



April 23, 2014

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RE: Frontier Communications Commonwealth Telephone Company; Supplement No.16 move custom calling services into the Competitive Services Tariff PA PUC No. 500

Secretary Chiavetta:

Enclosed via electronic filing, please find Supplement No. 16 to Frontier Communications Commonwealth Telephone Company Tariff Telephone PA PUC No. 500.

Supplement No. 16 moves custom calling services into the competitive Services Tariff.

Supplement No. 16 is filed with an issued date of April 23, 2014 and an effective date of May 1, 2014.

Please contact Tanya Swanson at (651) 257-4835 or [Tanya.swanson@ftr.com](mailto:Tanya.swanson@ftr.com) with any questions or comments.

Sincerely,

Michael P. Sharry  
State Manager Government and  
External Affairs and Statutory Agent for  
Frontier Communications

**FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY**

COMPETITIVE SERVICES TARIFF

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**RATES AND RULES**

GOVERNING THE FURNISHING OF TELEPHONE SERVICE

IN

EXCHANGE AREAS OF ALL OF WYOMING COUNTY, AND PORTIONS  
OF BERKS, BRADFORD, BUCKS, CARBON, CHESTER, COLUMBIA,  
DAUPHIN, LACKAWANNA, LANCASTER, LEHIGH, LUZERNE,  
LYCOMING, MONROE, NORTHAMPTON, SCHUYLKILL, SULLIVAN,  
SUSQUEHANNA, TIOGA, AND YORK COUNTIES  
IN THE STATE OF PENNSYLVANIA

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ISSUED: April 23, 2014

EFFECTIVE: May 1, 2014

by

MICHAEL P. SHARRY  
STATE MANAGER  
GOVERNMENT AND EXTERNAL AFFAIRS  
FRONTIER COMMUNICATIONS  
COMMONWEALTH TELEPHONE COMPANY  
DALLAS, PENNSYLVANIA

**NOTICE**

See Sheet 2

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Sixteenth Revised Sheet 2  
Cancels Fifteenth Revised Sheet 2

LIST OF MODIFICATIONS

Move custom calling features to the competitive tariff

Title Page - Sixteenth Revised Title Page 1  
List of Modifications - Sixteenth Revised Sheet 2  
Check Sheet – Sixteenth Revised Sheet 3

|           |                           |
|-----------|---------------------------|
| Section 5 | Original Revised Sheet 1  |
| Section 5 | Original Revised Sheet 2  |
| Section 5 | Original Revised Sheet 3  |
| Section 5 | Original Revised Sheet 4  |
| Section 5 | Original Revised Sheet 5  |
| Section 5 | Original Revised Sheet 6  |
| Section 5 | Original Revised Sheet 7  |
| Section 5 | Original Revised Sheet 8  |
| Section 5 | Original Revised Sheet 9  |
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| Section 5 | Original Revised Sheet 11 |

