customers who subscribe to non-published telephone service is confidential and the PSAP agency agrees to use such information only for the purpose of responding to emergency E911 Service calls.
- i. Any party residing within the E911 Service serving area forfeits the privacy afforded by non-published telephone numbers to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- j. The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

3. Regulations (cont'd)

- k. Because the Telephone Company authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on E911 Service lines that originate from all telephones served by C, C & S Telco, Inc., whether or not the calling telephone is situated on property within the geographical boundary of customer's public safety jurisdiction.
- l. The customer will develop an appropriate method for responding to calls for non-participating agencies that may be directed to an E911 Service PSAP by calling parties.
- m. The number of lines to the "host" or "lead" (Local Exchange Telephone GTE North Incorporated, Williams County) shall be as required by Williams County E911 Emergency Telephone Number System Plan.
- n. The calling party is not charged for calls placed to the E911 number; however, regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred to the point of termination of the transfer, if located outside the local calling area of the exchange.
- o. The Telephone Company does not undertake to answer and forward E911 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.
- p. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

3. Regulations (cont'd)

- q. A telephone company and its officers, directors, employees, and agents are not liable in damages in a civil action for injuries, death, or loss to persons or property incurred by any person resulting from the telephone company's, its officers', directors', employees', or agents' participation in or acts or omissions in connection with such participation in a 911 system, whether such system is established pursuant to sections 4931.40 to 4931.50 of the Ohio revised code or otherwise in accordance with the telephone company's schedules regarding 911 systems filed with the Public Utilities Commission pursuant to Section 4905.30 of the Ohio Revised Code.

4. Rates and Charges

- a. E911 service is provided to residents who subscribe to local exchange telephone service. Following is the rate for this service:

APPENDIX A

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE)

<u>County</u>	<u>Proposed Current 911 Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. For 911 Implementation</u>	<u>Most Current Case No. For 911 Review</u>
Williams	\$.28	5/29/1991	5/29/1992	86-911-TP-COI	90-763-TP-EMG

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES(Tier 1 Non-Core) (Cont'd)

GENERAL

- A. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") assigned the three digit 2-1-1 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 2-1-1 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "2-1-1 Service").
- B. The 2-1-1 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 2-1-1 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of their local exchange services. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. All 2-1-1 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling service ("ELCS"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 2-1-1 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
- D. The 2-1-1 Service will be available from Company owned pay telephones located in the Company's local exchange. The 2-1-1 Service will not be available for the following classes of service:
1. Hotel/motel/hospital service
 2. Inmate service
 3. 1 + and 0+ calling
 4. 0-operated assisted calling
 5. 101 XXXXX calling

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P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES(Tier 1 Non-Core) (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- A. The Approved Information and Referral Service Provider shall make written application for 2-1-1 Service to the Company at the local exchange level.
- B. The approved Information and Referral Service Providers written application to establish 2-1-1 Service in the Company's local exchange shall include the following:
 - 1. The local, foreign exchange or toll free 8YY telephone number into which the Company is to translate the dialed 2-1-1 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 2-1-1 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application. The Company can only provide 2-1-1 Service to one specified telephone number as provided to it by the Approved Information and Service Referral Provider.
 - 2. A location description of the Approved Information and Referral Service Provider call center where 2-1-1 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 2-1-1 Service.
 - 4. An acknowledgment of the possibility that the Commission's assignment of the 2-1-1 abbreviated dialing code may be recalled at any time.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

C. Local Calling for Company Subscribers (Cont'd)

1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 2-1-1 Service calls are local in nature and do not generate ELCS, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
2. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 2-1-1 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 2-1-1 Service is established in the local exchange.
3. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 2-1-1 Service calls remain local in nature.

D. The Approved Information and Referral Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 2-1-1 Service.

E. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 2-1-1 calls directed to it out of confusion or in error by Company subscribers.

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State Regulatory Affairs Director**

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GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- F. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 2-1-1 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 2-1-1 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 2-1-1 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one telecommunications path available.
- H. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 2-1-1 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
- I. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 2-1-1 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 2-1-1 Service. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 2-1-1 Service.

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GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- K. The Approved Information and Referral Service Provider shall not promote the 2-1-1 Service with the use of an auto-dialer or broadcasting of tones that dial the 2-1-1 abbreviated dialing code.
- L. The Company can only make 2-1-1 Service available to end users located in Company local exchanges. To establish 2-1-1 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchange to ascertain whether 2-1-1 abbreviated dialing will be available to their end users.

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GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

OBLIGATIONS OF THE COMPANY

- A. The Company shall provision the 2-1-1 Service within forty-five (45) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application for service.
- B. When a 2-1-1 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 2-1-1 Service call, the quality of the call or any features that may otherwise be provided with 2-1-1 Service.
- C. The Company does not undertake to answer and forward 2-1-1 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
- D. The rates charged for 2-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

LIABILITY

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 2-1-1 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 2-1-1 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
- C. The Company's entire liability to any person for interruption or failure of the 2-1-1 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- D. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 2-1-1 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 2-1-1 abbreviated dialing code.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

OTHER TERMS AND CONDITIONS

- A. The 2-1-1 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service from the local telecommunications service provide where the 2-1-1 call center is located.
- B. The 2-1-1 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 2-1-1 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
- C. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 2-1-1 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. In an emergency situation as determined by the Company, the Company reserves the right at any time, without notice, to institute protective measures, up to and including termination of service.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Tier 1 Non-Core) (Cont'd)

RATES AND CHARGES

- A. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of both parties' local exchange service. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. The Company will provide as a community service, at no charge, one telecommunications path via remote call forwarding service to the Approved Information and Referral Service Provider's toll free 8YY number. This means that only one call at a time can be made to the Approved Information and Referral Service Provider's 2-1-1 call center via the 2-1-1 Service provided by the Company from the Company's subscribers.
- C. The Approved Information and Referral Service Provider shall pay a nonrecurring Service Connection Charge, as specified in Sheet 8 of this tariff, when it makes application to change the toll free 8YY telephone number they provide the Company more than once per calendar year.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O No. 2

GENERAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS

GENERAL

- A. 8-1-1 Service ("8-1-1") is a three-digit local dialing arrangement available in specified areas for access to a one call notification provider. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 8-1-1 code is assigned for access to one call notification centers.
- B. Calls placed to the 8-1-1 code will be routed to the point-to number based upon the central office switch where technically feasible.

OTHER TERMS AND CONDITIONS

- A. This service is provided subject to the availability of the 8-1-1 code.
- B. 8-1-1 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- C. Limitations and use of service apply as stated in Section 2 of this Tariff.
- D. Directory listings for 8-1-1 are offered under the terms, conditions, and rates specified elsewhere in this Tariff.
- E. Access to 8-1-1 is not available to the following classes of service:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXX

Operator-assisted calls to the 8-1-1 subscriber will not be completed.

- F. The 8-1-1 subscriber is restricted from selling or transferring the 8-1-1 code to an unaffiliated entity, either directly or indirectly.
- G. 8-1-1 will not provide calling number information in real time to the 8-1-1 subscriber. If the 8-1-1 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

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GENERAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- H. Calls to the 8-1-1 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 8-1-1 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 8-1-1 from areas where 8-1-1 service is not being provided will be advised that the service is not available from their number.
- I. Disputes regarding geographic coverage by two or more 8-1-1 subscribers will be referred to the Public Utility Commission of Ohio.
- J. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 8-1-1 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 8-1-1 subscriber has failed to establish service or decides to discontinue service establishment, the 8-1-1 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- K. Only a single ten-digit toll-free or local number may be used as the point-to number.
- L. 8-1-1 Service is provided where facilities permit.
- M. The 8-1-1 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach One Call Center for services provided by dialing 8-1-1.
- N. 8-1-1 will be provided under the following conditions:
 - 1. The 8-1-1 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 8-1-1 without impairing the Company's general telephone service or telephone plant.

P.U.C.O No. 2

GENERAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- N. 8-1-1 will be provided under the following conditions: (Cont'd)
2. The 8-1-1 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 3. The 8-1-1 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting 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, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 4. Suspension of 8-1-1 Service is not allowed.
 5. The 8-1-1 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 8-1-1. If requested by the Company, the 8-1-1 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 8-1-1 service.
 6. The Company will provide both oral and written notification when a 8-1-1 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 8-1-1. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 8-1-1 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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GENERAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- O. The following conditions apply if the 8-1-1 subscriber provides a pre-recorded announcement:
 - 1. The 8-1-1 subscriber will provide announcements. The Company will provide only delivery of the call.
 - 2. The provision of access to the 8-1-1 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - 3. The 8-1-1 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 4. The 8-1-1 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- P. The Company may take all legal and practical steps to disassociate itself from 8-1-1 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- Q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

P.U.C.O. No 2

GENERAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

RATES AND CHARGES

- A. 8-1-1 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 8-1-1 subscriber's designated premises.
- B No implementation charges will apply.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

TOUCH CALLING SERVICE (Tier 1 Core)

A General

1. Touch Calling Service provides for dialing a telephone number by means of push buttons in lieu of a rotary dial.
2. Touch Calling Service is available with all classes of basic service.
3. It is not necessary that all instruments on a line be equipped for touch calling; however, all lines on the same instrument must be similarly equipped.

B Charges

1. The charges indicated below are in addition to the regular monthly charges for the class of service or services with which Touch Calling Service is associated.

	<u>Monthly Charge</u>	
	<u>Current</u>	<u>Maximum</u>
Business		
Per Central Office Line	\$2.00	\$2.00
Residence		
Per Central Office Line	\$1.50	\$1.50

2. If an existing service is changed from Rotary Dial Service to Touch Calling Service, one service connection charge applies per line and on the same line and premises.
3. If an existing service is changed from Touch Calling Service to Rotary Dial Service, one service connection charge applies per line and includes on the same line and premises.

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM CALLING SERVICES (Tier 1 Core, Non-Core, and Tier 2)

A. GENERAL

1. Custom Calling Services are available on individual line, business and residence exchange services, excluding coin operated services. The exclusion of coin operated services does not apply to Touch Calling; Call Waiting is not available on rotary key lines.

B. DESCRIPTION OF FEATURES

1. Call Waiting Service emits an audible signal on a busy line indicating that a second call is incoming. The customer may elect to terminate the call with the first party and answer the second calling party, or hold completely private conversations with each of the two parties on an alternate basis.

The Call Waiting feature may be temporarily disable at the option of the customer, from the customer's touch calling instrument. Temporary disabling of this feature will not affect the monthly charge to the customer.

2. Call Forwarding Service permits a customer to have incoming calls transferred to another pre-selected telephone number. The grade of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade of transmission is not guaranteed on any forwarded call. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This applies to all "Call Forwarding" type services offered.
3. Enhanced Call Forwarding Service In addition to Call Forwarding Service described above, this service permits the subscriber 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 subscriber is responsible for the establishment and change of the forwarded telephone number destination. The subscriber is also responsible for feature 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 rotary (trunk hunting) service.

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM CALLING SERVICES (Cont'd)

2. DESCRIPTION OF FEATURES (Cont'd)

4. Speed Calling Service permits a customer to reach preset numbers by abbreviated dialing. Speed-Call-8 provides for up to eight preset numbers. Speed-Call-30 provides for up to thirty preset numbers. The system allows the customer to alter the speed calling list.
5. Three-Way Calling Service permits a customer to add a third party to an existing conversation. It allows both hold and add-on capabilities. The grade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete such a call, therefore, the Telephone Company makes no representation as to the quality of transmission.
6. Distinctive Ring provides customers with the ability to distinguish certain calls from all others by providing a distinctive ringing pattern. It also permits a second number to be assigned to the same line.
7. Home Intercom permits a customer to call other phone extension lines within the same grouping. Abbreviated dialing is used, and a second number is assigned.

3. MONTHLY RECURRING CHARGES	<u>Current</u>	<u>Maximum</u>	<u>Classification</u>	
Call Waiting				
Residential	\$2.64	\$4.80	Tier 1 Non-Core	(I)
Business	\$2.40*	\$4.80		(N)
Call Forwarding				
Residential	\$5.99	N/A	Tier 2	(I)
Enhanced Call Forwarding				
Residential	\$5.99	N/A	Tier 2	(I)
				(D)
				(D)

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

CUSTOM CALLING SERVICES (Cont'd)

3. MONTHLY RECURRING CHARGES (Cont'd)

a. Call Forwarding

Line Haul Charges

Between the telephone equipped for Call Forwarding and the number to which the call is forwarded, the subscribing customer is responsible for the payment of regularly applicable charges for a dialed station-to-station call including a person-to-person or collect call that is not accepted.

	<u>Classification</u>	<u>Monthly</u>	
b. Speed Calling	Tier 2		
1. Speed-Call 1-8 Residential		\$5.99	(I)
2. Speed-Call 1-30 Residential		\$5.99	(I)
c. Three-Way Calling Residential	Tier 2	5.99	(I)
d. Distinctive Ring Residential	Tier 2	5.99	(I)
e. Home Intercom	Tier 2	1.50	

4. NONRECURRING CHARGES

- a. When Custom Calling Service is provided subsequent to establishment of the initial service, or is requested during other than a promotional period, a Line Rearrangement Charge (Service Connection Charge) applies per line for all (one or more) Custom Calling Service features provided at the same time, as specified in Tariff P.U.C.O. No. 2 Service Connection Charges.
- b. A Line Rearrangement charge applies to change from 8-Code to 30-Code, or vice versa, with the features Speed Call 8 and Speed Call 30.
- c. One Line Rearrangement charge applies for one or more features changed and added at the same time.

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

A. General (Tier 1 Core, Non-Core, and Tier 2)

Custom Local Area Signaling Services are optional services offered to single line business and residence customers served in the Frontier Communications of Michigan, Inc. exchange of Cooney. 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, Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or 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, Call Return or other similar services identified in this tariff.

B. Regulations

1. CLASS Services are offered only to customers served by central offices equipped to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
3. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with CLASS Services.

All customer provided equipment (CPE) used to interface with Caller ID Name is required to conform with Technical Reference Specifications as used by the Company.

4. Variations in central office equipment and the activation of other central office features by the called and/or calling party may cause differences in the operation of features.
5. The Company's liability arising out of the provision of any CLASS feature including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in item A Sheet 40 of this tariff.
6. Caller ID Name is not available on operator-handled calls, on trunk-side connections and on line-side connections to key systems and PBXs that are not compatible with Caller ID Name.
7. Caller ID Name Service may not display a direct name and number for operator-assisted calls, out-of-area calls, calls marked private by the originator or calls originating from coin- and party line stations.

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

B. Regulations (continued)

8. Except as provided in Section E – CLASS Promotions, a nonrecurring Service Connection Charge, as stated in Frontier's General Exchange Service Tariff on Sheet No. 8, will apply when a customer subscribes to Per-Line Blocking or any of the CLASS features.
9. An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:
 - a. The calling name and number may not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data.
 - b. The calling name and number may not be displayed if the called party answers the incoming call during the first interval.
10. Caller ID Name Blocking Service
 - a. Per-Call Blocking
 1. Free Per-Call Blocking Service will be universally available, where technically feasible, to residence and business customers who are served from appropriately equipped central offices. Per-Call Blocking Service prevents the delivery of the calling party's telephone name and number to Caller ID Name subscribers on a per-call basis when the calling party activates the appropriate Caller ID Name Blocking activation code prior to placing the call. If the called party has a display device, a privacy indicator will appear instead of the calling party's name and telephone number.

All Frontier payphones in Frontier's service area will be equipped with Per Call Blocking.
 2. Per-Call Blocking capability is not available on line-side connections to key systems and PBXs that do not accept the Caller ID Name Blocking activation code.

- b. Per-Line Blocking (Tier 1, Core)

Prevents the disclosure of the calling party's name and telephone number on all outgoing calls, without the necessity of an activation code. If the called party has a display device, a privacy indication will appear instead of the calling party's name and telephone number. On a per call basis a customer may deactivate Per-Line Blocking by activating a designated code. After completion of the call, the line reverts back to the privacy status.

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State Regulatory Affairs Director

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

B. Regulations (Cont'd)

b. Per-Line Blocking (Cont'd)

1. Per-Line Blocking Service will be available, where technically feasible, at no charge to the customer, by subscription to all residence customers and business customers.
2. Customers may order Per-Line Blocking with a simple statement to the Company, either orally or in writing.

