

SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 6 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>6<sup>th</sup> Revised</b>
2	Original
3	Original
<b>4</b>	<b>5<sup>th</sup> Revised</b>
5	3 <sup>rd</sup> Revised
6	Original

---

Issued: December 12, 2016

Issued By:  
Steve Crosby  
Senior Vice President  
Regulatory Affairs

Effective: January 22, 2017

Advice letter No. UT-16-05

SCHEDULE NO. AA

PRELIMINARY STATEMENT (Continued)

NUMERICAL LIST OF SCHEDULES

<u>Schedule Number</u>	<u>Title</u>	
AA	Preliminary Statement	
AB	Exchange Area Maps	
AC	Rules and Regulations	
A	Price List	
A-1	Network Access Line Service	
A-2	Outside Plant Facilities	
A-3	Bundled Services	
A-4	Promotional Offerings	
A-5	Service Charges	
A-6	Directory Listings	
A-7	Customized Local Area Signalling Service (CLASS)	
A-8	Miscellaneous Service	(T)
A-9	Citizens Centrex Digital Service (CCDS)	
A-10	Citizens Local Calling Plans (LCPs)	
A-11	Interexchange Receiving Service	
A-12	Employees' Service	
A-13	Tax Adjustment in Territory Served	
A-14	9-1-1 Emergency Telephone Service	
A-15	Integrated Services Digital Network (ISDN) – Primary Rate Interface(PRI) and ISDN-PRI Bundled Service	

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE

(T)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
<b>1</b>	<b>5<sup>th</sup> Revised</b>
<b>2</b>	<b>4<sup>th</sup> Revised</b>
<b>3</b>	<b>1<sup>st</sup> Revised</b>
<b>4</b>	<b>1<sup>st</sup> Revised</b>
<b>5</b>	<b>3<sup>rd</sup> Revised</b>
<b>6</b>	<b>1<sup>st</sup> Revised</b>

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued) (T)

A1 Additional Billing Copy Service (ABCS) (T)

B1 APPLICABILITY

Applicable to Additional Bill Copy Service furnished in connection with business and residence services as provided in Schedule No. A-1. (T)

(D)

|

(D)

B2 CONDITIONS

C1 No more than three additional copies will be provided at the above rate. (L)(T)

C2 The above charge is applicable each time a request is made for this service.

C3 No charge applies to replace bill copies not received.

C4 The utility will provide machine generated copies of the customer's bill on a monthly basis if requested with the initial service. If additional copies are requested on a monthly basis after the initial service, a customer request charge will apply. (T)

(L)

B3 RATES AND CHARGES

Rate

(T)

One to three copies per account, only  
each request charge per account

\$2.50

(T)

(L)

|

|

|

|

|

|

|

|

|

(L)

(L) Additional Bill Copy Service CONDITIONS relocated from Sheet No. 3.

(N)

(L) Number Reservation Service RATES AND CHARGES relocated to Sheet No. 3.

|

(L) Electronic Bill Presentment and Payment, (EBPP) RATES AND CHARGES relocated to Sheet No. 4.

(N)

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A2 Number Reservation Service

B1 APPLICABILITY

Applicable to Additional Bill Copy Service furnished in connection with business and residence services as provided in Schedule No. A-1.

B2 CONDITIONS

C1 Number Reservation Service is provided to reserve exchange telephone number(s) for a period not to exceed nine months.

C2 When the subscriber applies for Number Reservation Service, he shall specify the period of the reservation, and all nonrecurring charges and monthly rates for that period are to be paid at the time application is made.

C3 The subscriber may request that the reservation period be extended beyond what he specified before the reservation became effective. The request for such an extension of the reservation period shall be treated as a new application for this service (except that the maximum of the reservation period shall continue to be measured from the date the reservation originally became effective), and all nonrecurring charges and monthly rates for the period of the extension are to be paid at the time the request for the extension is made.

C4 When a telephone number is reserved, the telephone number and associated listing(s) will appear in the next regularly published directory, if the applicant so requests.

C5 No subscriber may reserve the same number for more than nine months, regardless of whether or not the nine months are consecutive.

C6 The charges specified in this Schedule shall not apply to the reservation of a telephone number that is part of an application for the establishment or re-establishment of service, to be accomplished within thirty days of the date on which the application is made. The monthly rates specified shall apply to each calendar month, or portion thereof, during which the service is furnished.

B3 RATES AND CHARGES

Monthly Rate

Each telephone number reserved

\$3.50 <sup>1</sup>

<sup>1</sup> In addition to the Service Order Charge – Subsequent as shown in Schedule No. A-5.

(L) Additional Bill Copy Service CONDITIONS relocated to Sheet No. 2.

(L) Number Reservation Service RATES AND CHARGES relocated from Sheet No. 2.

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

			(T)
			(L)
A3	Convenience Fee		(L)
			(N)
B1	GENERAL		
C1	A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.		
C2	This fee will not apply if:		
	<ul style="list-style-type: none"><li>• The automated payment systems are unavailable due to system outages.</li><li>• At the time payment is made, the customer agrees to sign up for automatic bill payment.</li><li>• Payment is taken for a deposit.</li><li>• The payment is for a Government account.</li></ul>		
B2	RATES AND CHARGES		
		<u>Nonrecurring Charge</u>	
	Convenience Fee, per occurrence	\$4.50	(N)
(L) Number Reservation Service relocated to Sheet No. 3.			(N)

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

A4 Electronic Bill Presentment and Payment (EBPP)

B1 GENERAL

Frontier Online Bill Payment program is an optional service that allows residential and business customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. There is no charge for EBPP unless the customer decides to continue receiving paper bill copies. Customers utilizing EBPP and receiving paper bill copies will be assessed the monthly recurring charge found in Schedule A-8, Sheet No. 2. Customers may discontinue using EBPP at any time without charge.

B2 CONDITIONS

C1 The EBPP is an optional Service.

C2 The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.

C3 EBPP is available where technically feasible.

C4 Service Charges as specified in Schedule No. A-5 do not apply to this service.

C5 Bill inserts will be provided separately either electronically or via U.S. Mail service.

B3 RATES AND CHARGES

Monthly Rate

Rate for both a paper copy and an electronic bill copy \$2.00

(L) RATES AND CHARGES relocated from Sheet No. 2.

SCHEDULE NO. A-8

MISCELLANEOUS SERVICE (continued)

(T)

A5 BUSINESS TRAFFIC STUDY SERVICE

(T)

B1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

B3 GENERAL

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

B4 RATES AND CHARGES

(T)

Set up Charge and first week per access line or trunk group	\$60.00
---	---------

Each additional week per access line or trunk group	\$25.00
---	---------

B5 CONDITIONS

C1 At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

C2 A separate traffic study report is required for each access line, hunt line, or trunk group.

C3 Business Traffic Study Service is available to business customers and only where technically feasible.

C4 Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

C5 Studies will not be performed on toll-free or pay-per-call type telephone numbers.

C6 Studies are done in 7-day intervals.

C7 Types of studies include (but are not limited to):

Line or Trunk Study  
Remote Call Forwarding Study  
Multiline Hunt Group Study