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

16th Revised Sheet 3  
Cancels 15th Revised Sheet 3

**CHECK SHEET**

|            |          |                         |           |          |           |
|------------|----------|-------------------------|-----------|----------|-----------|
| Title Page |          | 16th Revised*           | Section 4 | Sheet 1  | Original  |
| Sheet 2    |          | 16th Revised*           |           | Sheet 2  | Original  |
| Sheet 3    |          | 16th Revised*           |           |          |           |
| Sheet 4    |          | Original                |           |          |           |
| Sheet 5    |          | Original                | Section 5 | Sheet 1  | Original* |
| Sheet 6    |          | 1st Revised             |           | Sheet 2  | Original* |
|            |          |                         |           | Sheet 3  | Original* |
| Section 1  | Sheet 1  | 1 <sup>st</sup> Revised |           | Sheet 4  | Original* |
|            | Sheet 2  | 1 <sup>st</sup> Revised |           | Sheet 5  | Original* |
|            | Sheet 3  | 1 <sup>st</sup> Revised |           | Sheet 6  | Original* |
|            | Sheet 4  | 2 <sup>nd</sup> Revised |           | Sheet 7  | Original* |
|            | Sheet 5  | Original                |           | Sheet 8  | Original* |
|            | Sheet 6  | Original                |           | Sheet 9  | Original* |
|            | Sheet 7  | Original                |           | Sheet 10 | Original* |
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|            | Sheet 9  | 1 <sup>st</sup> Revised |           |          |           |
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|            | Sheet 11 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 12 | 2 <sup>nd</sup> Revised |           |          |           |
|            | Sheet 13 | 2 <sup>nd</sup> Revised |           |          |           |
|            | Sheet 14 | Original                |           |          |           |
|            | Sheet 15 | 1 <sup>st</sup> Revised |           |          |           |
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|            | Sheet 17 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 18 | Original                |           |          |           |
|            | Sheet 19 | Original                |           |          |           |
|            | Sheet 20 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 21 | Original                |           |          |           |
|            | Sheet 22 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 23 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 24 | Original                |           |          |           |
|            | Sheet 25 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 26 | Original                |           |          |           |
|            | Sheet 27 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 28 | Original                |           |          |           |
|            | Sheet 29 | 1 <sup>st</sup> Revised |           |          |           |
|            | Sheet 30 | Original                |           |          |           |
| Section 2  |          |                         |           |          |           |
|            | Sheet 1  | 4th Revised             |           |          |           |
|            | Sheet 2  | Original                |           |          |           |
| Section 3  |          |                         |           |          |           |
|            | Sheet 1  | 1 <sup>st</sup> Revised |           |          |           |
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|            | Sheet 3  | Original                |           |          |           |

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 1

Custom Calling Services

Caller ID Service

1. Description

Caller ID is an optional central office software-based service offering which allows a Telephone Company subscriber the ability to view the calling party's telephone number on a subscriber-provided display unit. In cases where callers have either blocked their outgoing telephone number, or placed the call through an operator, the calling party's telephone number will not be displayed. In addition, Caller ID will only work when calls originate from and terminate within central offices connected by SS7 technology.

The telephone numbers that will be displayed on a Caller ID subscriber's display unit include listed, non-listed, and non-published telephone numbers.

Caller ID subscribers also have the ability to automatically reject incoming telephone calls which have been blocked. Through Anonymous Call Rejection (part of Caller ID service), all incoming telephone calls which have the calling party's telephone number blocked will hear a recorded announcement indicating the Caller ID subscriber will not accept calls made from blocked telephone numbers; this is a free call. Blocked calls which are routed to the Anonymous Call Rejection announcement will not be rated as completed calls.

Caller ID with Name is available as an optional add-on feature to Caller ID Service. This enhancement is offered to Caller ID subscribers at an additional monthly rate as indicated in Caller ID Service 6. Rates, following:

2. Service Availability

Caller ID is offered as an optional service to single party residential subscribers, single line business and multiple incoming line/trunk business subscribers. Caller ID is offered on a monthly subscription basis, and is provided only where facilities permit.

Caller ID with Name is available as an add-on service. The monthly charge is in addition to the monthly charge for Caller ID Service. Caller ID with Name is provided only where facilities permit.

3. Per-Line Blocking

Customers requesting Per-Liner Blocking will prevent the display of their telephone number or number and name on all outgoing calls. The Per-Line Blocking feature may be de-activated at any time by customers on a call-by-call basis through the activation of a special code. Per-Line Blocking is provided free of any recurring charge, but is a special feature which must be ordered by customers.

The Telephone Company will initially install Per-Line Blocking at no charge. Requests to remove Per-Line Blocking on customer lines will be completed at no charge. Subsequent requests to re-install Per-Line Blocking, at the same address for the same customer and line, will be completed at prevailing Telephone Company non-recurring service order rates. This non-recurring charge will be waived for victims of domestic violence, the staffs of domestic violence programs and/or agencies, and emergency services personnel, while performing their jobs.

Per-Line Blocking will not prevent the display of the originating telephone number or number and name to 9-1-1 emergency service providers.