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the company will investigate the complaints and terminate the number blocking service where appropriate.

C. Feature Description

CLASS Services include the following:

Call Return-Allows a customer to automatically recall the telephone number of the last incoming call to that line, regardless of whether the call was answered, unanswered, or busy. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the callback by entering a code, or terminating the callback by hanging up. If the redialed number is busy, a distinctive ring alerts the customer when the number becomes available. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Name Blocking, the call cannot be returned. Call Return is available on a universal, pay-per-use basis to customers that do not subscribe to these services on a monthly basis. Pay-per-use Call Return will be removed from the customer's line at the customer's request at no charge. Customers may request the removal by notifying the company either orally or in writing. Once pay-per-use Call Return is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line. The callbacks created by Call Return activation may be to areas where toll charges or extended local calling service charges would apply. This feature cannot be activated for all telephone numbers such as numbers with 800, 900 prefixes

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

C. Feature Description (Cont'd)Call Return (Cont'd)

Pay-per-use Call Return may not work on Centrex lines. For those customers not subscribing to monthly Call Return service, the customer will be charged a Pay-per-use activation fee each time they activate the Call Return activation code and it is successful. A successful activation occurs when the customer receives the announcement of the telephone number of the last incoming call.

Busy Redial-Allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. Busy Redial is available on a universal, pay-per-use basis to those customers that do not subscribe to these services on a monthly basis. Pay-per-use Busy redial will be removed from a customer's line at the customer's request at no charge. Customers may request the removal by notifying the company either orally or in writing. Once pay-per-use Busy Redial is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line. Busy Redial may not work on PBX, Key or Centrex lines.

Priority Call-Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A distinctive ringing pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call. Priority Call may not work on PBX or Key lines.

Selective Call Acceptance-Allows a customer to specify a list of up to a maximum of 15 telephone numbers from which the customer wishes to receive calls. An incoming call that is not on the list is routed to an announcement stating that the called party does not wish to receive the call. Selective Call Acceptance may not work on PBX or Key lines.

Selective Call Forwarding-Allows a customer to specify a special list of telephone numbers, up to a maximum of 15 numbers. Incoming calls placed to the customer from telephone numbers on the list are automatically forwarded to a predefined telephone number. Selective Call Forwarding may not work on PBX or Key lines.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

C. Feature Description (Cont'd)

Selective Call Rejection-Enables a customer to reject call attempts from up to 15 telephone numbers of calling parties. The customer does not need to know the number to add it to the rejection list. Selective Call Rejection may not work on PBX or Key lines.

Call Trace-Will allow the customer to initiate a trace on the last incoming call received from a local service area in which custom local area signaling service features are offered by dialing an activation code. 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. After dialing the Call Trace activation code, the customer will hear a message explaining the charges and how to proceed with or terminate the trace. The announcement will also inform the customer if the trace was successful and offer a number to call for further instructions. By accepting the service, customer agrees that Frontier Communications of Michigan Inc. shall not be held liable for damages due to an inability to trace calls. Call Trace is available only on a universal pay-per-use basis. Call Trace will be removed from a customer's line at the customer's request at no charge. The customer may request the removal by notifying the company either orally or in writing. Once Call Trace is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line.

Caller ID Name-Provides for the display of the calling party's name and number on a customer provided device attached to the customer's access line or on a telephone or answering machine equipped with a built-in display screen. Called ID Name Service will forward the calling party's name and number from the appropriately equipped terminating Central Office to the customer provided display device. The calling party may utilize or subscribe to such services which will prevent the disclosure of their name and telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and telephone number. The company will provide Caller ID Name subject to technical limitations.

D. Rates and Charges

The following rates are in addition to the rates and charges for connection, move or change of the telephone service with which CLASS services are associated:

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Jack D. Phillips
State Regulatory Affairs Director

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

D. Rates and Charges (Cont'd)

		Per Month/Per Line		Per	Per Activation Maximum	
1.	<u>Individual Services</u>	<u>Classification</u>	<u>Res</u>	<u>Activation</u>	<u>Charge Per Month</u>	<u>Per Line</u>
	Call Return	Tier 2	5.99	\$.75	\$7.00	(I)
	Busy Redial	Tier 2	5.99	.75	7.00	
	Priority Call	Tier 2	5.99			
	Selective Call Acceptance	Tier 2	5.99			
	Selective Call Forwarding	Tier 2	5.99			
	Selective Call Rejection	Tier 2	5.99			
	Call Trace	Tier 1 Non-Core		\$2.00 Current		(I)
				\$4.00 Maximum		
	Caller ID Name*	Tier 1 Core		\$7.00 Current		
				\$7.00 Maximum		
	Per-Call Blocking provided automatically at no charge.					
	Per-Line Blocking provided on a subscription basis at no charge.					
						(D)
						(D)
2.	<u>Service Package</u> (Tier 2)					
	Frontier Freedom Package		\$15.95			
	Frontier Savers Pack		9.95			
	Frontier Choices		17.95			
	Frontier Feature5 Pack		11.95			
3.	<u>Package Offerings</u> (Tier 2)					
	a. Frontier Freedom Package includes the following features:					
	• Caller ID Name					
	• Call Forwarding					
	• Call Waiting					
	• Busy Redial					
	• Call Return					
	• Speed Calling 8 Code					
	• Three-Way Calling					

Rates for Tier 1 Core services are capped at current rates. Rates for Tier 1 Non-Core services are capped at current rates until June 19, 2009. After June 19, 2009, Tier 1 Non-Core rates can be increased to a maximum of double the initial rate, other than the second local exchange access line and call waiting, which are limited to a ten percent increase per year until they cap at double the initial rate. This pricing flexibility is in accordance with O.A. C. 4901:1-4 and Alt Reg Case No. 07-0542-TP-ALT, effective June 19, 2007.

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GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

D. Rates and Charges (Cont'd)

3. Package Offerings (Cont'd)

- b. Frontier Savers Pack includes Caller ID Name and choice of any two of the following:

- Call Waiting *
- Speed-Call-8 *
- Call Forwarding *
- Three-Way Calling *
- Busy Redial
- Call Return

* Multiple Custom Calling feature discounts do not apply in conjunction with the Frontier Savers Pack.

- c. Frontier Choices is a feature package available to residential customers. A customer may select an unlimited number of compatible services or features from the list below. A customer may add or delete features within the feature package at no additional charge.

- Call Forwarding
- Enhanced Call Forwarding
- Call Waiting
- Distinctive Ring
- Speed-Call-8
- Speed-Call-30
- Three-Way Calling
- Busy Redial
- Call Return
- Caller ID Name
- Priority Call
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Voice Mail (nonregulated)

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

E. CLASS Promotions

Per-Line Blocking

A waiver of the nonrecurring Service Connection Charge will be given for the initial installation of Per-Line Blocking per line.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PRIVATE BRANCH EXCHANGE SERVICE

Tie Lines

Tie Lines to connect the switching equipment of two dial systems, furnished at the rates specified under Mileage Charges and Service Connection Charges in this Tariff. When dial systems are involved special terminal equipment is required, the charges for which are shown under Dial Switching Equipment in this Tariff.

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**Jack D. Phillips
State Regulatory Affairs Director**

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GENERAL EXCHANGE SERVICE TARIFF

INTRALATA PRESUBSCRIPTION

1. General

IntraLata Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subject wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA Presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A: Subscriber may select the telephone Company's intraLATA carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

INTRALATA PRESUBSCRIPTION (Cont'd)

3. Rules and Regulations

Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

Subscribers of record or new subscribers may select either Options A, B or C for IntraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

4. IntraLATA Presubscription Customers Notices

The Telephone Company will notify subscribers that intraLata Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA Presubscription Charges

a. Application of Charges

There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of IntraLATA Presubscription availability.

P.U.C.O. No. 2**GENERAL EXCHANGE SERVICE TARIFF**

INTRALATA PRESUBSCRIPTION (Cont'd)**5. IntraLATA Presubscription Charges (Cont'd)****a. Application of Charges (Cont'd)**

New local service subscribers will be asked to select a carrier(s) for their intraLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.

New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a subscriber's initial selection for s presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph 5.b. will apply

P.U.C.O. No. 2**GENERAL EXCHANGE SERVICE TARIFF**

INTRALATA PRESUBSCRIPTION (Cont'd)**5. IntraLATA Presubscription Charges (Cont'd)****b. Nonrecurring Charges****(1) IntraLATA Presubscription Change Charge**

Per business or residence line, trunk or port

Additional line, or trunk or port \$5.50

Additional line, trunk or port \$1.25

(2) In the event the subscriber requests both an interLATA and intraLATA presubscription change at the same time, only one half of the intraLATA PIC change charge shall apply.**6. IntraLATA Presubscription Implementation Charge**

The IntraLATA Presubscription Implementation Charge is a \$_____per minute of use charge that is assessed intraLATA carriers to recover the Telephone Company's costs associated with the implementation of IntraLATA Presubscription. The charge is applied to all originating intraLATA switched access minutes generated on lines that are presubscribed for intraLATA service. The IntraLATA Presubscription Charge becomes effective one year and 45 days after the implementation date of IntraLATA Presubscription, unless otherwise ordered by the Commission, and will remain in effect for three years.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

Federal Universal Service Fund - Schools and Libraries

Pursuant to Case No. 97-632-TP-COI and to FCC Docket No. 96-45, FCC 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the Federal Universal Service Fund.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE**A APPLICATION**

This section contains regulations, rates and charges applicable to Payphone Service required by The Public Utilities Commission Ohio Opinion and Order for Case No. 84-863-TP-COI as entered in the Journal January 29, 1985, the Opinion and Order in Case No. 88-452-TP-COI as entered in the Journal February 21, 1990, and the Opinion and Order in Case No. 96-1310-TP-COI as entered in the Journal December 19, 1996.

B. GENERAL

1. The Telephone Company will permit the resale of Local Telephone Service Associated with payphones.
2. Payphone Service is basic exchange service, including Coin Supervision Functionality when needed, provided to customers for the connection of payphones. A payphone is defined as any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card. Coin Supervision Functionality is a central office function that provides the payphone with coin rating capability, coin deposit recognition and coin collection and return capability, coin deposit recognition and coin collection and return capability. The customer orders the Coin Supervision Functionality from the Company when their payphone instrument is not equipped with these functions.

C. REGULATIONS

1. Payphone Service is provided on an Individual Business Access Line basis only. Payphones may not, under any circumstances, be connected behind a PBX.
2. All payphones must be either:
 - a. Registered with the FCC under Part 68 of its Rules and Regulations,
 - b. Connected to the network behind an FCC-registered coupler.
3. General operating characteristics required of all Payphones:
 - a. Payphone instruments shall be hearing aid compatible;
 - b. Payphone instruments shall be mounted in accordance with federal and state height regulations for disabled persons;
 - c. Payphone instrument shall provide access to Operator, 911 Emergency Service (where available), and Directory Assistance for free and without the use of a coin.
 - d. Effective October 8, 1997, Directory Assistance charges assessed to end users will be deregulated
4. Requirements for Payphone Service:
 - a. Payphone instruments shall possess the capability of returning unused coins;
 - b. Payphone instruments shall possess the capability of accepting coins of various denominations;
 - c. Payphones, at the option of the owner, may provide either outgoing calls only or both outgoing and incoming calls. If, however, the payphone provides outgoing calls only, notice of such must be posted on the payphone instrument.

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)**4. Requirements for Payphone Service (Cont'd)**

- d. Payphone Service is afforded the same "essential service" status as that assigned to public service telephone locations provided by the Telephone Company.
- e. Payphone instruments shall provide both local and long distance service;
- f. Payphone instruments shall provide access to all locally certificate long distance carriers and 800 numbers.
- g. Payphone Service may not place time limitations on any phone calls.
- h. Payphone owners must program their telephone instruments in such a manner as to abide by the Commission's rules for the operation of alternative operator services. These rules include providing access to the local exchange company operator by use of keypad "O-"; providing access to all locally certified interexchange carriers; and providing access to local emergency services numbers (both 911 and other applicable numbers in those areas in which 911 is not available). Owners who choose to associate with OAS providers will be disconnected if they are found to be offering the service of a noncertified AOS provider.
- i. Payphone Service may not charge an end user a fee for using a credit card at a paystation.

5. Posted informational requirements for ALL Payphone Service:

The following information, which shall be provided in a clear and easy to read form, should be posted at or near each payphone location:

- a. Name and telephone number of the payphone owner;
- b. Operating instructions for the payphone instrument;
- c. Method for reporting complaints and obtaining refunds in a cost free manner;
- d. Out-of-order payphones shall be clearly marked as such;
- e. Notice must be provided if payphone instruments are not programmed to receive incoming calls.

6. Other charging and rate-related requirements for ALL Payphone Service:

- a. The maximum rate for a local call shall not exceed the price of a local call made from a Telephone Company-provided pay telephone instrument at the filed tariff rate authorized by the Public Utilities Commission of Ohio.
- b. The Payphone Service owner/subscriber is responsible for the payment of all calls originated from or accepted at the Access Line terminating location.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)

6. Other charging and rate-related requirements for ALL Payphone Service (Cont'd)
 - c. The Payphone Service user shall not be charged for incomplete calls.
 - d. Payphone Service are not permitted to resell or mark-up the price of long distance service without first obtaining Commission certification to do so.
7. Payphone Service owners must submit a completed "Application to Provide Payphone Service in the State of Ohio" to the Telephone company prior to the connection of their service. A Commission approved application form is attached and identified as Appendix A.

D. RATES AND CHARGES

1. The Standard, one party business rate currently in effect in each exchange area, or its equivalent, shall be the proper rate to be applied to the furnishing of Payphone Service. (See page 6 - Commission Opinion and Order Entered in the Journal January 29, 1985).
2. In addition to the rates and charges rate set forth in 1. above, a "Coin Supervision additive", below, will apply when the Coin Supervision Functionality must be provided by the company. (See page 3-Commission Opinion Order entered in the Journal December 19, 1996.)

	<u>Per Line</u>
	<u>Per Month</u>
Coin Supervision Additive	\$7.20

DISCONNECTION OF PAYPHONE SERVICE

Any provider Payphone Service that obtains a local access line or subscriber line from a local exchange company is a customer of said company and is therefore subject to the terms and conditions set forth in said company's tariffs and must comply with all the requirements set forth in the Opinion and Order issued by the Public Utilities Commission of Ohio on January 29, 1985, in Case No. 84-863-TP-COI. Failure to comply with said tariffs and Opinion and Order or any related rule approved by this Commission shall be grounds for disconnection.

If a provider of Payphone Service is in noncompliance, the local exchange company shall mail to the payphone provider a proper and reasonable disconnection notice which indicates that unless the reason for noncompliance is removed not later than fifteen (15) days from the postmarked date, service to the payphone location will be terminated unless a written protest is filed with the Docketing Division of the Public Utilities Commission prior to such date.

The rates and terms for payphones are governed by 96-1310-TP-COI and do not fall under a Tier designation.

P.U.C.O. No. 2

GENERAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)DISCONNECTION OF PAYPHONE SERVICE

However, such notification requirements do not apply if continuation of the Payphone Service would cause damage to the company's switched network, or if the disconnection is due to nonpayment. Disconnection for nonpayment shall be made in accordance with the local exchange company's normal practices for business customers.

The following constitute the minimum requirements of a proper and reasonable disconnection notice to providers of Payphone Service:

1. The date on which the disconnection will occur.
2. The reason(s) for the disconnection, and the manner in which to avoid such disconnection (e.g., necessary physical modifications to bring such payphone into compliance).
3. The necessary procedures for handling disputes, including:
 - a. The address and telephone number of the office of the telephone company that the payphone provider may contact in reference to his or her account;
 - b. Notice that the provider may, after contacting the company, pursue his or her dispute with the Public Utilities Commission of Ohio's Public Interest center on an informal basis. The toll-free telephone number of the Commission's Public Interest Center shall be provided; and
 - c. Notice that the provider may, after contacting the company, pursue his or her dispute on a formal basis by filing a written protest with the Docketing Division of the Commission within fifteen days of the service date of the disconnection notice. The address of the Commission's Docketing Division shall be provided. The notice shall state that failure to file a formal protest constitutes an acknowledgment by the payphone provider that his or her service is not in compliance with the company's tariffs and the Commission's regulations.

