



21 West Ave
Spencerport, NY 14559

April 18, 2019

Advice Letter No. UT-19-02

Mr. Gary Widerburg
Commission Administrator
Public Service Commission of Utah
Heber M. Wells Building
160 East 300 South,
Salt Lake City, Utah 84111

**RE: Citizens Telecommunications Company of Utah
d/b/a Frontier Communications of Utah – Grandfather certain residential bundles**

Dear Mr. Widerburg:

Citizens Telecommunications Company of Utah d/b/a Frontier Communications of Utah (Frontier) hereby submits an electronic filing of revised tariff sheets.

The purpose of this filing is to grandfather certain residential bundles.

It is respectfully requested that this filing become effective on May 18, 2019.

Please direct any questions or notifications of action taken on this filing to Leslie Zink at (585) 777-4717, or Leslie.Zink@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Leslie Zink".

Leslie Zink
Sr. Manager, Pricing & Tariffs

LZ: lms
Enclosures

CERTIFICATE OF SERVICE

I hereby certify that on this 18th day of April 2019, a true copy of the foregoing filing was sent via email to the following:

Gary Widerburg, PSC of Utah

psc@utah.gov

Respectfully submitted,



Leslie Zink
Sr. Manager, Pricing & Tariffs
Frontier Communications
21 West Ave.
Spencerport, NY 14559
585-777-4717
Leslie.Zink@ftr.com

SCHEDULE NO. A-3

BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 95 of this schedule are effective as of the date shown on each sheet.

| <u>Sheets</u> | <u>Number of Revision</u> | <u>Sheets</u> | <u>Number of Revision</u> | <u>Sheets</u> | <u>Number of Revision</u> |
|---------------|--------------------------------|---------------|-------------------------------|---------------|---------------------------|
| 1 | 40th Revised | 31 | Original | 63 | 2 nd Revised |
| 1.1 | 5 th Revised | 32 | 4th Revised | 64 | 2 nd Revised |
| 2 | 5 th Revised | 33 | 5th Revised | 65 | 2 nd Revised |
| 2.1 | 1 st Revised | 33.1 | 2nd Revised | 66 | 2 nd Revised |
| 2.2 | Original | 34 | 3rd Revised | 67 | 1 st Revised |
| 2.3 | Original | 35 | 3rd Revised | 68 | 1 st Revised |
| 2.4 | Original | 36 | 2 nd Revised | 69 | 1 st Revised |
| 3 | 3 rd Revised | 37 | 2 nd Revised | 70 | 1 st Revised |
| 4 | 3 rd Revised | 38 | 1 st Revised | 71 | 1 st Revised |
| 5 | 1 st Revised | 39 | 5 th Revised | 72 | 1 st Revised |
| 6 | 2 nd Revised | 40 | 6 th Revised | 73 | 1 st Revised |
| 7 | 2 nd Revised | 41 | 4 th Revised | 74 | 1 st Revised |
| 8 | 2nd Revised | 41.1 | 3 rd Revised | 75 | 1 st Revised |
| 9 | 2nd Revised | 42 | 3 rd Revised | 76 | 1 st Revised |
| 10 | 3rd Revised | 43 | 2 nd Revised | 77 | 1 st Revised |
| 11 | 1st Revised | 44 | 2 nd Revised | 78 | 1 st Revised |
| 12 | 1 st Revised | 45 | 2 nd Revised | 79 | 1 st Revised |
| 13 | Original | 45.1 | Original | 80 | 1 st Revised |
| 14 | Original | 46 | 3 rd Revised | 81 | 1 st Revised |
| 15 | Original | 47 | 4 th Revised | 82 | 1 st Revised |
| 16 | 1 st Revised | 48 | 2 nd Revised | 83 | 1 st Revised |
| 17 | 2 nd Revised | 49 | 3rd Revised | 84 | 1 st Revised |
| 18 | Original | 50 | 5th Revised | 85 | 1 st Revised |
| 19 | Original | 51 | 2nd Revised | 86 | 1 st Revised |
| 20 | Original | 52 | 1 st Revised | 87 | 1 st Revised |
| 21 | Original | 53 | 1 st Revised | 88 | 1 st Revised |
| 22 | Original | 54 | Original | 89 | 1 st Revised |
| 23 | Original | 55 | 3rd Revised | 90 | 1 st Revised |
| 24 | Original | 56 | 5th Revised | 91 | 1 st Revised |
| 25 | 1 st Revised | 57 | 4th Revised | 92 | 1 st Revised |
| 26 | 1 st Revised | 58 | 2nd Revised | 93 | 1 st Revised |
| 27 | 1 st Revised | 59 | 2nd Revised | 94 | 1 st Revised |
| 28 | 1 st Revised | 60 | 3rd Revised | 95 | 1 st Revised |
| 29 | Original | 61 | 2 nd Revised | | |
| 30 | Original | 62 | 2 nd Revised | | |

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER CHOICES – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to residence subscribers requesting Frontier Choices services.