Per-Line Blocking is not available on pay telephones.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 2

Custom Calling Services

Caller ID Service (cont'd)

4. Per-Call Blocking

Per-Call Blocking will prevent the display of a customer's telephone number or number and name on outgoing calls. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. Per-Call Blocking is provided at no charge, and is automatically placed on all telephone lines by the Telephone Company. Per-Call Blocking will not prevent the display of a telephone number or number and name to 9-1-1 emergency service providers.

Per-Call Blocking is also available to all pay telephones. Instructions on how to use Per-Call Blocking will be provided at each pay telephone location.

5. Special Provisions

In cases where Telephone Company customers are victims of domestic violence, or are representatives of domestic violence agencies, or are representatives of emergency service agencies, calls placed through a live operator in order to protect the identity of the calling party will be completed without the application of an operator service charge.

Qualifying customers may need to notify the Telephone Company to request this credit if the operator service charge cannot be waived at the time the call is being placed.

6. Rates

|  | Non-Recurring Charge<br>(Per Line) | Monthly Charge<br>(Per Line) |
|--|------------------------------------|------------------------------|
| Caller ID Service                                      |                                    |                              |
| Residence  | \$9.00                             | \$8.99                       |
| Business   | 13.50                              | 8.99                         |
| Per-Line Blocking*                                     |                                    |                              |
| Residence  | \$9.00                             | ----                         |
| Business   | 13.50                              | ----                         |
| Caller ID with Name<br>(in addition to Caller ID Rate) |                                    |                              |
| Residence  | \$9.00                             | \$1.00                       |
| Business   | 13.50                              | 1.00                         |

\*Only applies to subsequent requests for Per-Line Blocking.  
Initial blocking is provided at no charge.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 3

Custom Calling Services

Call Screening

1. Description

Call Screening is an optional service which intercepts calls delivered as 'unavailable', 'unknown' or 'out of area' to the subscriber's line. Any calls passing their name and/or number will not be intercepted by the Call Screening service.

When Call Screening intercepts an 'unavailable', 'unknown' or 'out of area' call, the service will play an announcement which indicates the subscriber does not accept calls from telemarketers and requests the subscriber's number be placed on the caller's do not call list. The recording advises callers other than telemarketers to either remain on the line or press 1 to be connected.

|   | Monthly Rate<br><u>Per Line</u> |
|---|---------------------------------|
| Call Screening                                | \$5.99                          |
| Call Screening with<br>Caller ID subscription | \$4.49                          |

Custom Calling Services

Custom Calling Service provides for Call Forwarding, Call Waiting, Speed Calling, and Three-Way Calling in conjunction with individual line services. It is not available with pay telephone service.

Custom Calling Service and Fixed Call Forwarding require special central office equipment and are furnished only where facilities permit, in accordance with the currently available list of central offices. As Custom Calling Services and Fixed Call Forwarding becomes available in central offices, the current list will be updated to reflect these changes. Call Forward Busy and Call Forward Don't Answer are offered in limited areas where facilities permit, and do not have the same listed availability as other Custom Calling Services.

Descriptions

1. Call Forwarding

Call Forwarding permits a customer to have all calls to his telephone automatically directed to another telephone. The customer activates this feature by dialing a special code followed by the telephone number of the distant location. The customer deactivates this feature by dialing another code. A customer may initiate a call while a transferred call is in progress.

2. Call Waiting

A customer with this feature would be notified with a special tone when he is using his telephone that a call is waiting for his answer. He may operate his hookswitch which places the first party on "hold" and connects him to the new party. He would be able to switch back and forth between parties if he desires.

3. Speed Calling

A customer with this feature will be able to dial a selected group of numbers by dialing only a one digit number. Speed calling is available with an eight number capacity.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 4

Custom Calling Services

Custom Calling Services (cont'd)

Descriptions (cont'd)

4. Three-Way Conference

Three-Way Conference enables a customer to add a third party to a call already in progress.

4A. Sixteen-Way Conference

Sixteen-Way Conference enables a customer to have up to Sixteen parties on a call already in progress.