APPENDIX A

Application to Provide Payphone
Service in the State of Ohio
(Type, or use black or red pen)

Name of Applicant _____

Name of Person Authorized to Act For Applicant _____

Address of Applicant _____

Phone Number of Applicant _____

Name of Maintenance Provider _____

Address of Maintenance Provider _____

Phone Number of Maintenance Provider _____

Name of Bill Payer _____

Address of Bill Payer _____

Phone Number of Bill Payer _____

Business Name at Installation Site _____

Address of Installation _____

Location of payphone at Installation Site:

Inside _____ Outside _____

* A. Within a Shopping Mall _____

* B. Within an Airport _____

Other _____

Hours of Accessibility _____

FCC Registration Number _____

Name of Toll Service Provider _____

Is Operator Service Provided by a LEC? _____

If Not, Name of the Operator Service Provider _____

Telephone Number Assigned to Payphone _____

Exchange Where Located _____ Date Installed _____

APPENDIX A (Continued)

Applicant acknowledges that he or she has read the applicable sections of the tariff of the local exchange telephone company which govern the provision of Payphone Service, understands that the rules and regulations of the tariff apply to the applicant's provision of Payphone Service, and agrees to abide by them. Applicant agrees to subject the payphone instrument and its operation to PUCO surveillance and inspection procedures. Applicant further understands that failure to abide by the rules and regulations of the tariff could result in disconnection of telephone service to the payphone.

DATE

SIGNATURE OF APPLICANT OR AUTHORIZED PARTY

* With regard to 9-1-1 EMERGENCY SERVICE; i.e., if the payphone instrument is located within a shopping mall, an airport, or any similar type area, it is mandatory to pinpoint the exact location (for example, 400 ft. southeast of concourse B, 37 ft. northwest of store number 27 inside of any town shopping mall).

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

Frontier Communications of Michigan, Inc. will comply with all of the Commission's Minimum Telephone Service Standards set forth in Chapter 4901:1-5 of the Ohio Administrative Code (O.A.C.).

**A. SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE/
INTERRUPTION OF SERVICE**

The Telephone Company, incorporates by reference, and will adhere to the Commission's Minimum Telephone Service Standards for subscriber billing adjustments for local exchange service and interruption of service. No other liability shall in any case attach to the company on account of interruption of service.

B. DIRECTORY ERRORS AND OMISSIONS

1. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors or omissions from its directories, nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories.
2. In cases of error or omission on extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listings during the period which the error or omission continues.
3. The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number.

C. HANDLING OF CONSUMER COMPLAINTS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints.

P.U.C.O. No. 2**GENERAL RULES AND REGULATIONS**

USE OF SERVICE AND FACILITIES**A. OWNERSHIP AND USE OF EQUIPMENT AND RESALE OF SERVICE**

Equipment and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment and lines. Such equipment and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

B. INSTALLATION IN HAZARDOUS LOCATIONS

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service.

C. USE OF CUSTOMER SERVICE

Customer telephone service, as distinguished from Payphone Service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, or persons subleasing such household premises except as the use of Business service may be extended to joint users and customers of Shared Tenant Service providers, as set forth in D1 through D4 following. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semipublic character when the service is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the service is so located that it is not accessible for public use.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

USE OF SERVICE AND FACILITIES (CONT'D)

D. SHARED TENANT SERVICE

1. GENERAL

- (a) The Telephone Company will permit Shared Tenant Service and such service is provided only in conjunction with business PBX trunks or individual business flat rate service. The customers service may be extended to:
 - (1) Tenants and guests of nursing homes, retirement homes or villages, apartments and/or apartment complex and other developments for residential use (i.e. Mobile Home Parks),
 - (2) Patrons of non-residence customers who resell or share their service or equipment.
- (b) The Telephone Company will continue to offer Local Exchange Service to subscribers of Shared Tenant Service at applicable rates and charges filed under the General Exchange Tariff then on file with The Public Utilities Commission of Ohio.
 - (1) If a tenant customer of a Shared Tenant Service customer wishes to obtain service directly from the Telephone Company the service can be provided either by using the existing intra-building wiring from the Shared Tenant Service provider or the building system owner, or the Telephone Company will provide direct local access through provision of its own facilities.
 - (2) Facilities provided, in 1(b)(1) above, by other than the Telephone Company, will be used only if acceptable terms to all parties can be arranged; otherwise the Telephone Company will provide its own facilities.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

USE OF SERVICE AND FACILITIES (CONT'D)

D. SHARED TENANT SERVICE (Cont'd)

1. GENERAL (Cont'd)

- (c) The Telephone Company will not be responsible for the manner in which the use of service or charges are allocated to others by a customer who resells or shares service. All applicable rates and charges for such service will be billed to the customer.
- (d) Service orders will be accepted by the Telephone Company only from the customer; provided, however, that the Telephone Company will respond to repair and maintenance requests from others and, in such circumstances, the customer is responsible for any maintenance of service charge that may be billed by the Telephone Company.
- (e) The Telephone Company does not have the capability to offer either measured or message service. In the absence of the required capability, access to the local network will be provided at a flat PBX trunk rate or individual Business flat rate basis. If, at a future date, the measuring capability becomes a reality, the Company will file an application for measured rate service. Local access will be provided to Shared Tenant Service customers on that basis when such an application is approved.

2. REGULATIONS

(a) Access Line

Shared Tenant Service shall be provided on a Business Individual Line or PBX Access Trunk as provided by the Telephone Company.

(b) Inter-Connection

- (1) Inter-connection of the Shared Tenant Service facilities with the Telephone Company network shall be in accordance of FCC's Part 68 Standards for interconnection.
- (2) CPE and intrasystem wiring used in the provision of Shared Tenant Service operation shall meet FCC Part 68 Standards.

P.U.C.O. No. 2

USE OF SERVICE AND FACILITIES (CONT'D)

D. SHARED TENANT SERVICE (Cont'd)

2. REGULATIONS (Cont'd)

(c) Restrictions

The following restrictions shall be applicable to Shared Tenant Service (Resale and Sharing) operations:

- (1) A reseller/sharer may provide service only within a single building, or a continuous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares);
- (2) Where separate building are involved, they must have a related business purpose (e.g., industrial park, shopping center, university, etc.);
- (3) Direct interconnection of PBXs serving different resale/sharing systems is prohibited; and
- (4) Participation in Shared Tenant Service shall be limited to occupants of a building or contiguous complex of buildings which compose a Shared Tenant Service system.

3. RATES AND CHARGES

The Rates and Charges for the provision of Shared Tenant Service are those rates set forth in the Commission approved General Exchange Tariff (filed with The Public Utilities Commission of Ohio), as each now exists, and as each may be revised, added to, or supplemented by order of The Public Utilities Commission of Ohio.

- (a) Business One-Party Service
- (b) Other recurring and non-recurring tariff items required to accommodate the customer (i.e. Service Order Charges).

4. OTHER GENERAL RULES AND REGULATIONS

Other General Rules and Regulations of the Telephone Company as set forth in the General Exchange Tariff on file with The Public Utilities Commission of Ohio and applicable to general service and facilities apply to the provision of Shared Tenant Service where applicable.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

USE OF SERVICE AND FACILITIES (CONT'D)

E. TAMPERING WITH EQUIPMENT

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence whatsoever 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.

F. USE OF PROFANE LANGUAGE, IMPERSONATION, ANNOYANCE

The Telephone Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, use or permit to be used, foul, abusive, obscene or profane language; or impersonate or permit others to impersonate any other individual with fraudulent or malicious intent or to repeatedly annoy or offend another.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

USE OF SERVICE AND FACILITIES (Cont'd)

G. INJURIOUS USE OF SERVICE

If the service of another customer or the manner of use of a service or facility affects injuriously the efficiency of the general telephone system or circuit, the Telephone Company may deny service to the offending subscriber until arrangements can be made to discontinue the injurious use of the facility.

H. TERMINATION OR RE-ORIGINATION OF CALLS RECEIVED OVER A DATA SERVICE

Other than for incidental usage, use of basic local service for the purpose of originating calls on behalf of a third party is an inappropriate use of service. Basic residential local service used for such purposes will be reclassified as a business class of service, at monthly rates shown in Tariff #2, Sheet 1. Basic business local service used for such purposes will be reclassified as a Feature Group A access arrangement and appropriate access charges will apply as described in Tariff #3, Access Services. Customers will be contacted and informed of the Company's findings and of the potential reclassification of customer's access line(s), be given the opportunity to dispute the Company's conclusion, or take corrective measures before the reclassification takes place.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

USE OF SERVICE AND FACILITIES (Continued)

K. CONNECTION WITH CUSTOMER-OWNED VOICE RECORDING EQUIPMENT

Customer-owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Telephone Company, subject to the following conditions:

1. Obligation of the Customer

- (a) The operating characteristics of the customer-owned recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

ESTABLISHING AND FURNISHING OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service.

A. APPLICATION FOR SERVICE

Applications for service become contracts upon the establishment of service. Applicants for service may be required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charges and installation charges applicable. Such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange form which service is to be furnished. Any change in rates, rules and regulations shall act as a modification of the contract.

B. PAYMENT FOR SERVICE

A subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due. The subscriber is responsible for all charges for telephone service rendered at this telephone or charged to his Toll Credit card, both exchange and toll, including charges for toll messages on which the charges have been reversed. Failure to receive a bill does not relieve the customer of his liability.

C. MAINTENANCE AND REPAIRS

All expense of maintenance and repair of telephone distribution facilities, up to and including the protector (demarcation point) is the responsibility of the Telephone Company.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

TELEPHONE DIRECTORIES

A. DISTRIBUTION

The Telephone Company will furnish to its subscribers, without charge, such directories as necessary for the efficient use of the service. Other directories will be furnished at a reasonable charge.

B. OWNERSHIP AND USE

Directories regularly furnished to the subscribers are the property of the Telephone Company, are loaned to the subscribers only as an aid to the use of the Telephone Service and are to be returned to the Telephone Company at request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, lost, defaced, or mutilated while in the possession of the subscriber. No binder, holder, or auxiliary cover except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. ESTABLISHMENT OF CREDIT AND AMOUNT OF DEPOSIT

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by the Public Utilities Commission of Ohio as set forth in its the Commission's Minimum Telephone Service Standards.

B. DEPOSIT NOT TO AFFECT REGULAR COLLECTION PRACTICES

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone 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 Telephone Company providing for the discontinuance of service for non-payment of any sum due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber 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.

C. INTEREST TO BE ON DEPOSITS

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by The Public Utilities Commission of Ohio as set forth in its Minimum Telephone Service Standards

D. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH CREDIT

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

E. ADVANCE PAYMENTS

Applicants may be required to pay one month's exchange service plus service connection charges and applicable installation charges before service is furnished by the Company.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

F. DENIAL OR DISCONNECTION OF LOCAL SERVICE

1. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service.
2. When service is restored after temporary denial, the Telephone Company will make a pro-rata allowance at the scheduled rate for the service denied for the entire period of denial, except that in cases where service is restored within twenty four (24) hours after the denial became effective, no allowance will be made.
3. The Telephone Company shall respond promptly to customer inquiries pertaining to charges for IXC toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, mines, and all other places of a strictly business nature.
2. In boarding houses, college fraternities or sorority houses; except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges, schools or colleges, hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber 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 of a business nature, which fact might be indicated by advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to a residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations when an extension line is located in a shop, office, or other place of business.
5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.
6. At a residence when the main station or extension is located closer than two partitions from an adjoining business establishment.

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

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

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Effective: April 1, 2008

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS AND RESIDENCE RATES (Cont'd)

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS: (Cont'd)

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber'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 five 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, veterinarian or other like professional, provided the subscriber does not maintain an office in the residence and has business service at another location.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

A. GENERAL

1. Lines will be extended in accordance with P.U.C.O. Administrative Order #154.
2. Provisions of Right-of-Way

Where required by the conditions, the applicant 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.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DIRECTORY LISTINGS

A. GENERAL REGULATIONS

1. The regulations for directory listings, as provided in this section apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purpose of identification. Length of listing is limited to one line by use of abbreviation when practical.
3. Names in directory listings shall be limited to the following:
 - a. In connection with residence service:
 - (1) The individual name of the subscriber or joint user, or
 - (2) The legally registered name under which the subscriber is actually doing business, or
 - (3) The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber or joint user in writing is authorized by such other to use, or
 - (4) The individual names of the officers, partners, or employees of the subscriber, or
 - (5) The names of departments when such listings are deemed necessary from a public reference viewpoint.
 - b. In connection with Shared Tenant Service:
 - (1) The Telephone Company shall provide one (1) copy of the Local Telephone Directory on a periodic basis. Any additional copies will be provided at the expense of the resale/sharer customer.
 - (2) Directory listings for the subscribers of the Shared Tenant Service customer will be provided at the business listing rates for additional listings as set forth in the General Exchange Tariff on file with The Public Utilities Commission of Ohio. The Telephone Company will place listings of residential customers of Shared Tenant Service providers in the residential section of the directory when so notified by the Shared Tenant Service provider.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DIRECTORY LISTINGS (Cont'd)

A. GENERAL REGULATIONS (Cont'd)

4. Whenever any question arises as to the right of a subscriber

- a. To list the name of a business which he claims he is authorized to represent, or
- b. To use a listing which includes the trade name of another;

the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings, and is privileged to refuse to accept or to delete such listings where

- (1) such written authority is not so furnished, or
- (2) such authority is withdrawn by such owner in writing to the Telephone Company.

5. Primary Listings

One listing without charge, termed the primary listing, is provided as follows:

- (1) For each separate subscriber service. When two or more main station lines or P.B.X. trunk lines are consecutively operated, the first number of the group is considered the primary listing.
- (2) For each semi-public service
- (3) For each joint user

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DIRECTORY LISTINGS (Cont'd)

B. REGULAR EXTRA LISTINGS

1. Business extra listings may be the names of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of officers of the corporation, if the subscriber or joint user is a corporation; and for any business establishment, the names of associates or employees of the subscriber or joint user. No other class of listing, such as service, agency, commodity, etc. will be accepted.
2. Residence extra listings may be the names of members of the subscriber's family.
3. In connection with semi-public telephone service, extra listings are allowed at regular extra listing rates in the names of the permanent guests or tenants at that location. Regular Extra Listing rates in connection with semi-public stations are furnished under the same regulations as specified in Paragraph 1, above.
4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of an extension service, installed on the premises of the subscriber, but at an address different from that of (D)(T) the or main service, using the telephone number of the primary listing.
5. Regular Extra Listings are furnished at the rate quoted in the General Exchange Tariffs.
6. Extra Listing charges (except for listings of alternate call numbers and office hours) date from the time the listing is posted and shall continue until the expiration of directory or contract. Information records are posted at the time application for the listing is made. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DIRECTORY LISTINGS (Cont'd)

C. SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings
 - a. Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and re-arrangements of names, are permitted when, in the opinion of the Telephone Company, they are necessary for proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.
 - b. Cross reference listings are permitted when their use will facilitate the handling of telephone calls.
 - c. The Regular Extra Listing rate applies for each Duplicate or Cross Reference Listing.
2. Alternate Call Number Listings
 - a. Listings of an alternate telephone number, other than those covered under paragraph 5 "Office Hour Listings" of this tariff, to be called in case no answer is received, are permitted for subscribers to all classes of service.
 - b. The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such case the consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished.
 - c. The Regular Extra Listing rate and rules apply for each Alternate Call Number Listing.
3. Foreign Exchange Listings
 - a. Foreign Exchange Listings, i.e., listings of subscribers

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DIRECTORY LISTINGS (Cont'd)

C. SPECIAL TYPES OF EXTRA LISTINGS (Cont'd)

3. a. located in an exchange other than the one in which the listed service is furnished, are permitted.
- b. The Regular Extra Listing rate and rules apply for each Foreign Exchange Listing.

4. Temporary Listings

- a. Residence Subscribers who lease their premises to an employee or associate for a period of less than one year and request the Telephone Company to render service to their employee or associate without change in contract, may arrange for listings of such employee or associate provided that the subscriber and the employee or associate do not occupy the premises at the same time.
- b. All billing and contractual arrangements remain unchanged, the subscriber being responsible for payment of all charges.
- c. The Regular Extra Listing rate and rules apply for each temporary listing.