TERRITORY

Within the exchange areas of all exchanges as said areas are shown on maps filed as part of the tariff schedules.

GENERAL

1. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.
2. Frontier Choices - Enhanced Line
 - One – Single Party Residential Access line
 - Anonymous Call Rejection
 - Basic Call Forward
 - Call Forward Busy
 - Call Forward No Answer
 - Call Waiting/Cancel Call Waiting
 - Call Waiting ID
 - Caller ID with Number ⁽¹⁾
 - Caller ID with Name ⁽¹⁾
 - Priority Call
 - Selective Call Acceptance
 - Selective Call Rejection
 - Speed Call 8 ⁽²⁾⁽³⁾
 - Speed Call 30 ⁽²⁾
 - 3 Way Calling
 - Toll Restriction
 - Priority Call
 - *69 Call Return
 - *66 Busy Number Redial
 - 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER CHOICES – Grandfathered as of May 18, 2019 (Continued)

(C)

GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Priority Call
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER CHOICES – Grandfathered as of May 18, 2019 (Continued)

(C)

RATES AND CHARGES

1. All surcharges and taxes will be billed separately for the Frontier Choices bundle offerings.
2. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
3. Service Charges as specified in Schedule No. A-5 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
4. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
5. Frontier Choices bundles are provided at the following rates:

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Choices - Enhanced Line | \$30.00 |
| Frontier Choices - Enhanced Line with Second Line | \$65.00 |

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER CHOICES – Grandfathered as of May 18, 2019 (Continued)

(C)

SPECIAL CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
3. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
4. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
5. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
6. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bundle as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Unlimited Extended Area Service and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

| | |
|---|---|
| Single Party Flat Rate Access Line | Voice Mail – Residential Basic (Non-regulated) |
| Call Forward Busy - Fixed & Call Forward No Answer - Fixed | Call Waiting/Cancel Call Waiting |
| Unlimited Extended Area Service | Caller ID with Name |

A3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-3, Rates and Charges A3.

| | |
|--|---------------------------|
| Call Forward Variable | Call Trace |
| *69 Call Return | Anonymous Call Rejection |
| *66 Busy Number Redial | Selective Call Acceptance |
| Speed Call 8 ⁽¹⁾ or Speed Call 30 | Selective Call Forward |
| 3 Way Calling | Selective Call Rejection |
| Caller ID | Call Waiting ID |
| | Priority Call |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Service bundle is provided at the following rate:

| | <u>Monthly Rate</u> |
|-------------------------------------|---------------------|
| Frontier Digital Phone Service | \$39.99 |
| Digital Phone Enhanced Feature Pack | \$2.99 |

CONDITIONS

- A1 The bundles are available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A8 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS

- A7 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
- B1 Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
- B2 The customer will not be charged a Service Charge as specified in Schedule No. A-5 if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- B3 A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- B4 The Stay Connected Seasonal Offering allows the customer to access 911. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
- B5 If the customer does not notify the Utility to reactive their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
- B6 This service does not change any other terms and conditions of the product.
- B7 The monthly rate includes the Federal End User Common Line Charge.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE X1 SERVICE – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone X1 Service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone X1 Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features and Voice Mail (Non-regulated). Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

Call Forward Busy & Call Forward No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic (Non-regulated)
Call Waiting/Cancel Call Waiting
Caller ID with Name
Speed Call 8 ⁽¹⁾

A3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-3, Rates and Charges A3.

| | |
|--|---------------------------|
| Call Forward Variable | Call Trace |
| *69 Call Return | Anonymous Call Rejection |
| *66 Busy Number Redial | Selective Call Acceptance |
| Speed Call 8 ⁽¹⁾ or Speed Call 30 | Selective Call Forward |
| 3 Way Calling | Selective Call Rejection |
| Caller ID | Call Waiting ID |
| | Priority Call |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE X1 SERVICE – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A1 Frontier Digital Phone X1 Service is provided in conjunction with Single Party Residential Flat Rate service listed in Schedule A-1 of Utility's tariff. The applicable Single Party Line Flat Rate rates specified in Tariff Schedule A-1 are in addition to the rate listed below.
- A2 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- A3 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A4 Frontier Digital Phone X1 Service bundle is provided at the following rate:

| | <u>Monthly Rate</u> |
|-------------------------------------|---------------------|
| Frontier Digital Phone X1 Service | \$26.49 |
| Digital Phone Enhanced Feature Pack | \$2.99 |