5. Call Forward Busy

Call Forward Busy forwards incoming calls to another pre-designated telephone number when the called line is busy.

6. Call Forward Don't Answer

Call Forward Don't Answer forwards incoming calls to another pre-designated telephone number when the called number is not answered in a specified number of rings. The number of specified rings is defined by the Telephone Company.

RATES

The charges are in addition to all other charges for service, and are applied on a per line basis:

|                                      | <u>Installation<br/>Charge #</u> | <u>Monthly<br/>Rates</u> |
|--------------------------------------|----------------------------------|--------------------------|
| Call Forwarding                      |                                  | \$2.00                   |
| Call Waiting                         |                                  | 4.99                     |
| Speed Calling<br>(8 number capacity) |                                  | 2.00                     |
| Three-Way Conference                 |                                  | 2.00                     |
| Sixteen-Way Conference               |                                  | 15.00                    |
| Call Forward Busy/Don't Answer       | 2.00                             |                          |
| Any Two of the Above*                |                                  | 5.50                     |
| Any Three of the Above*              |                                  | 7.00                     |
| Any Four of the Above*               |                                  | 8.00                     |

\* Multi feature discount option does not include Twelve-Way Conference  
# In addition to non-recurring charges.

7. Fixed Call Forwarding

With Fixed Call Forwarding, a customer establishes a local telephone number in an exchange remote from their permanent location. Callers dialing the FCF telephone number are automatically forwarded to the customer's permanent location. The customer subscribing to FCF is responsible for all toll calling accumulated on the FCF number. Toll calls are billed at the direct-dial toll rates.

Rates - Fixed Call Forwarding

|                       | <u>Installation<br/>Charge #</u> | <u>Monthly Rates</u> |                 |
|-----------------------|----------------------------------|----------------------|-----------------|
|                       |                                  | <u>Residence</u>     | <u>Business</u> |
| Fixed Call Forwarding |                                  | \$16.00              | \$16.00         |

# In addition to non-recurring charges.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 5

Custom Calling Services

CUSTOM CALLING SERVICE (cont'd)

Descriptions (cont'd)

8. Call Forward Deluxe

Call Forward Deluxe combines Call Forwarding with remote access capability. In addition to the current Call Forwarding features access method, Call Forward Deluxe provides customers access from any touch-tone telephone. The customer will dial a Call Forward Deluxe access number and then be guided by voice prompts to enter required information, including Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate. Call Forward Deluxe is only offered on a monthly subscription basis.

RATES

Call Forward Deluxe charges are in addition to all other charges for service, and are applied on a per line basis.

|                     | <u>Installation<br/>Charge #</u> | <u>Monthly<br/>Rates</u> |
|---------------------|----------------------------------|--------------------------|
| Call Forward Deluxe |                                  | \$5.00                   |

# In addition to non-recurring charges.

9. Call Waiting Conference

Call Waiting Conference provides conference functionality to subscribers of Call Waiting. This feature allows the subscriber of Call Waiting to join a calling party onto a call already in process.

Call Waiting Conference is available to residence and business customer on a pay-per-use basis.

RATES

Call Waiting Conference charges are in addition to all other charges for service, and are applied on a per line basis.

|                         | <u>Installation<br/>Charge #</u> | <u>Per Usage Rate<br/>Business Residence</u> |
|-------------------------|----------------------------------|--|
| Call Waiting Conference | \$0.75                           | \$0.75                                       |

# In addition to non-recurring charges.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 6

Custom Calling Services

CUSTOM CALLING SERVICE (cont'd)

Descriptions (cont'd)

10. Custom Calling Feature Packages

Custom calling feature packages provide subscribers with the option of having an array of the calling features as described in this tariff at a single rate.

Feature packages are available to residential service customers at the monthly rates listed below.