5. Office Hour Listings

Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listing may obtain same by paying the rates for Regular Extra Listings.

6. Unlisted and Non-published Telephone Numbers

Listings will be withheld from the directory or information at the written request of the subscriber. Calls to non-listed numbers are completed only when requested by telephone number

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

EMPLOYEE'S TELEPHONE SERVICE

A. GENERAL

1. The Employee's Telephone Service classification is available to employees of the Telephone Company with at least 12 months service in the Company in connection with telephone service at their residence.
2. The primary listing provided with the service is permitted only in the name of the employee except that the listing of a married woman may be in her own or in her husband's name. Extra listings for other Telephone Company employees residing at the same address are permitted but no other listings are provided.

B. RATES

1. The charge for Employees' Telephone Service is one-half of the standard basic residence rate for exchange service computed to the next higher five cent multiple.
2. The discount will not be allowed from the regular rates for toll messages.
3. Service may be furnished wholly or partially at the expense of the Company at the residence of Employees, when in its judgment, the interest of the Company in rendering continuous and adequate service to the public will be advanced thereby. These arrangements shall be limited to employees who are likely to be communicated with at their residence outside regular office hours concerning affairs relating to the business of the Telephone Company.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

TERMINATION OF SERVICE

CANCELLATION OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service, set forth in O.A.C. 4901:1-5-17.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICE AND FACILITIES

A. PAYMENT PERIOD

1. Unless otherwise provided, the customer shall, when billed, pay monthly in advance for local exchange services and facilities. For other services and facilities, including service connection, move change, installation, additional message and toll charges, the customers shall pay when billed.
2. Charges and credits for a fractional part of a month shall be computed on the basis of thirty-day month; the period of service to commence with the day following the establishment of service and to end at the close of the day the service is terminated.
3. Residential customers may elect to have their service activation fees associated with requests for new access line service and new calling features including packages and bundles, billed in monthly installments over a six month period. When installment billing is requested, it will be applied subject to the following:
 - a.) Installment billing may only be used by residence customers.
 - b.) At the election of the customer, eligible charges will be billed in six monthly installments.
 - c.) Eligible charges consist of nonrecurring charges associated with a request for new access line service or a move of existing access line service within the Telephone Company's service area and nonrecurring charges for activation of calling features including packages and bundles.
 - d.) Once installment billing has started, the customer will not be allowed to switch to another monthly installment billing option.
 - e.) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
 - f.) More than one installment plan may be in effect for the same customer at the same time.
 - g.) If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICE AND FACILITIES (Cont'd)

A. PAYMENT PERIOD (cont'd)

3. Installment Billing (cont'd)

- h.) Installment billing charges will continue even though an account is temporarily suspended.
- i.) No interest or carrying charges will be applied.
- j.) Should any installment payment become delinquent, tariffed late payment charges may apply.
- k.) 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 in accordance with the disconnection rules of the MTSS.
- l.) Installment billing is available only to customers who are not known credit risks to the Telephone Company.
- m.) Installment billing of nonrecurring charges is not permitted in conjunction with a promotional offering that provides a discount or credit for nonrecurring charges.
- n.) Installment billing is not available for nonrecurring charges billed back to the customer as the result of the customer's termination of a service before the end of the service commitment period that was previously agreed to as a condition of acceptance of a promotional offer.

4. Electronic Bill Payment (Tier 2)

- a.) Electronic Bill Payment is a voluntary, optional program that allows customers to view and/or pay their telephone bills online. The online version of the bill includes the bill face (front and back), and bill messages. Bill inserts may be provided electronically, or via separate mailing. A customer who orders Electronic Bill Payment will be provided both a paper and an online version of the monthly bill for an initial period of two billing cycles. Thereafter, the paper version will be discontinued. If the customer chooses to continue to receive a paper version after the initial two-month period, a monthly recurring charge will apply. Electronic Bill Payment is available where technically feasible.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

PAYMENT FOR SERVICE AND FACILITIES (Cont'd)

A. PAYMENT PERIOD (cont'd)

4. Electronic Bill Payment (cont'd)

b.) Rates and Charges

Per Month

Electronic Bill Payment with duplicate paper bill, per online bill	\$2.00
--	--------

Service charges do not apply to orders for installing or removing Electronic Bill Payment.

B. CUSTOMER'S RESPONSIBILITY

1. The customer is responsible for all charges originated by him and for messages received on which the charges have been reversed with the consent of the person answering the telephone.
2. Where a customer is a subscriber for telephone service at two or more locations, each subscription is a separate service. Contracts directory advertising or other things or services not directly associated with the general telephone service offered by the utility are not enforceable by discontinuance or termination of telephone service.

C. LATE PAYMENT CHARGE (Non-specific)

A late payment charge of \$1.00 or five percent, whichever is greater, will be assessed on all charges not paid on or before the due date, which will be 14 days from the date of the post mark on the bill. A late payment charge is not applicable to subsequent re-billing of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination.

D. NON-SUFFICIENT FUNDS CHECK CHARGE (Non-specific)

There will be a non-recurring charge of \$20.00 for each check, both paper and electronic, returned to Frontier Communications of Michigan, Inc. by the Bank marked Insufficient Funds (NSF). This charge will apply unless the customer can establish that the charge should not be applied.

Issued: March 31, 2008

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

SPECIAL ASSEMBLIES AND EQUIPMENT (Tier 2)

Special assemblies and equipment not ordinarily used in the furnishing of telephone service, and not otherwise mentioned in, provided for, or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special assembly or equipment for such period as may be agreed upon, provided such special assembly or equipment, or the use made thereof, is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special assembly, or equipment, or the use made thereof, interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special assembly or equipment after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

TEMPORARY SUSPENSION OF SERVICE

GENERAL

Upon request of a subscriber that the service be temporarily suspended but that the facilities be retained in place, or when the subscriber notifies the Company that the premises are to be temporarily vacated but provides no reasonable opportunity for removal of equipment, the equipment will be disconnected and service, except directory listing, suspended for a period not less than one month nor more than six consecutive months in any twelve-month period. Allowance of one-half the net tariff rates for all service, facilities and equipment will be made for such period of suspension.

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS

Alternative Regulation Plan

A plan authorized by the Public Utilities Commission of Ohio allowing the Company pricing flexibility on certain services depending on their tier classifications of Tier 1 Core, Tier 1 Non-Core or Tier 2.

Base Rate Area

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more locations.

Circuit

The term applies 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.

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)

Exchange (Cont'd)

village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

Exchange Area

The surrounding territory served by an Exchange.

Extended Area Service

A message from a calling station to a station located in a different local service area without charge to the subscriber.

Extension Service Mileage

The charges made for the additional circuit required to furnish such service beyond the allowable distance from the main service.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)

Extra Exchange Line Mileage

Extra Listing

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

Individual Line

An exchange line designed for the connection of only one main station. (Not a private branch exchange trunk line.)

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone service which may apply in place of or in addition to Service Connection charges and other applicable charges for service or equipment.

Shared Tenant Service

Shared Tenant Service, (Local Resale and Sharing) is a shared service arrangement which allows a business customer subscribing to Shared Tenant Service to share or resell local service to individuals, firms, corporations, etc. (herein called tenants) located within the Shared Tenant Service customer's premises

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 subscriber service is permitted to use the service of a subscriber.

Local Channel

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

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)

Local Exchange Service

Local Exchange Service provides for telephone communication within an Exchange Area in accordance with the provisions of the Telephone Company's Tariffs, including the use of exchange facilities as required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Messages

A Local Message is a communication between subscribers' stations within the same exchange area.

Local Service Area

That area throughout which a subscriber to local exchange service, at a given rate, obtains telephone service without the payment of a toll charge.

Long Distance Terminal

See Telephone Station

Premises

All of the building or the adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the Subscriber as a place of business or residence, which are located on a continuous plot of ground not intersected by a public highway.

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)

Public Telephone

An exchange station, either attended or equipped with a coin-collecting device which is installed for the convenience of the public at a location chosen or accepted by the Telephone Company.

Private Line

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

Issued: March 31, 2008

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)Semi-public Telephone

A semi-public telephone is an exchange station equipped with a coin collecting device, designed for a combination of subscriber and public usage at locations more or less public in character. Semi-public telephone service is considered as a form of subscriber service.

Subscriber

As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

Tier 1 Core

Tier 1 Core rates, under the Alternative Regulation Plan, will be capped at current levels so long as the company remains under the Alternative Regulation Plan. The Company may charge rates lower than the capped rates, provided the rates are not below long run service incremental cost of each service plus a common cost allocation.

Tier 1 Non-Core

Tier 1 Non-Core rates, under the Alternative Regulation Plan, will be capped at the current levels for 24 months from the effective date of the Alternative Regulation Plan. After 24 months, Tier 1 non-Core rates can be increased to a maximum of double the current rate, other than for a second local access line and call waiting, which are limited to no more than a ten percent increase in price each year for each service, up to a maximum rate for the life of the plan that is double the initial rate of the service.

Tier 2

Tier 2 services include all services contained in the Company's General Exchange Service Tariff that are not classified as Tier 1. Tier 2 service rates are not subject to any rate cap and may be priced at market-based rates.

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

DEFINITIONS (Cont'd)

Toll Messages

A message from a calling station to a station located in a different local service area.

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

GENERAL RULES AND REGULATIONS

PROMOTIONS

Frontier Communications of Michigan, Inc. may from time to time offer special promotions of various services offered under this tariff in order to attract new customers and/or increase existing customer awareness of the specially - promoted tariff service. Waiver or reduction of non-optional, recurring charges, non-recurring charge or reduction of usage charges during such special promotions shall be for a limited time, not exceeding 90 days for any single customer. Requests for promotional offerings will be filed with the Public Utilities Commission of Ohio in accordance with its rules and regulations in effect at time of the special promotion and will be included in the Telephone Company's tariff as an addendum to the Telephone Company's pricing list.

Issued: March 31, 2008

Effective: April 1, 2008

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 2

CONCURRENCE

This is to certify that Frontier Communications of Michigan, Inc. hereinafter called the CONCURRING Company, assents to and adopts the:

P.U.C.O. Tariff No. 1	Wide Area Telephone Service
P.U.C.O. Tariff No. 2	Private Line Telephone Service
P.U.C.O. Tariff No. 3	Foreign Exchange Service

as filed with the Public Utilities Commission of Ohio by the Ohio Bell Telephone Company, hereinafter called the Issuing Company, as they now exist, or as they may be revised, added to or supplemented by superseding sheets or issues, insofar as such tariffs apply to service furnished jointly by the Issuing Company and the Concurring Company, and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Issued: March 31, 2008

Effective: April 1, 2008

**Jack D. Phillips
State Regulatory Affairs Director**

BUNDLED SERVICES
REGULATIONS, RATES AND CHARGES

Applying to the offering of Bundles Services
within the operating territory of

FRONTIER COMMUNICATIONS OF MICHIGAN, INC.

in the State of

Ohio

as provided herein

BUNDLED SERVICES

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*This bundle previously was called Frontier Digital Phone Essentials.

BUNDLED SERVICES

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* As of May 1, 2010 the name of this product has changed from Frontier Digital Phone Essentials (N)
to Frontier Digital Phone 100. (N)

BUNDLED SERVICES

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BUNDLED SERVICES

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*This bundle previously was called Frontier Digital Phone Essentials.

Issued: June 3, 2010

Effective: June 7, 2010

Jack D. Phillips
State Regulatory Affairs Director

BUNDLED SERVICES

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* As of May 1, 2010 the name of this product has changed from Frontier Digital Phone Essentials to Frontier Digital Phone 100.	(N)

BUNDLED SERVICES

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**P.U.C.O. No. 4
BUNDLED SERVICES**

I. Residential Bundled Services

A. Frontier Choicessm Tier Bundles*

1. General

“Frontier Choicessm Tier Bundles” consists of several package offerings that give residential customers a combination of services and features. Frontier Choicessm Tier I bundle includes one flat rate residential basic local service access lines with touch tone calling and a customer selected combination of local enhanced features. Residential customers can take any combination of features for the same flat rate bundle package price.

2. Regulations

Frontier Choicessm Tier Bundles packages are available only where technically feasible.

The Frontier Choicessm Tier Bundles package rate, including unregulated service and or equipment components selected by the customer, will appear as a single line item on the customer’s bill.

Components of the Frontier Choicessm Tier Bundles packages are based on the current tariffed rates for regulated services and features. Future rate increases for regulated components may necessitate a corresponding change in the bundled rates. The Company may make future rate increases for unregulated components to the various bundled packages at any time.

The tariffed services and features are provided subject to their individual service regulations as specified in the applicable sections of the Company’s tariffs.

Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.

Customers may add or delete any features offered in a bundled package without incurring a Service Order Charge.

Customers may switch between Tier packages without incurring a Service Order Charge.

All federal End User Common Line (“EUCL”) charges will be billed separately and in addition to the Frontier Choicessm Tier I bundle package. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate. 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.

*This package can only be purchased in conjunction with non-regulated and/or detariffed services. This service is limited to existing subscribers of the service at their existing locations. (T)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

A. Frontier Choicessm Tier Bundles* (con't) (T)

3. Frontier Choicessm Tier Bundles Features and Rates

A. Frontier Choicessm Tier I \$27.00/month (I)

- One Residential One-Party Local Exchange Access Line
with Touch Calling Service
- Call Forwarding or Enhanced Call Forwarding
- Call Waiting
- Distinctive Ring
- Speed Call 8 or Speed Call 30
- Three-Way Calling
- Busy Redial
- Call Return
- Caller ID Name
- Priority Call
- Special Call Acceptance
- Special Call Forwarding
- Select Call Rejection

4. Frontier Choicessm Tier Bundles Nonrecurring Credit

A residential customer who subscribes to Frontier Choicessm 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.

*This service is limited to existing subscribers of the service at their existing locations. (T)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

B. Frontier Digital Phone Service*

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.

(D)
(D)

Features and Services

Call Forwarding
Call Waiting/Cancel Call Waiting
Caller ID - Name

(D)
(D)
(D)

b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Three-Way Calling
Speed Call 8 or 30
Enhanced Call Forwarding

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

(N)
(N)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

B. Frontier Digital Phone Service* (con't)

2. Regulations

The Frontier Digital Phone Service is available where technically feasible.

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, and O.A.C 4901: 1-5-17.

Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply. Customers may add or delete any features offered in the bundle without a service order charge

No discounts will be given to subscribers that do not use all the features or have some features turned off.

Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Extended Local Calling Service is included. All other surcharges and taxes will apply.

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.

(N)
|
(N)

3. Rates

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

C. 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, including certain federally price listed services. (T)

Features and Services

Residential Local Access Line
Extended Local Calling Service
Caller ID – Name
Call Waiting
Cancel Call Waiting
Call Waiting ID
Touch Calling Service

- b. Digital Phone Enhanced Feature Pack*

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Three-Way Calling
Speed Call 8 or 30
Enhanced Call Forwarding

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

+This bundle previously was called Frontier Digital Phone Essentials. This product has been grandfathered and is limited to existing customers of this service at their existing locations. (N)
(N)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

C. Frontier Digital Phone Bronze*+ (con't) (T)

2. Regulations

The Frontier Digital Phone Bronze is available where technically feasible. (T)

The features are provided subject to their individual service regulations as specified in this tariff.

When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

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.

Customers may add or delete any features offered in the package without a service order charge.

No discounts will be given to subscribers that do not use all the features or have some features turned off.

The bundles are offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

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

Monthly Rate	\$19.99
Digital Phone Enhanced Feature pack	\$3.99

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

+This bundle previously was called Frontier Digital Phone Essentials. This product (N)
has been grandfathered and is limited to existing customers of this service at their existing locations. (N)

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Basic Bundle*+

(T)

1. General

- a. 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 Forwarding
Call Waiting/Cancel Call Waiting
Caller ID – Name
Touch Calling Service
Extended Local Calling Service

- b. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Three-Way Calling
Speed Call 8 or 30
Enhanced Call Forwarding

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

+This product has been grandfathered and is limited to existing customers of this service at their existing locations.

(N)
(N)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

D. Frontier Digital Basic Bundle*+ (con't)

(T)

2. Regulations

The Frontier Digital Basic Bundle is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this tariff.

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.

Customers may add or delete any features offered in the package without a service order charge.