CONDITIONS

- A1 The bundles are available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Frontier Digital Phone X1 Service bundle includes non-basic local services.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A8 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS X1 – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single-party Residential Flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus X1 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 Frontier Digital Phone Plus X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

A2 Basic Bundle

| | |
|--|----------------------------------|
| Two Single Party Flat Rate Access Lines | Call Waiting/Cancel Call Waiting |
| Call Forward Busy & Call Forward No Answer | Caller ID with Name |
| Unlimited Extended Area Service | Speed Call 8 ⁽¹⁾ |
| Voice Mail – Residential Basic (Non-regulated) | |

A3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-3, Rates and Charges A3.

| | |
|--|---------------------------|
| Call Forward Variable | Call Trace |
| *69 Call Return | Anonymous Call Rejection |
| *66 Busy Number Redial | Selective Call Acceptance |
| Speed Call 8 ⁽¹⁾ or Speed Call 30 | Selective Call Forward |
| 3 Way Calling | Selective Call Rejection |
| Caller ID | Call Waiting ID |
| Call Forward Variable | Priority Call |
| | Call Trace |

This service offering is limited to all existing subscribers at their existing locations as of

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS X1 – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- A2 Nonrecurring Service Order Charges as specified in Tariff Schedule A-5 do not apply.
- A3 Frontier Digital Phone Plus X1 service bundle is provided at the following rate:

| | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Digital Phone Plus X1 Service | \$26.49 |
| Digital Phone Enhanced Feature Pack | \$2.99 |

CONDITIONS

- A1 The bundle is available only where facilities and operating systems are available and technically feasible.
- A2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- A3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- A4 Frontier Digital Phone Plus X1 bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- A5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE PLUS X1 – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- A6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- A7 The bundle is offered on a one, two or three year term.
- B1 If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
- B2 If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- A8 The bundle will appear as a single line item on the bill.
- A9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- A10 Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- A11 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single Party Residential flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

A2 The Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service Calling
Speed Call 8 ⁽¹⁾

A3. The following enhanced features may be added to the bundle at the rates listed in the rate and charges section of this tariff:

Basic Call Forward
Call Forward Busy
Call Waiting/Cancel Call Waiting
Anonymous Call Rejection
*66 Busy Number Redial
*69 Call Return
Caller ID
Caller ID with Name
Call Waiting ID
Call Trace
3 Way Calling
Speed Call 30

This service offering is limited to all existing subscribers at their existing locations as of

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

A.

B. Frontier Digital Phone 100 is provided at the following rates:

| | <u>Monthly Rate</u> |
|----------------------------------|---------------------|
| Frontier Digital Phone 100 | \$18.99 |
| One Feature | \$5.99 |
| Two Features | \$7.99 |
| Three Features | \$9.99 |
| All Listed Features | \$12.99 |
| Stay Connected Seasonal Offering | \$9.99 |

CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER DIGITAL PHONE 100 – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100 Service while they are away, a minimum of one month and up to nine months during a 12 month period.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. The applicable Service Charges as specified in Schedule No. A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. All applicable taxes and surcharges apply.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER UNLIMITEDUT – Grandfathered as of May 18, 2019

(C)

APPLICABILITY

Applicable to Single Party Residential flat rate service.

TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedUT service as said exchanges are defined on the maps contained in this tariff.

GENERAL

A1 The Frontier UnlimitedUT is a bundled offering available to residential customers that subscribe to flat rate service.

A2 The Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service Calling
Call Waiting/Cancel Call Waiting

A3. The following enhanced features may be added to the bundle at the rates listed in the rate and charges section of this tariff:

Basic Call Forward
Call Forward Busy
Call Waiting/Cancel Call Waiting
Anonymous Call Rejection
*66 Busy Number Redial
*69 Call Return
Caller ID
Caller ID with Name
Call Trace
3 Way Calling
Speed Call 30

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER UNLIMITEDUT – Grandfathered as of May 18, 2019 (Continued) (C)

RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Schedule No. A-5 apply to the installation of individual components of the bundle.
- B. Frontier UnlimitedUT is provided at the following rates:

| | <u>Monthly Rate</u> |
|----------------------------------|---------------------|
| Frontier UnlimitedUT | \$18.99 |
| One Feature | 5.99 |
| Two Features | 7.99 |
| Three Features | 9.99 |
| All Listed Features | 12.99 |
| Stay Connected Seasonal Offering | 9.99 |

CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundles are offered on a month to month.
- F. The bundle rate includes Extended Area Service (EAS) charges.

SCHEDULE NO. A-3

BUNDLED SERVICES (Continued)

FRONTIER UNLIMITEDUT – Grandfathered as of May 18, 2019 (Continued) (C)

CONDITIONS (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedUT Service while they are away, a minimum of one month and up to nine months during a 12 month period.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedUT bundle and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. All applicable taxes and surcharges apply.