Custom Calling Feature Package charges are in addition to all other charges for service, and are applied on a per line basis.

| <u>Package</u>           | <u>Rate</u> |
|--------------------------|-------------|
| <b>Essential</b>         |             |
| Caller ID                | \$11.99     |
| Call Waiting             |             |
| Call Forwarding          |             |
| Three-Way Conference     |             |
| <b>Choice</b>            |             |
| Caller ID                | \$17.99     |
| Call Waiting             |             |
| Call Forwarding          |             |
| Three-Way Conference     |             |
| Repeat Call              |             |
| Speed Calling            |             |
| Call Block               |             |
| Priority Call            |             |
| Voice Mail               |             |
| <b>Complete</b>          |             |
| Caller ID                | \$22.99     |
| Call Waiting             |             |
| Call Forwarding          |             |
| Three-Way Conference     |             |
| Repeat Call              |             |
| Speed Calling            |             |
| Call Block               |             |
| Priority Call            |             |
| Voice Mail               |             |
| Select Call Forwarding   |             |
| Personal Ringing Service |             |
| Call Forward Deluxe      |             |

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 7

Custom Calling Services

Personal Ringing Service

1. Description

Personal Ringing Service enables an individual line subscriber to have up to three telephone numbers (referred to as “Dependent” numbers) assigned to one dial tone line in addition to the main number (referred to as the “Master” number). The quantity of Personal Ringing Service numbers available to customers rests solely with the Telephone Company. Each number, when dialed, will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Personal Ringing Service and Call Waiting. Personal Ringing Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Personal Ringing Service is only offered on a monthly subscription basis.

2. Explanation of Terms

a. Master Number

Main telephone number provided with the dial tone line and associated with incoming and outgoing calls.

b. Dependent Number

Additional telephone number (associated with the Master telephone number) that is used for incoming calls only and cannot be used for outgoing calls.

c. Distinctive Ringing and Distinctive Call Waiting Tone

Ringing and Call Waiting tone patterns assigned to a Dependent number to distinguish incoming calls from those of the Master number.

3. Regulations

a. Personal Ringing Service is furnished only from central offices where facilities are available, as determined by the Telephone Company.

b. Personal Ringing Service is provided only where, in the judgment of the Telephone Company, Personal Ringing Service is compatible with the type of service with which it is to be associated.

c. As facilities permit, a customer can select up to three Dependent numbers which are assigned to the Master number.

d. The ringing and tone patterns associated with the Master and Dependent numbers shall be assigned solely at the discretion of the Telephone Company.

e. When a call is in progress, any incoming calls will receive a busy signal, unless the Personal Ringing Service customer also subscribes to Call Waiting.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 8

Custom Calling Services

PERSONAL RINGING SERVICE (Cont'd)

3. Regulations (Cont'd)

- f. Personal Ringing Service subscribers will be entitled to one White Pages directory listing option per Dependent number as part of the Basic offering. The subscriber may choose one of the following listing options per Dependent number at no additional charge:
- > Listed Number
  - > Non-Published Number
  - > Non-Published but Directory Listed Number
- (Note: Non-Published and Non-Published but Directory Listed Number regulations and charges for the Master number are covered in other Sections of this Tariff.)
- g. "Collect" and "bill to a third number" calls may be charged to Dependent numbers. Calls charged to Dependent numbers will be billed to the Master telephone number. Additional charges for "collect" and "bill to a third number," as covered in this Tariff apply.
- h. Personal Ringing Service customers who also subscribe to Call Forwarding must choose one of the following Call Forwarding arrangements at time of subscription.
- 1) Calls to Dependent and Master telephone numbers are forwarded to the same telephone number when Call Forwarding service is activated.
  - 2) Calls to the Master telephone number only are forwarded when Call Forwarding service is activated. Calls to Dependent number(s) will continue to ring and may be answered at the subscriber's premises.
- i. Changes in the Call Forwarding arrangement will be subject to a Product/Service Charge covered below.
- j. Personal Ringing Service will not be provided on lines equipped with Telephone Company-provided hunting arrangements.
- k. Personal Ringing Service may not be compatible with all types of customer-provided telephone equipment.
- l. Personal Ringing Service charges will be billed to the Master number.
- m. All charges associated with Personal Ringing Service are the responsibility of the customer of record, including but not limited to "bill to a third number" and "collect" charges.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 9

Custom Calling Services

PERSONAL RINGING SERVICE (Cont'd)

4. Rates

a. Nonrecurring Charges

The following Product/Service Charges apply to establish or change Personal Ringing Service.