Federal Subscriber Line Charge will be billed separately from the basic bundle offering. Other surcharges and taxes will apply.

Extended Local Calling Service is included in the price of the bundle and will not be billed in addition to the bundle price.

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

Monthly Rate \$39.99

Digital Phone Enhanced Feature pack \$3.99

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

+This product has been grandfathered and is limited to existing customers of this service at their existing locations.

(N)

(N)

Issued: June 3, 2009

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**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

E. Frontier Digital Phone Plus Service*

1. General

- a. The Frontier Digital Phone Plus Service is a package 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 (D)
(D)

Features and Services

Two Flat Rate Residential one-party Access Lines
Extended Local Calling Service
Call Forwarding Busy and Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID - Name (D)
(D)

- b. Enhanced Feature Pack*

The following services are included in the feature package and may be added to the bundle.

Busy Redial
Call Return
Three-Way Calling
Speed Call 8 or 30
Enhanced Call Forwarding

*This package can only be purchased in conjunction with non-regulated and/or detariffed services. (N)
(N)

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

E. Frontier Digital Phone Plus Service * (continued)

2. Regulations

The Frontier Digital Phone Plus Service is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this tariff.

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, and O.A.C 4901: 1-5-17.

The bundle rate includes Extended Local Calling Service. The call detail will not be displayed on the bill.

Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

Customers may add or delete any features offered in the package without a service order charge.

The bundle will appear as a single line item on the bill.

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.

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.

(N)
|
(N)

3. Rates

*This package can only be purchased in conjunction with non-regulated and/or detariffed services.

Issued: March 18, 2009

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Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

F. Stay Connected Seasonal Service

1. General

Stay Connected Seasonal Service allows a customer to suspend their Digital Phone Service Bundle, Frontier Digital Phone Essentials 1, Frontier Digital Phone Bronze, Frontier Digital Basic Bundle, Frontier Digital Phone Unlimited State, Frontier Digital Phone 100, Frontier Digital Phone Plus Service, Frontier Digital State Unlimited with Essentials 1, Frontier Digital Phone Nationwide unlimited with Essentials 1, Frontier Digital Phone Nationwide Unlimited with while they are away, for a minimum of one month or up to nine months for a reduced rate.

(N)
|
(N)

2. Regulations

- a. 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
- b. 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.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
- f. This service does not change any other terms and conditions of the bundle being suspended.
- g. The monthly rate includes the Federal End User Common Line Charge.

3. Rates and Charges

	<u>Monthly Rate</u>
Stay Connected Seasonal Service	\$9.99

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

G. Frontier Digital Phone 100

(T)

1. General

Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Touch Calling service, and Speed Call 8.

(T)

2. Regulations

- a. The Frontier Digital Phone 100 is available where technically feasible. (T)
- 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 bundle 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.

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

G. Frontier Digital Phone 100 (con't)

(T)

2. Regulations

- g. 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.

- h. The following additional features are available with the bundle:

Call Forwarding
Call Waiting
Three-Way Calling
Speed Call 30
Call Trace
Call Return
Busy Redial
Caller ID Name

3. Rates and Charges

Digital Phone 100	\$18.99	(T)
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

Issued: April 21, 2010

Effective: May 1, 2010

Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

H. Frontier Unlimited State

1. General

Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Touch Calling Service, and 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 bundle 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.

Issued: June 3, 2009

Effective: June 16, 2009

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 4**BUNDLED SERVICES****I. Residential Bundled Services****H. Frontier Unlimited State (con't)****2. Regulations**

- g. 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.
- h. The following additional features are available with the bundle:

Call Forwarding
Call Waiting
Three-Way Calling
Speed Call 30
Call Trace
Call Return
Busy Redial
Caller ID Name

3. Rates and Charges

Frontier Unlimited State	\$28.99
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All Listed Features	\$12.99

Issued: June 3, 2009**Effective: June 16, 2009**

Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Digital Phone Essentials 1

1. General

- a. 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 a combination of local Features.

Basic Bundle

Call Waiting
Call Forwarding
Three-Way Calling
Caller ID Name
Touch Calling Service

- b. **Unlimited Feature Pack**

The following services are included in the unlimited feature package and may be added to the bundle.

Call Return
Busy Redial
Call Trace
Speed Call 30

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.

Issued: April 21, 2010

Effective: May 1, 2010

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

I. Frontier Digital Phone Essentials 1 (con't)

2. Regulations

- d. Federal Subscriber Line Charge will be billed separately from the basic bundle 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.

3. Rates and Charges

Monthly
Rate

Digital Phone Essentials 1

\$28.99

Unlimited Feature Pack

\$2.99

Issued: April 21, 2010

Effective: May 1, 2010

Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

J. Frontier Digital State Unlimited with Essentials 1

1. General

- a. Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Local Calling Service and a combination of features.

Basic Bundle

Call Waiting/Cancel Call Waiting
Call Forwarding
Three-Way Calling
Caller ID Name
Touch Calling Service
Speed Call 8
Busy Redial
Call Return
Call Waiting ID

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.

Issued: October 1, 2010

Effective: October 4, 2010

**Jack D. Phillips
State Regulatory Affairs Director**

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

J. Frontier Digital State Unlimited with Essentials 1 (continued)

2. Regulations

- d. Federal Subscriber Line Charge will be billed separately from the basic bundle 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.

3. Rates and Charges

Monthly
Rate

Frontier Digital State Unlimited with Essentials 1

\$33.99

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Effective: October 4, 2010

Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

K. Frontier Digital Phone Nationwide Unlimited with Essentials 1

1. General

- a. Frontier Digital Phone Nationwide Unlimited with Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Local Calling Service and a combination of features.

Basic Bundle

Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)
Three-Way Calling
Caller ID Name
Touch Calling Service
Speed Call 8
Busy Redial
Call Return
10 Free DA Calls

- b. Enhanced Feature Pack

Speed Call 30
Selective Call Acceptance
Selective Call Rejection
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

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.
- 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.

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

K. Frontier Digital Phone Nationwide Unlimited with Essentials 1 (continued)

2. Regulations

- d. Federal Subscriber Line Charge will be billed separately from the basic bundle 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.

3. Rates and Charges

Monthly
Rate

Frontier Digital Phone Nationwide
Unlimited with Essentials 1

\$39.99

Issued: October 1, 2010

Effective: October 4, 2010

Jack D. Phillips
State Regulatory Affairs Director

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

L. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1

1. General

- a. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Extended Local Calling Service and a combination of features. Features will be added to the first line.

Basic Bundle

Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)
Three-Way Calling
Caller ID Name
Touch Calling Service
Speed Call 8
Busy Redial
Call Return
10 Free DA Calls

- c. Enhanced Feature Pack

Speed Call 30
Selective Call Acceptance
Selective Call Rejection
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)

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.
- 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.

P.U.C.O. No. 4

BUNDLED SERVICES

I. Residential Bundled Services

L. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 (continued)

2. Regulations

- d. Federal Subscriber Line Charge will be billed separately from the basic bundle 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.

3. Rates and Charges

Monthly
Rate

Frontier Digital Phone Nationwide
Unlimited Plus with Essentials 1

\$39.99

Issued: October 1, 2010

Effective: October 4, 2010

Jack D. Phillips
State Regulatory Affairs Director

Exhibit B

Proposed Tariff Pages

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

This tariff cancels and supersedes
P.U.C.O. No. 1, P.U.C.O. No. 2 and P.U.C.O. No. 4
issued by Frontier Communications of Michigan, Inc.,
including all supplements thereto.

**This tariff applies to the following
Basic Local Exchange Services offered by
Frontier Communications of Michigan, Inc., in the State of
Ohio.**

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

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P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF**APPLICATION OF TARIFF**

The regulations and schedules of charges in this Tariff apply to residential single-line customers and to the primary access line of business customers. Basic Local Exchange Service (BLES) is provided by Frontier Communications of Michigan, Inc. in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

Basic local exchange service as defined in Section 4927.01, Revised Code, means residential end-user access to and usage of telephone company provided services over a single line, or small business end-user access to and usage of telephone company provided services over the business's primary access line of service, which in the case of residential and small business access and usage is not part of a bundle or package of services. BLES enables a customer to originate or receive voice communications within a local service area and consists of the following services:

- Local dial tone service;
- For residential end user, flat rate telephone exchange service;
- Touch tone dialing service;
- Access to and usage of 9-1-1 services, where such services are available;
- Access to operator services and directory assistance;
- Provision of a telephone directory in any reasonable format for no additional charge and a listing in the directory, with reasonable accommodations made for private listings;
- Per call, caller identification blocking services;
- Access to telecommunications relay service; and
- Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.

LOCAL EXCHANGE SERVICE RATES

The rates shown below entitle the customers to messages without other charges to all stations bearing the designation of a central office of the following exchanges which comprise the Local Service Area:

COONEY

FRONTIER

CAMDEN

MONTGOMERY

RATES:

Within the Exchange Area, which is the area shown on the Exchange Area Service Map of this Tariff:

MONTHLY RATES:

	<u>One-Party</u>	
	<u>Current</u>	<u>Maximum</u>
Business (Initial Line)	\$12.33	\$12.33
Residence (Initial Line)	\$6.48	\$6.48

Issued: May 19, 2011**Effective: May 19, 2011**

Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE

1. DESCRIPTION

- A. Extended Local Calling Service is a four-element measured rate service provided between specific intrastate exchanges.
- B. Extended Local Calling Service will be provided in lieu of new Extended Area Service (EAS), whether one-way or two-way, between specific exchanges of the Company and to exchanges of other telephone companies when ordered by The Public Utilities Commission of Ohio (PUCO) in an Extended Area Service complaint case.
- C. All Extended Area Service existing prior to the establishment of extended Local Calling Service will continue in its present form unless discontinued by order of The Public Utilities Commission of Ohio.
- D. Extended Local Calling Service is available with all classes of service and to all customers within the specific exchange.
- E. Extended Local Calling Service is restricted to customer dialed, station to station, sent paid calls to the extended exchange(s) and does not apply to operator assisted calls.

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (Continued)

2. RATES

A. Implementation of Extended Local Calling Service in an exchange will not affect the monthly rate, as indicated in other sections of this tariff, for access line service.

B. Extended Local Calling Service is provided at the following rates:

1. Initial Minute Rate (Tier 1 Core)

Monday through Friday: To Telephone Numbers in Designated Exchanges
Within the Following Distance Bands

	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

2. Rate for Each Additional Minute (Tier 1 Core)

Monday through Friday: To Telephone Numbers in Designated Exchanges
Within the Following Distance Bands

	<u>1-10 Miles</u>		<u>11-22 Miles</u>		<u>23-55 Miles</u>	
	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>	<u>Current</u>	<u>Max.</u>
a) 8 A.M. to, but not including, 9 P.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
b) 9 P.M. to, but not including, 8 A.M.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
c) Saturday, Sunday and holidays.	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05

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Effective: May 19, 2011

Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5
BASIC LOCAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (Continued)

2. RATES (con't.)

C. Charges for calls made where Extended Local Calling Service has been implemented, whether between exchanges of the Company or to exchanges telephone companies, are based upon four measured elements, i.e., frequency (the total number of outgoing completed calls), the distance and duration of each call and the time of day each call is originated, subject to the following:

1. Distance

The charges for calls vary based on the airline distance (i.e., rate mileage) between the rate centers of the central offices serving the originating and terminating points of the call. These airline distances are determined in the same manner as message toll rate distances.

2. Duration

- a. Initial minute rates are for connections of one minute, or any fraction thereof.
- b. Additional minute rates are for each additional minute, or any fraction thereof, that the connection continues beyond the initial minute.
- c. Chargeable time is started when the called party answers or when the caller is connected to automatic answering recording equipment.
- d. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- e. Chargeable time does not include time lost because of faults or defects in the service.

3. Time of Day

- a. Holiday rates apply on Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4). Labor Day and Thanksgiving Day or resulting legal holidays when Christmas, New Year's or Independence Day legal holidays fall on dates other than December 25, January 1, and July 4, respectively.
- b. In cases where a call begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the entire message.

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

EXTENDED LOCAL CALLING SERVICE (Continued)

3. AVAILABILITY

A. Extended Local Calling Service is provided in the following exchanges:

<u>Exchanges In Which Service is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Mileage From Exchange Offered</u>
**Cooney	Bryan	16.2
**Cooney	Edon	7.2
**Cooney	Montpelier	8.6

* One-Way Service

** Two-Way Service

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

COONEY EXCHANGE

Exchange Area of the Cooney Exchange; Base rate area and exchange area coincide.

----- BASE RATE AREA AND EXCHANGE AREA

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

EXPLANATION OF SYMBOLS

EXPLANATION OF SYMBOLS

The nature and extent of revisions of these tariffs is indicated on the right hand margin by the following symbols:

- (C) Signifies a changed regulation
- (D) Signifies a discontinued rate, treatment or regulation
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate
- (T) Signifies a change in text, but no change in rate, treatment or regulation

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES

A. GENERAL

1. The term "Service Connection Charge" is used to define the non-refundable charge made for the establishment of a class of telephone service or subsequent additions to that service.
2. No distinction is made between a "New Installation" and an "Outside Move." All changes of subscribers service from one premises to another (except as otherwise provided under "Moves and Changes") are treated as new service connections with Service Connection Charges applying. (For definition of "Premises" see General Rules and Regulations, "Definitions.")
3. Service Connection Charges are in addition to any other scheduled rates and charges normally applying under the tariffs.
4. Service Connection Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Service Connection Charges for additions to the service of existing subscribers and in the case of any service for Department, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments.
5. When any Touch Calling Service, Custom Calling Service features or Custom Local Area Signaling Service features are ordered within 30 days of the installation of initial telephone service, the Line Rearrangement Charge (Service Connection Charge) will be waived.

B. CHARGES

1. Establishment of Service, apply as follows: (Tier 1 Core)

(a) Access Lines, C.O. Lines,	<u>Current</u>	<u>Maximum</u>
---- each	\$10.75	\$10.75

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Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (CONTINUED)

B. CHARGES (Con't)

	<u>Current</u>	<u>Maximum</u>	
2. Restoral of service charge - - -	\$8.00	\$8.00	(Tier 1 Core)

Where service has been discontinued for nonpayment of any charges due or for failure of the subscriber to establish credit in accordance with regulations, as specified in this Tariff, the foregoing charge applies for reconnecting all service and facilities being provided a subscriber at one location.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

SERVICE CONNECTION CHARGES (Continued)

C. SERVICE CONNECTION CHARGES DO NOT APPLY TO:

1. The following cases, provided a service and facilities are assumed prior to their discontinuance and without lapse in rendition of service or billing for service:
 - (a) A change of name without a change of ownership.
 - (b) A change of ownership without a change of name.
 - (c) When one member of a family applies for the service previously contracted for by another member of the same family residing in the same household.
2. When a receivership for an existing subscriber is established or terminated.
3. Service changed from a residence to a business classification, or vice versa, without a change of the identity of the subscriber.

Service re-established after the destruction or partial destruction of the subscriber's premises by means beyond the control of the subscriber whether at the same or another location. However, if service is established at a new location and the subscriber later moves back to the old location, the Service Connection Charge is applied in connection with the re-establishment of service at the old location.

Auxiliary services not located at and associated with a specific instrument resident extension stations installed, moved, and/or changed at the same time or which a charge is made for other work.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE

1. LIFELINE/LINK-UP

1.01. General

Lifeline shall be a flat-rate, monthly, primary access line service with touch-tone service or the Company may offer any other packages/bundles of service, if available to customers, less the lifeline discount and shall provide all of the following:

- A recurring discount to the monthly basic local exchange service rate that provides for the maximum contribution of federally available assistance;
- Not more than once per customer at a single address in a twelve-month period, a waiver of all nonrecurring service order charges for establishing service;
- Free blocking of toll service, 900 service and 976 service;
- A waiver of the federal universal service fund end user charge;
- A waiver of the telephone company's service deposit requirement;

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

1. LIFELINE/LINK-UP

1.02. Regulations

- A. Lifeline Assistance is available to residential customers who are currently participating in one of the following federal or state low-income assistance programs that limit assistance based on household income:
- Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any state program that might supplant Medicaid;
 - Supplemental Nutritional Assistance Program (SNAP/Food Stamps);
 - Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - Supplemental Security Insurance – Blind and Disabled (SSDI);
 - Federal Public Housing Assistance, or Section 8;
 - Home Energy Assistance Programs (HEAP, LIHEAP, E-HEAP);
 - National School Lunch Program's Free Lunch Program (NSL);
 - Temporary Assistance for Needy Families (TANF/Ohio Works); or
 - General Assistance (including Disability Assistance (DA))
- B. Lifeline Assistance is available to residential customers whose total household income is at or below one-hundred fifty percent (150%) of the federal poverty level.
- C. The Telephone Company shall require, as proof of eligibility for Lifeline Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Section 1.02.A. above; identify the specific program or programs from which the customer receives benefits and agree to notify the carrier if the customer ceases to participate in such program or programs. If a customer is applying for Lifeline based on income see Section 1.02.E. for examples of income documentation.
- D. The Telephone Company must verify Lifeline service eligibility for customers who qualify through household income-based requirements consistent with the FCC requirements in 47 C.F.R. 54.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

1. LIFELINE/LINK-UP

1.02. Regulations (Continued)

- E. Consistent with federal law, examples of acceptable income documentation includes the following:
- State or federal income tax return;
 - Current income statement of W-2 from an employer;
 - Three consecutive months of current pay stubs;
 - Social security statement of benefits;
 - Retirement/Pension statement of benefits;
 - Unemployment/Workment's Compensation statement of benefits'
 - Any other legal document that would show current income (such as a divorce decree or child support document).
- F. Customers qualifying for Lifeline with past due bills for regulated local service charges shall be offered special payment arrangements with the initial payment not to exceed \$25.00 before service is installed, with the balance for regulated local charges to be paid over six equal monthly payments. Lifeline service customers with past due bills for toll service charges shall have toll restricted service until such past due toll service charges have been paid or until the customer establishes service with a subsequent toll provider.
- G. All other aspects of the state-specific lifeline service shall be consistent with the federal requirements. The rates, terms, and conditions for lifeline service shall be tarified in accordance with Rule 4901:1-6-11 of the Ohio Administrative Code.
- H. The Telephone Company shall provide written notification to the customer applying for Lifeline service that is determined ineligible for Lifeline service and shall provide an additional 30 days to prove eligibility.
- I. The Telephone Company shall provide written customer notification if a customer's Lifeline service benefits are to be terminated due to failure to submit acceptable documentation for continued eligibility for that assistance. The lifeline customer shall have an additional sixty (60) days to submit acceptable documentation of continued eligibility or dispute the findings regarding termination of benefits.
- J. The Telephone Company shall establish procedures to verify an individual's continuing Lifeline eligibility for both program and income based criteria consistent with the FCC's requirements in 47 C.F.R. 54.409-54410.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

BASIC TELEPHONE ASSISTANCE (Continued)

1. LIFELINE/LINK-UP

1.03. Enrollment Process

A. New Customers

- (1) New customers who qualify will be enrolled as of the date the service is established, as long as the completed application and appropriate documentation, if applicable, are received by the Company within 30 days of service establishment. If received after 30 days, enrollment will begin on the date the completed application and documentation are received.
- (2) Should the Telephone Company determine that a customer does not qualify or the customer fails to submit the proper documentation, the Telephone Company will provide written notice to the customer and will allow an additional 30 days to prove eligibility. If the corrected application and complete documentation, if applicable, are received within that additional 30 days, enrollment will begin on the date the service was established. If received after the additional 30 days, enrollment will begin on the date the corrected application and complete income documentation are received.

B. Existing Customers

- (1) Existing customers who qualify will be enrolled as of the date the application was requested, as long as the completed application and appropriate documentation, if applicable, are received no later than 30 days from that date. If received after 30 days, the enrollment will begin on the date the completed application and appropriate income documentation are received.
- (2) Should the Telephone Company determine that a customer does not qualify or the customer fails to submit the proper documentation, the Telephone Company will provide written notice to the customer and will allow an additional 30 days to prove eligibility. If the corrected application and complete documentation, if applicable, are received within that additional 30 days, enrollment will begin on the date the application was requested. If received after the additional 30 days, enrollment will begin on the date the corrected application and complete documentation are received.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

Basic Telephone Assistance (Continued)

1. LIFELINE/LINK-UP

1.04. Income Eligibility

- A. The Telephone Company must verify through acceptable documentation that a customer qualifies for Lifeline Assistance. Such verification must be performed within 60 days of a customer's service establishment. Examples of income documentation are identified in Section 1.02.E.
- B. Regardless of when the Company completes the verification process Lifeline benefits shall go back to the date the qualified customer established Lifeline.
- C. The Telephone Company shall provide written notification to customers that do not qualify for Lifeline Assistance. The notice shall give the customer an additional 30-day opportunity to prove eligibility or dispute the Company's determination.
- D. If a customer disagrees with a company's findings regarding eligibility for Lifeline Assistance, the customer may file an informal/formal complaint with the Public Utilities Commission of Ohio.

1.05. Verification of Continued Eligibility

- A. The Telephone Company must notify customers at least 60 days prior to the company's pending termination of the customer's Lifeline Assistance if the customer fails to submit acceptable documentation for continued eligibility for benefits. Such notice will be separate from the bill and will include: 1) the earliest date termination of lifeline benefits would occur; 2) the reason(s) for termination of lifeline benefits and any actions which the customer must take to demonstrate continued eligibility; 3) contact information for the telephone company and 4) a statement explaining who the customer should contact in the event of a dispute.
- B. Should a customer fail to submit proper documentation within the 60 day period, the Telephone Company will terminate Lifeline Benefits on the date noted in the letter. If the customer responds after the 60 days, the Company may require the customer to reapply for Lifeline/Link-Up benefits.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

TELECOMMUNICATION RELAY SERVICE (TRS)

Customers may be assessed a charge per line per month to fund the Telecommunication Relay Services for the State of Ohio in accordance with section 4905.84 of the Revised Code. This charge shall in no event exceed the per end user line (or equivalent) assessment of the Public Utilities Commission of Ohio levied upon the Company.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

MOVES AND CHANGES

A. GENERAL

1. The charges specified herein for moves and changes do not contemplate work being performed by the Telephone Company's employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, an additional charge, based on the additional cost involved, applies.
2. For definition of the term "Premises" see General Rules and Regulations "Definitions."

B. MOVE CHARGES

1. A move is a transfer of telephone service from one location to another on the same premises where there is no interruption of the service other than is incident to the work involved.
2. Discontinuance of telephone service at one premise and their installation at another premise is subject to the regular service connection charges and/or any installation charges that may be applicable.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

MOVES AND CHANGES (Continued)

C. CHANGE CHARGES

1. A change is:

Change of telephone number.

2. Charges:

One charge of \$10.75 applies for all changes, covered herein, in such existing facilities made at the same time on the same continuous property.

D. CHARGES FOR MOVES AND CHANGES DO NOT APPLY TO:

1. Moves or changes required for the proper maintenance of service, excluding customer station equipment and inside wiring.
2. No charge is applicable for changes made on the initiative of the Telephone Company for service reasons, reasons of avoiding annoyance calls, obscene, abusive, harassing or threatening telephone calls.
3. When there is a substitution in the type of service or line subscriber for (E.G., change from regular telephone exchange service to P.B.X. station service) it is considered as the discontinuance of the previous service and the establishment of a new line or service.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service)1. General

- a. When requested by local government authorities, and subject to the availability of facilities, Frontier Communications of Michigan, Inc. (hereinafter referred to as "the Telephone Company") will provide a Universal Emergency Number Service (911) for the use of Public Safety Answering Points (PSAP'S) engaged in assisting local government in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local PSAP.
- b. Two types of 911 service are offered: Basic 911 (B911) and Enhanced 911 Service (E911).
 1. Basic 911 Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP equipped to receive those calls.
 2. Enhanced 911 Service provides additional features, such as: selective routing of 911 calls to a specific PSAP which is selected from the various PSAPs serving customers within that central office area; E911 Trunks; Automatic Number Identification; Automatic Location Identification, PSAP Data Base Establishment and Update Service.

2. Definitions

- a. Automatic Location Identification (ANI) - an E911 feature that provides the name or address or both associated with the calling party's telephone number (identified by ANI as defined below) to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premise extensions, etc.) are identified with the address of the telephone number at the main location.
- b. Automatic Number Identification (ANI) - provides for the telephone number of the calling party to be forwarded to the PSAP.
- c. 911 Trunks - trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the 911 trunk.

The rates for 9-1-1 and E-9-1-1 are governed by 86-911-TP-COI

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BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

2. Definitions (cont'd)

- d. Emergency Service Number (ESN) - an ESN is a Selective Routing (SR) code assigned to each telephone number in an exchange where SR is provided to route E911 calls to an appropriate PSAP. The ESN defines the set of emergency services (e.g., police, fire, medical) within a particular serving area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.
- e. 911 Service Area - the geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.
- f. PSAP Data Base Establishment and Update Service - provides the PSAP with the initial list, as well as periodic updates of customer names, telephone numbers and addresses for ALI.
- g. Public Safety Answering Point (PSAP) - a communications facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 911 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 911 calls to other public safety agencies. It is the first point of reception by a public safety agency of a 911 call, and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
- h. Selective Routing Service - a feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.
- i. Service Supplier - any provider of regulated telephone service to a service user in the state.
- j. Serving Central Office - the central office from which a PSAP, either primary or secondary, is served.
- k. Universal Emergency Number Service - a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. The 911 Service includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices area arranged for 911 calling.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

2. Definitions (cont'd)

1. Universal Emergency Number Service Customer (Customer) - the board of county commissioners is designated as the customer that is legally authorized to subscribe to service and have public safety responsibility by law to respond to telephone calls from the public or emergency police, fire or other emergency services within the telephone central office area arranged for 911 calling. A customer or group of customers may authorize an agent to subscribe to the service, but the agent is not the customer.

3. Regulations

The regulations set forth below apply to "Enhanced 911" service, hereinafter referred to as "E911" service:

- a. Application for E911 service shall be executed in writing by each participating local government authority or their duly appointed agent. If application is made through an agent of the local government authority, the Telephone Company shall be provided with evidence, satisfactory to the Telephone Company, of the appointment and establishment of service. As a minimum, both police and fire departments in each local government authority must participate in any E911 service and participation shall be in the same E911 service.
- b. The E911 service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been legally delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire and other services with the telephone central office areas arranged for E911 service calling.
- c. Each participating local governmental authority must furnish to the Telephone Company its written agreement, duly executed, by which it shall agree to:
 1. Provide sufficient personnel to staff the PSAP on a 24 hour continuous basis.
 2. Accept responsibility for dispatching or referring, forwarding or transferring E911 calls to other participating local government authorities for the dispatch of police, fire, ambulance or other emergency services to the extent such services are reasonably available.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

3. Regulations (cont'd)

- c. 3. Subscribe to additional local exchange service, at the PSAP location, for administrative purposes, for placing outgoing calls and for receiving other emergency calls, including calls which might be relayed by an operator.
- 4. Make operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
- d. The service is limited to the use of central office telephone number 911 as the emergency number. Only one E911 service will be provided with any government agency's locality.
- e. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- f. E911 Service is arranged only for one-way incoming service to an appropriate PSAP. Out-going calls can only be made on a transfer basis.
- g. Information contained in the Telephone Company's data base management system will be maintained for E911 service and will be used exclusively for this purpose.
- h. E911 Service information consisting of the name, address and telephone numbers of customers who subscribe to non-published telephone service is confidential and the PSAP agency agrees to use such information only for the purpose of responding to emergency E911 Service calls.
- i. Any party residing within the E911 Service serving area forfeits the privacy afforded by non-published telephone numbers to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
- j. The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service hereunder.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)

3. Regulations (cont'd)

- k. Because the Telephone Company authorized service area boundary and political subdivision boundary may not coincide, the customer must make arrangements to handle all calls received on E911 Service lines that originate from all telephones served by C, C & S Telco, Inc., whether or not the calling telephone is situated on property within the geographical boundary of customer's public safety jurisdiction.
- l. The customer will develop an appropriate method for responding to calls for non-participating agencies that may be directed to an E911 Service PSAP by calling parties.
- m. The number of lines to the "host" or "lead" (Local Exchange Telephone GTE North Incorporated, Williams County) shall be as required by Williams County E911 Emergency Telephone Number System Plan.
- n. The calling party is not charged for calls placed to the E911 number; however, regular message toll charges will be applied to the PSAP line, where appropriate, for messages transferred to the point of termination of the transfer, if located outside the local calling area of the exchange.
- o. The Telephone Company does not undertake to answer and forward E911 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.
- p. The Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 Service) (Cont'd)
3. Regulations (cont'd)

- q. A telephone company and its officers, directors, employees, and agents are not liable in damages in a civil action for injuries, death, or loss to persons or property incurred by any person resulting from the telephone company's, its officers', directors', employees', or agents' participation in or acts or omissions in connection with such participation in a 911 system, whether such system is established pursuant to sections 4931.40 to 4931.50 of the Ohio revised code or otherwise in accordance with the telephone company's schedules regarding 911 systems filed with the Public Utilities Commission pursuant to Section 4905.30 of the Ohio Revised Code.

4. Rates and Charges

- a. E911 service is provided to residents who subscribe to local exchange telephone service. Following is the rate for this service:

APPENDIX A

ENHANCED EMERGENCY TELEPHONE SERVICE (E911 SERVICE)

<u>County</u>	<u>Proposed Current 911 Subscriber Charge</u>	<u>Implementation Date For 911 Service</u>	<u>Effective Date For Current 911 Subscriber Charge</u>	<u>Initial Case No. For 911 Implementation</u>	<u>Most Current Case No. For 911 Review</u>
Williams	\$.28	5/29/1991	5/29/1992	86-911-TP-COI	90-763-TP-EMG

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BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

GENERAL

- A. In Order No. 93-1799-TP-COI, the Public Utilities Commission of Ohio ("P.U.C.O.") assigned the three digit 2-1-1 abbreviated dialing code to the Approved Information and Referral Service Provider for use in providing community information and referral services to the public by way of voice grade facilities. The P.U.C.O. ordered incumbent local exchange carriers in each local calling area to make the 2-1-1 abbreviated dialing code available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "2-1-1 Service").
- B. The 2-1-1 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 2-1-1 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of their local exchange services. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- C. All 2-1-1 abbreviated dialing code calls shall be local in nature and shall not result in any expanded local calling service ("ELCS"), intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers. However, 2-1-1 Service calls may result in local measured service charges where Company subscribers' service plans include such charges as part of home and EAS exchange calling.
- D. The 2-1-1 Service will be available from Company owned pay telephones located in the Company's local exchange. The 2-1-1 Service will not be available for the following classes of service:
1. Hotel/motel/hospital service
 2. Inmate service
 3. 1 + and 0+ calling
 4. 0-operated assisted calling
 5. 101 XXXXX calling

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BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- A. The Approved Information and Referral Service Provider shall make written application for 2-1-1 Service to the Company at the local exchange level.
- B. The approved Information and Referral Service Providers written application to establish 2-1-1 Service in the Company's local exchange shall include the following:
 - 1. The local, foreign exchange or toll free 8YY telephone number into which the Company is to translate the dialed 2-1-1 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 2-1-1 abbreviated dialing code is translated in an exchange, then the Approved Information and Referral Service Provider shall make a new application. The Company can only provide 2-1-1 Service to one specified telephone number as provided to it by the Approved Information and Service Referral Provider.
 - 2. A location description of the Approved Information and Referral Service Provider call center where 2-1-1 calls made from the Company local exchange will be routed.
 - 3. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 2-1-1 Service.
 - 4. An acknowledgment of the possibility that the Commission's assignment of the 2-1-1 abbreviated dialing code may be recalled at any time.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

C. Local Calling for Company Subscribers (Cont'd)

1. The Company, in cooperation with the Approved Information and Referral Service Provider, shall assure that all 2-1-1 Service calls are local in nature and do not generate ELCS, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
2. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange, the Approved Information and Referral Service Provider shall supply the Company with a seven (7) or ten (10) digit telephone number that terminates within the Company local exchange or one of the local exchange's EAS exchanges. The Company's exchange facilities will translate the dialed 2-1-1 dialing code into the telephone number the Approved Information and Referral Service Provider provides once 2-1-1 Service is established in the local exchange.
3. When the Approved Information and Referral Service Provider makes application for 2-1-1 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange, then the Approved Information and Referral Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 2-1-1 Service calls remain local in nature.

D. The Approved Information and Referral Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 2-1-1 Service.

E. The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 2-1-1 calls directed to it out of confusion or in error by Company subscribers.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- F. The Approved Information and Referral Service Provider must be prepared to receive all calls to the 2-1-1 Service during normal business hours. To this end, the Approved Information and Referral Service Provider agrees to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
- G. The 2-1-1 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 2-1-1 Service without interfering with or impairing any services offered by the Company. For each line subscribed to by the Approved Information and Referral Service Provider, there will be one telecommunications path available.
- H. The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 2-1-1 abbreviated dialing code in the event of a national assignment contrary to that made by the P.U.C.O.
- I. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 2-1-1 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- J. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 2-1-1 Service. If requested by the Company, the Approved Information and Referral Service Provider shall assist the Company in responding to complaints made to the Company concerning the 2-1-1 Service.

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BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OBLIGATIONS OF THE APPROVED INFORMATION AND REFERRAL SERVICE PROVIDER

- K. The Approved Information and Referral Service Provider shall not promote the 2-1-1 Service with the use of an auto-dialer or broadcasting of tones that dial the 2-1-1 abbreviated dialing code.
- L. The Company can only make 2-1-1 Service available to end users located in Company local exchanges. To establish 2-1-1 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- M. The Approved Information and Referral Service Provider should work separately with competitive local exchange carriers ("CLEC") operating and serving customers in the Company's local exchange to ascertain whether 2-1-1 abbreviated dialing will be available to their end users.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OBLIGATIONS OF THE COMPANY

- A. The Company shall provision the 2-1-1 Service within forty-five (45) days of the Company's receipt of the Approved Information and Referral Service Provider's completed application for service.
- B. When a 2-1-1 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 2-1-1 Service call, the quality of the call or any features that may otherwise be provided with 2-1-1 Service.
- C. The Company does not undertake to answer and forward 2-1-1 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
- D. The rates charged for 2-1-1 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

LIABILITY

- A. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 2-1-1 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 2-1-1 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- B. The Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
- C. The Company's entire liability to any person for interruption or failure of the 2-1-1 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- D. The Commission's local assignment and the Approved Information and Referral Service Provider's use of the 2-1-1 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages the Approved Information and Referral Service Provider may incur that result from a national assignment of the 2-1-1 abbreviated dialing code.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

OTHER TERMS AND CONDITIONS

- A. The 2-1-1 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service from the local telecommunications service provide where the 2-1-1 call center is located.
- B. The 2-1-1 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. The provision of the 2-1-1 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
- C. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 2-1-1 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- D. In an emergency situation as determined by the Company, the Company reserves the right at any time, without notice, to institute protective measures, up to and including termination of service.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

2-1-1 SERVICE FOR INFORMATION AND REFERRAL SERVICES (Cont'd)

RATES AND CHARGES

- A. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 2-1-1 Service as part of both parties' local exchange service. The 2-1-1 Service is supplemental to and is not a replacement for either party's local exchange service.
- B. The Company will provide as a community service, at no charge, one telecommunications path via remote call forwarding service to the Approved Information and Referral Service Provider's toll free 8YY number. This means that only one call at a time can be made to the Approved Information and Referral Service Provider's 2-1-1 call center via the 2-1-1 Service provided by the Company from the Company's subscribers.
- C. The Approved Information and Referral Service Provider shall pay a nonrecurring Service Connection Charge, as specified in Sheet 8 of this tariff, when it makes application to change the toll free 8YY telephone number they provide the Company more than once per calendar year.

P.U.C.O No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS

GENERAL

- A. 8-1-1 Service ("8-1-1") is a three-digit local dialing arrangement available in specified areas for access to a one call notification provider. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 8-1-1 code is assigned for access to one call notification centers.
- B. Calls placed to the 8-1-1 code will be routed to the point-to number based upon the central office switch where technically feasible.

OTHER TERMS AND CONDITIONS

- A. This service is provided subject to the availability of the 8-1-1 code.
- B. 8-1-1 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- C. Limitations and use of service apply as stated in Section 2 of this Tariff.
- D. Directory listings for 8-1-1 are offered under the terms, conditions, and rates specified elsewhere in this Tariff.
- E. Access to 8-1-1 is not available to the following classes of service:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXX

Operator-assisted calls to the 8-1-1 subscriber will not be completed.

- F. The 8-1-1 subscriber is restricted from selling or transferring the 8-1-1 code to an unaffiliated entity, either directly or indirectly.
- G. 8-1-1 will not provide calling number information in real time to the 8-1-1 subscriber. If the 8-1-1 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- H. Calls to the 8-1-1 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 8-1-1 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 8-1-1 from areas where 8-1-1 service is not being provided will be advised that the service is not available from their number.
- I. Disputes regarding geographic coverage by two or more 8-1-1 subscribers will be referred to the Public Utility Commission of Ohio.
- J. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 8-1-1 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 8-1-1 subscriber has failed to establish service or decides to discontinue service establishment, the 8-1-1 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- K. Only a single ten-digit toll-free or local number may be used as the point-to number.
- L. 8-1-1 Service is provided where facilities permit.
- M. The 8-1-1 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach One Call Center for services provided by dialing 8-1-1.
- N. 8-1-1 will be provided under the following conditions:
 - 1. The 8-1-1 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 8-1-1 without impairing the Company's general telephone service or telephone plant.

P.U.C.O No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- N. 8-1-1 will be provided under the following conditions: (Cont'd)
2. The 8-1-1 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 3. The 8-1-1 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting 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, or any patent, trademark, copyright, or resulting from any claim of libel and slander.
 4. Suspension of 8-1-1 Service is not allowed.
 5. The 8-1-1 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 8-1-1. If requested by the Company, the 8-1-1 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 8-1-1 service.
 6. The Company will provide both oral and written notification when a 8-1-1 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 8-1-1. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 8-1-1 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

OTHER TERMS AND CONDITIONS (Cont'd)

- O. The following conditions apply if the 8-1-1 subscriber provides a pre-recorded announcement:
 - 1. The 8-1-1 subscriber will provide announcements. The Company will provide only delivery of the call.
 - 2. The provision of access to the 8-1-1 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - 3. The 8-1-1 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - 4. The 8-1-1 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- P. The Company may take all legal and practical steps to disassociate itself from 8-1-1 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- Q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

8-1-1 SERVICE FOR ACCESS TO ONE CALL NOTIFICATION CENTERS (Cont'd)

RATES AND CHARGES

- A. 8-1-1 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 8-1-1 subscriber's designated premises.
- B No implementation charges will apply.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

TOUCH CALLING SERVICE

A General

1. Touch Calling Service provides for dialing a telephone number by means of push buttons in lieu of a rotary dial.
2. Touch Calling Service is available with all classes of basic service.
3. It is not necessary that all instruments on a line be equipped for touch calling; however, all lines on the same instrument must be similarly equipped.

B Charges

1. The charges indicated below are in addition to the regular monthly charges for the class of service or services with which Touch Calling Service is associated.

	<u>Monthly Charge</u>	
	<u>Current</u>	<u>Maximum</u>
Business		
Per Central Office Line	\$2.00	\$2.00
Residence		
Per Central Office Line	\$1.50	\$1.50

2. If an existing service is changed from Rotary Dial Service to Touch Calling Service, one service connection charge applies per line and on the same line and premises.
3. If an existing service is changed from Touch Calling Service to Rotary Dial Service, one service connection charge applies per line and includes on the same line and premises.

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

INTRALATA PRESUBSCRIPTION

1. General

IntraLata Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subject wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA Presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective August 8, 1997.

2. IntraLATA Presubscription Options

Option A: Subscriber may select the telephone Company's intraLATA carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company's intraLATA carrier or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

INTRALATA PRESUBSCRIPTION (Cont'd)

3. Rules and Regulations

Until an affirmative choice is made, all subscribers will be assigned to the Telephone Company's intraLATA carrier.

Subscribers of record or new subscribers may select either Options A, B or C for IntraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

4. IntraLATA Presubscription Customers Notices

The Telephone Company will notify subscribers that intraLata Presubscription is available no longer than sixty (60) days following the effective date of this tariff. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

5. IntraLATA Presubscription Charges

a. Application of Charges

There will be no charges for a subscriber's initial intraLATA toll presubscription selection for a period beginning on the effective date of this tariff and ending no sooner than ninety (90) days following the mailing date of subscriber notification of IntraLATA Presubscription availability.

P.U.C.O. No. 5**BASIC LOCAL EXCHANGE SERVICE TARIFF**

INTRALATA PRESUBSCRIPTION (Cont'd)**5. IntraLATA Presubscription Charges (Cont'd)****a. Application of Charges (Cont'd)**

New local service subscribers will be asked to select a carrier(s) for their intraLATA calls subject to presubscription at the time they place an order with the Telephone Company for local exchange service. If the new subscriber is unable to make a selection, at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid their selection. If the new subscriber is still unable to make a selection, at that time, the Telephone Company will inform the new subscriber that he/she will be given ninety (90) days in which to inform the Telephone Company of an intraLATA toll presubscription carrier choice at no charge. The new subscriber will also be informed that the Telephone Company will assess a charge for any selections made after the ninety (90) day window and that until a selection is made the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.

New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with the telephone Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

After a subscriber's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph 5.b. will apply

P.U.C.O. No. 5**BASIC LOCAL EXCHANGE SERVICE TARIFF**

INTRALATA PRESUBSCRIPTION (Cont'd)**5. IntraLATA Presubscription Charges (Cont'd)****b. Nonrecurring Charges****(1) IntraLATA Presubscription Change Charge**

Per business or residence line, trunk or port

Additional line, or trunk or port \$5.50

Additional line, trunk or port \$1.25

(2) In the event the subscriber requests both an interLATA and intraLATA presubscription change at the same time, only one half of the intraLATA PIC change charge shall apply.**6. IntraLATA Presubscription Implementation Charge**

The IntraLATA Presubscription Implementation Charge is a \$_____per minute of use charge that is assessed intraLATA carriers to recover the Telephone Company's costs associated with the implementation of IntraLATA Presubscription. The charge is applied to all originating intraLATA switched access minutes generated on lines that are presubscribed for intraLATA service. The IntraLATA Presubscription Charge becomes effective one year and 45 days after the implementation date of IntraLATA Presubscription, unless otherwise ordered by the Commission, and will remain in effect for three years.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE**A APPLICATION**

This section contains regulations, rates and charges applicable to Payphone Service required by The Public Utilities Commission Ohio Opinion and Order for Case No. 84-863-TP-COI as entered in the Journal January 29, 1985, the Opinion and Order in Case No. 88-452-TP-COI as entered in the Journal February 21, 1990, and the Opinion and Order in Case No. 96-1310-TP-COI as entered in the Journal December 19, 1996.

B. GENERAL

1. The Telephone Company will permit the resale of Local Telephone Service Associated with payphones.
2. Payphone Service is basic exchange service, including Coin Supervision Functionality when needed, provided to customers for the connection of payphones. A payphone is defined as any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card. Coin Supervision Functionality is a central office function that provides the payphone with coin rating capability, coin deposit recognition and coin collection and return capability, coin deposit recognition and coin collection and return capability. The customer orders the Coin Supervision Functionality from the Company when their payphone instrument is not equipped with these functions.

C. REGULATIONS

1. Payphone Service is provided on an Individual Business Access Line basis only. Payphones may not, under any circumstances, be connected behind a PBX.
2. All payphones must be either:
 - a. Registered with the FCC under Part 68 of its Rules and Regulations,
 - b. Connected to the network behind an FCC-registered coupler.
3. General operating characteristics required of all Payphones:
 - a. Payphone instruments shall be hearing aid compatible;
 - b. Payphone instruments shall be mounted in accordance with federal and state height regulations for disabled persons;
 - c. Payphone instrument shall provide access to Operator, 911 Emergency Service (where available), and Directory Assistance for free and without the use of a coin.
 - d. Effective October 8, 1997, Directory Assistance charges assessed to end users will be deregulated
4. Requirements for Payphone Service:
 - a. Payphone instruments shall possess the capability of returning unused coins;
 - b. Payphone instruments shall possess the capability of accepting coins of various denominations;
 - c. Payphones, at the option of the owner, may provide either outgoing calls only or both outgoing and incoming calls. If, however, the payphone provides outgoing calls only, notice of such must be posted on the payphone instrument.

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Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)

4. Requirements for Payphone Service (Cont'd)
 - d. Payphone Service is afforded the same "essential service" status as that assigned to public service telephone locations provided by the Telephone Company.
 - e. Payphone instruments shall provide both local and long distance service;
 - f. Payphone instruments shall provide access to all locally certificate long distance carriers and 800 numbers.
 - g. Payphone Service may not place time limitations on any phone calls.
 - h. Payphone owners must program their telephone instruments in such a manner as to abide by the Commission's rules for the operation of alternative operator services. These rules include providing access to the local exchange company operator by use of keypad "O-"; providing access to all locally certified interexchange carriers; and providing access to local emergency services numbers (both 911 and other applicable numbers in those areas in which 911 is not available). Owners who choose to associate with OAS providers will be disconnected if they are found to be offering the service of a noncertified AOS provider.
 - i. Payphone Service may not charge an end user a fee for using a credit card at a paystation.
5. Posted informational requirements for ALL Payphone Service:
The following information, which shall be provided in a clear and easy to read form, should be posted at or near each payphone location:
 - a. Name and telephone number of the payphone owner;
 - b. Operating instructions for the payphone instrument;
 - c. Method for reporting complaints and obtaining refunds in a cost free manner;
 - d. Out-of-order payphones shall be clearly marked as such;
 - e. Notice must be provided if payphone instruments are not programmed to receive incoming calls.
6. Other charging and rate-related requirements for ALL Payphone Service:
 - a. The maximum rate for a local call shall not exceed the price of a local call made from a Telephone Company-provided pay telephone instrument at the filed tariff rate authorized by the Public Utilities Commission of Ohio.
 - b. The Payphone Service owner/subscriber is responsible for the payment of all calls originated from or accepted at the Access Line terminating location.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)

6. Other charging and rate-related requirements for ALL Payphone Service (Cont'd)
 - c. The Payphone Service user shall not be charged for incomplete calls.
 - d. Payphone Service are not permitted to resell or mark-up the price of long distance service without first obtaining Commission certification to do so.
7. Payphone Service owners must submit a completed "Application to Provide Payphone Service in the State of Ohio" to the Telephone company prior to the connection of their service. A Commission approved application form is attached and identified as Appendix A.

D. RATES AND CHARGES

1. The Standard, one party business rate currently in effect in each exchange area, or its equivalent, shall be the proper rate to be applied to the furnishing of Payphone Service. (See page 6 - Commission Opinion and Order Entered in the Journal January 29, 1985).
2. In addition to the rates and charges rate set forth in 1. above, a "Coin Supervision additive", below, will apply when the Coin Supervision Functionality must be provided by the company. (See page 3-Commission Opinion Order entered in the Journal December 19, 1996.)

	<u>Per Line</u>
	<u>Per Month</u>
Coin Supervision Additive	\$7.20

DISCONNECTION OF PAYPHONE SERVICE

Any provider Payphone Service that obtains a local access line or subscriber line from a local exchange company is a customer of said company and is therefore subject to the terms and conditions set forth in said company's tariffs and must comply with all the requirements set forth in the Opinion and Order issued by the Public Utilities Commission of Ohio on January 29, 1985, in Case No. 84-863-TP-COI. Failure to comply with said tariffs and Opinion and Order or any related rule approved by this Commission shall be grounds for disconnection.

If a provider of Payphone Service is in noncompliance, the local exchange company shall mail to the payphone provider a proper and reasonable disconnection notice which indicates that unless the reason for noncompliance is removed not later than fifteen (15) days from the postmarked date, service to the payphone location will be terminated unless a written protest is filed with the Docketing Division of the Public Utilities Commission prior to such date.

The rates and terms for payphones are governed by 96-1310-TP-COI.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYPHONE SERVICE (CONT'D)DISCONNECTION OF PAYPHONE SERVICE

However, such notification requirements do not apply if continuation of the Payphone Service would cause damage to the company's switched network, or if the disconnection is due to nonpayment. Disconnection for nonpayment shall be made in accordance with the local exchange company's normal practices for business customers.

The following constitute the minimum requirements of a proper and reasonable disconnection notice to providers of Payphone Service:

1. The date on which the disconnection will occur.
2. The reason(s) for the disconnection, and the manner in which to avoid such disconnection (e.g., necessary physical modifications to bring such payphone into compliance).
3. The necessary procedures for handling disputes, including:
 - a. The address and telephone number of the office of the telephone company that the payphone provider may contact in reference to his or her account;
 - b. Notice that the provider may, after contacting the company, pursue his or her dispute with the Public Utilities Commission of Ohio's Public Interest center on an informal basis. The toll-free telephone number of the Commission's Public Interest Center shall be provided; and
 - c. Notice that the provider may, after contacting the company, pursue his or her dispute on a formal basis by filing a written protest with the Docketing Division of the Commission within fifteen days of the service date of the disconnection notice. The address of the Commission's Docketing Division shall be provided. The notice shall state that failure to file a formal protest constitutes an acknowledgment by the payphone provider that his or her service is not in compliance with the company's tariffs and the Commission's regulations.

APPENDIX A

Application to Provide Payphone
Service in the State of Ohio
(Type, or use black or red pen)

Name of Applicant_____

Name of Person Authorized to Act For Applicant_____

Address of Applicant_____

Phone Number of Applicant_____

Name of Maintenance Provider_____

Address of Maintenance Provider_____

Phone Number of Maintenance Provider_____

Name of Bill Payer_____

Address of Bill Payer_____

Phone Number of Bill Payer_____

Business Name at Installation Site_____

Address of Installation_____

Location of payphone at Installation Site:

Inside_____ Outside_____

* A. Within a Shopping Mall_____

* B. Within an Airport_____

Other_____

Hours of Accessibility_____

FCC Registration Number_____

Name of Toll Service Provider_____

Is Operator Service Provided by a LEC?_____

If Not, Name of the Operator Service Provider_____

Telephone Number Assigned to Payphone_____

Exchange Where Located_____ Date Installed_____

APPENDIX A (Continued)

Applicant acknowledges that he or she has read the applicable sections of the tariff of the local exchange telephone company which govern the provision of Payphone Service, understands that the rules and regulations of the tariff apply to the applicant's provision of Payphone Service, and agrees to abide by them. Applicant agrees to subject the payphone instrument and its operation to PUCO surveillance and inspection procedures. Applicant further understands that failure to abide by the rules and regulations of the tariff could result in disconnection of telephone service to the payphone.

DATE

SIGNATURE OF APPLICANT OR AUTHORIZED PARTY

* With regard to 9-1-1 EMERGENCY SERVICE; i.e., if the payphone instrument is located within a shopping mall, an airport, or any similar type area, it is mandatory to pinpoint the exact location (for example, 400 ft. southeast of concourse B, 37 ft. northwest of store number 27 inside of any town shopping mall).

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

Frontier Communications of Michigan, Inc. will comply with all of the Commission's Minimum Telephone Service Standards of the Ohio Administrative Code (O.A.C.).

**A. SUBSCRIBER BILLING ADJUSTMENTS FOR LOCAL EXCHANGE SERVICE/
INTERRUPTION OF SERVICE**

The Telephone Company, incorporates by reference, and will adhere to the Commission's Minimum Telephone Service Standards for subscriber billing adjustments for local exchange service and interruption of service. No other liability shall in any case attach to the company on account of interruption of service.

B. DIRECTORY ERRORS AND OMISSIONS

1. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors or omissions from its directories, nor for the result of the publications of such errors in the directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories.
2. In cases of error or omission on extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listings during the period which the error or omission continues.
3. The Company will comply with the Commission's Minimum Telephone Service Standards regarding omission of a subscriber's listing from the white pages of the telephone directory or the listing of an incorrect telephone number.

C. HANDLING OF CONSUMER COMPLAINTS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding the handling of consumer complaints.

P.U.C.O. No. 5**BASIC LOCAL EXCHANGE SERVICE TARIFF**

USE OF SERVICE AND FACILITIES**A. OWNERSHIP AND USE OF EQUIPMENT AND RESALE OF SERVICE**

Equipment and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment and lines. Such equipment and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

B. INSTALLATION IN HAZARDOUS LOCATIONS

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service.

C. USE OF CUSTOMER SERVICE

Customer telephone service, as distinguished from Payphone Service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, or persons subleasing such household premises except as the use of Business service may be extended to joint users and customers of Shared Tenant Service providers, as set forth in D1 through D4 following. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semipublic character when the service is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the service is so located that it is not accessible for public use.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

USE OF SERVICE AND FACILITIES (CONT'D)

E. TAMPERING WITH EQUIPMENT

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence whatsoever 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.

F. USE OF PROFANE LANGUAGE, IMPERSONATION, ANNOYANCE

The Telephone Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, use or permit to be used, foul, abusive, obscene or profane language; or impersonate or permit others to impersonate any other individual with fraudulent or malicious intent or to repeatedly annoy or offend another.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

USE OF SERVICE AND FACILITIES (Cont'd)

G. INJURIOUS USE OF SERVICE

If the service of another customer or the manner of use of a service or facility affects injuriously the efficiency of the general telephone system or circuit, the Telephone Company may deny service to the offending subscriber until arrangements can be made to discontinue the injurious use of the facility.

H. TERMINATION OR RE-ORIGINATION OF CALLS RECEIVED OVER A DATA SERVICE

Other than for incidental usage, use of basic local service for the purpose of originating calls on behalf of a third party is an inappropriate use of service. Basic residential local service used for such purposes will be reclassified as a business class of service, at monthly rates shown in Tariff #2, Sheet 1. Basic business local service used for such purposes will be reclassified as a Feature Group A access arrangement and appropriate access charges will apply as described in Tariff #3, Access Services. Customers will be contacted and informed of the Company's findings and of the potential reclassification of customer's access line(s), be given the opportunity to dispute the Company's conclusion, or take corrective measures before the reclassification takes place.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

USE OF SERVICE AND FACILITIES (Continued)

K. CONNECTION WITH CUSTOMER-OWNED VOICE RECORDING EQUIPMENT

Customer-owned voice recording equipment for the recording of telephone conversations may be used in connection with the facilities of the Telephone Company, subject to the following conditions:

1. Obligation of the Customer

- (a) The operating characteristics of the customer-owned recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

ESTABLISHING AND FURNISHING OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding establishment of service.

A. APPLICATION FOR SERVICE

Applications for service become contracts upon the establishment of service. Applicants for service may be required to pay in advance at the time application is made, all charges accruing for the first billing period for exchange service and equipment, and the service connection charges and installation charges applicable. Such contracts are subject to these General Rules and Regulations, the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange form which service is to be furnished. Any change in rates, rules and regulations shall act as a modification of the contract.

B. PAYMENT FOR SERVICE

A subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due. The subscriber is responsible for all charges for telephone service rendered at this telephone or charged to his Toll Credit card, both exchange and toll, including charges for toll messages on which the charges have been reversed. Failure to receive a bill does not relieve the customer of his liability.

C. MAINTENANCE AND REPAIRS

All expense of maintenance and repair of telephone distribution facilities, up to and including the protector (demarcation point) is the responsibility of the Telephone Company.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

TELEPHONE DIRECTORIES

A. DISTRIBUTION

The Telephone Company will furnish to its subscribers, without charge, such directories as necessary for the efficient use of the service. Other directories will be furnished at a reasonable charge.

B. OWNERSHIP AND USE

Directories regularly furnished to the subscribers are the property of the Telephone Company, are loaned to the subscribers only as an aid to the use of the Telephone Service and are to be returned to the Telephone Company at request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, lost, defaced, or mutilated while in the possession of the subscriber. No binder, holder, or auxiliary cover except such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. ESTABLISHMENT OF CREDIT AND AMOUNT OF DEPOSIT

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by the Public Utilities Commission of Ohio as set forth in its the Commission's Minimum Telephone Service Standards.

B. DEPOSIT NOT TO AFFECT REGULAR COLLECTION PRACTICES

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone 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 Telephone Company providing for the discontinuance of service for non-payment of any sum due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber 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.

C. INTEREST TO BE ON DEPOSITS

The Company, by reference herein, adopts and also makes a part of this Tariff, the rules and regulations promulgated by The Public Utilities Commission of Ohio as set forth in its Minimum Telephone Service Standards

D. DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH CREDIT

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

E. ADVANCE PAYMENTS

Applicants may be required to pay one month's exchange service plus service connection charges and applicable installation charges before service is furnished by the Company.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

F. DENIAL OR DISCONNECTION OF LOCAL SERVICE

1. The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service.
2. When service is restored after temporary denial, the Telephone Company will make a pro-rata allowance at the scheduled rate for the service denied for the entire period of denial, except that in cases where service is restored within twenty four (24) hours after the denial became effective, no allowance will be made.
3. The Telephone Company shall respond promptly to customer inquiries pertaining to charges for IXC toll services, either by handling the inquiry itself, or referring it to the IXC, depending on the nature of the customer's inquiry.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

APPLICATION OF BUSINESS AND RESIDENCE RATES

A. BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, mines, and all other places of a strictly business nature.
2. In boarding houses, college fraternities or sorority houses; except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges, schools or colleges, hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber 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 of a business nature, which fact might be indicated by advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to a residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. At residence locations when an extension line is located in a shop, office, or other place of business.
5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under B-3 below.
6. At a residence when the main station or extension is located closer than two partitions from an adjoining business establishment.

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS:

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

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

APPLICATION OF BUSINESS AND RESIDENCE RATES (Cont'd)

B. RESIDENCE RATES APPLY AT THE FOLLOWING LOCATIONS: (Cont'd)

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber'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 five boarders, provided business listings are not furnished.
2. 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, veterinarian or other like professional, provided the subscriber does not maintain an office in the residence and has business service at another location.

Issued: May 19, 2011

Effective: May 19, 2011

Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

CONSTRUCTION, INSTALLATION, AND MAINTENANCE CHARGES

A. GENERAL

1. Lines will be extended in accordance with P.U.C.O. Administrative Order #154.

2. Provisions of Right-of-Way

Where required by the conditions, the applicant 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.

Issued: May 19, 2011

Effective: May 19, 2011

Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

TERMINATION OF SERVICE

CANCELLATION OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or disconnection of local and toll service.

Issued: May 19, 2011

Effective: May 19, 2011

Kenneth Mason
Vice President, Government and Regulatory Affairs

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYMENT FOR SERVICE AND FACILITIES

A. PAYMENT PERIOD

1. Unless otherwise provided, the customer shall, when billed, pay monthly in advance for local exchange services and facilities. For other services and facilities, including service connection, move change, installation, additional message and toll charges, the customers shall pay when billed.
2. Charges and credits for a fractional part of a month shall be computed on the basis of thirty-day month; the period of service to commence with the day following the establishment of service and to end at the close of the day the service is terminated.
3. Residential customers may elect to have their service activation fees associated with requests for new access line service and new calling features including packages and bundles, billed in monthly installments over a six month period. When installment billing is requested, it will be applied subject to the following:
 - a.) Installment billing may only be used by residence customers.
 - b.) At the election of the customer, eligible charges will be billed in six monthly installments.
 - c.) Eligible charges consist of nonrecurring charges associated with a request for new access line service or a move of existing access line service within the Telephone Company's service area and nonrecurring charges for activation of calling features including packages and bundles.
 - d.) Once installment billing has started, the customer will not be allowed to switch to another monthly installment billing option.
 - e.) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
 - f.) More than one installment plan may be in effect for the same customer at the same time.
 - g.) If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.

Issued: May 19, 2011

Effective: May 19, 2011

**Kenneth Mason
Vice President, Government and Regulatory Affairs**

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYMENT FOR SERVICE AND FACILITIES (Cont'd)

A. PAYMENT PERIOD (cont'd)

3. Installment Billing (cont'd)

- h.) Installment billing charges will continue even though an account is temporarily suspended.
- i.) No interest or carrying charges will be applied.
- j.) Should any installment payment become delinquent, tariffed late payment charges may apply.
- k.) 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 in accordance with the disconnection rules of the MTSS.
- l.) Installment billing is available only to customers who are not known credit risks to the Telephone Company.
- m.) Installment billing of nonrecurring charges is not permitted in conjunction with a promotional offering that provides a discount or credit for nonrecurring charges.
- n.) Installment billing is not available for nonrecurring charges billed back to the customer as the result of the customer's termination of a service before the end of the service commitment period that was previously agreed to as a condition of acceptance of a promotional offer.

P.U.C.O. No. 5

BASIC LOCAL EXCHANGE SERVICE TARIFF

PAYMENT FOR SERVICE AND FACILITIES (Cont'd)

B. CUSTOMER'S RESPONSIBILITY

1. The customer is responsible for all charges originated by him and for messages received on which the charges have been reversed with the consent of the person answering the telephone.
2. Where a customer is a subscriber for telephone service at two or more locations, each subscription is a separate service. Contracts directory advertising or other things or services not directly associated with the general telephone service offered by the utility are not enforceable by discontinuance or termination of telephone service.

C. LATE PAYMENT CHARGE

A late payment charge of \$1.00 or five percent, whichever is greater, will be assessed on all charges not paid on or before the due date, which will be 14 days from the date of the post mark on the bill. A late payment charge is not applicable to subsequent re-billing of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination.

D. NON-SUFFICIENT FUNDS CHECK CHARGE

There will be a non-recurring charge of \$20.00 for each check, both paper and electronic, returned to Frontier Communications of Michigan, Inc. by the Bank marked Insufficient Funds (NSF). This charge will apply unless the customer can establish that the charge should not be applied.

Exhibit C

Frontier Communications of Michigan, Inc. hereby establishes a Basic Local Exchange Service (BLES) Tariff and detariffs certain services in accordance with the Commission's January 19, 2011 Entry.

The new BLES tariff P.U.C.O. No. 5 cancels and supercedes Frontier Communications of Michigan, Inc. Tariff Nos. 1, 2 and 4 which are being withdrawn. Frontier Communications of Michigan, Inc. currently has one additional tariff (P.U.C.O. No. 3 Access Services Tariff) that will remain on file with the PUCO:

Exhibit D

Customer Notice

The following bill message was sent to all affected business and residence customers beginning April 1, 2011.

*****IMPORTANT CUSTOMER INFORMATION*****

Important Notice to Ohio Customers

Beginning on May 20, 2011, the prices, service descriptions, and the terms and conditions for services other than residential local flat rate service or a primary business line that Frontier Communications of Michigan, Inc. provides you will no longer be on file at the Public Utilities Commission of Ohio (PUCO). This modification does not automatically result in a change in the prices, terms, or conditions of those services to which you currently subscribe. Frontier Communications of Michigan, Inc. must still provide a customer notice at least fifteen days in advance of rate increases, changes in terms and conditions, and discontinuance of existing services. Additionally, you can view the company's services offerings online at www.frontier.com.

Since these services will no longer be on file with the Commissions, this means that the agreement reached between you, the customer, and Frontier Communications of Michigan, Inc. will govern new services or changes in service. This includes limitations of liability. Accordingly, for any new services or changes in service, it is important that you carefully review and confirm the price, terms and conditions. If you have any questions about this matter, please call Frontier Communications of Michigan, Inc. at the toll free number, 800-921-8101 for residential or 800-921-8102 for business, or visit us at www.frontier.com. You can also visit the consumer information page on the PUCO's website at the puco.ohio.gov for further information.

Exhibit E

Affidavit of Customer Notice

CUSTOMER NOTICE AFFIDAVIT

AFFIDAVIT

I, Cassandra Cole, am an authorized agent of the applicant corporation, Frontier Communications of Michigan, Inc., and am authorized to make this statement on its behalf. I attest that the customer notice(s) accompanying this affidavit were sent to affected customers through bill message on April 1, 2011, in accordance with Rule 4901:1-6-07, Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Signature ___/s/ Cassandra Cole_____5-19-2011_____
(Date)

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/19/2011 3:22:13 PM

in

Case No(s). 90-5009-TP-TRF, 11-2966-TP-ATA

Summary: Application of Frontier Communications of Michigan, Inc. to detariff services and to withdraw and cancel its tariff electronically filed by Ms. Cassandra F Cole on behalf of FRONTIER COMMUNICATIONS OF MICHIGAN, INC. and Cole, Cassandra Faith Ms.