Ringling Service Product/Service Charges apply in addition to applicable charges for other work being performed.

|  | <u>Product/Service Charge (1)</u> |                 |
|--|-----------------------------------|-----------------|
|  | <u>Residence</u>                  | <u>Business</u> |
| Establish Personal Ringing Service Dependent number, per order | \$9.00                            | \$13.50         |

(1) For subscription requests received within a 90 day period following the initial availability of Personal Ringing Service central office facilities, the Telephone Company will waive the Product/Service Charge for the establishment of Personal Ringing Service.

| <u>Product/Service Charge (**)</u>  | <u>Residence</u> | <u>Business</u> |
|---|------------------|-----------------|
| Change Call Forwarding arrangement on Personal Ringing Service, per change            | \$9.00           | \$13.50         |
| Change standard ringing and associated tone patterns of Dependent numbers, per change | \$9.00           | \$13.50         |

(\*\*) Applies to customers who have previously established Personal Ringing Service. These charges are not subject to any waiver stated in this or any other Sections of this Tariff.

b. Monthly Rates

1. The following monthly rates, and the Product/Service Charges specified, apply to Personal Ringing Service and are in addition to the rates and charges applicable to the associated service.

|                          | <u>Monthly Rate</u> |
|--------------------------|---------------------|
| (i) Residence            |                     |
| First Dependent Number   | \$2.95              |
| Second Dependent Number* | 2.95                |
| Third Dependent Number*  | 2.95                |
| (ii) Business            |                     |
| First Dependent Number   | 3.95                |
| Second Dependent Number* | 3.95                |
| Third Dependent Number*  | 3.95                |

\*Where available

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 10

Custom Calling Services

Advanced Custom Calling Services

1. General

The Telephone Company offers the following advanced custom calling services to its one-party residential and business customers. Services are offered where facilities permit.

- Return Call - a service to automatically dial the number of the last incoming call.
- Repeat Call - a service to redial a busy number for up to 30 minutes or until the call is completed.
- Call Trace - by activating a code, the customer supplies the Telephone Company with a number to be supplied to law enforcement authorities for prosecution as a possible source of harassing calls.
- Select Forward - a service allowing customers the option of forwarding certain calls to another telephone number.
- Priority Call - a service allowing the customer the option of identifying up to six callers by a distinctive incoming ring.
- Call Block - a service allowing the customer the ability to block up to six telephone numbers at any one time.
- Selective Call Acceptance - a service that allows the customer to program their phone to accept 12 calls from any number they place on the acceptance list. When this service is turned "on", any callers on this list will ring through, all other callers will hear an announcement saying: You are currently not accepting Calls.

2. Rates and Regulations

Monthly charges shown below are on a per line-equipped basis.

Product/Service Nonrecurring Charges specified in the tariff apply for the activation of services being ordered on a monthly fee basis.

Customer Satisfaction Guarantee - When customers have access to advanced custom calling services on a usage-sensitive basis, the Company will issue a one-time credit to a customer's account for all feature activations covering a period of thirty (30) days following the initial (first time) billing of any usage-sensitive services if the customer is dissatisfied in any way with the usage-sensitive advanced calling services provided by the Company.

In addition, the Company will issue a one-time credit to a customer who reports unauthorized or fraudulent activation of usage-sensitive Advanced Custom Calling Services; in this case, the customer will also be offered the option of blocking activation of the services.

The customer has the right to request that access to usage-sensitive Advanced Custom Calling Services be blocked by the Company. Initial blocking will be provided at no charge. There is no charge for services to be unblocked. Subsequent re-blocking requests will be charged a Subsequent Service Order charge as specified in the Tariff.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 16

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 11

Custom Calling Services

Advanced Custom Calling Services (Cont'd)

2. Rates and Regulations (Cont'd)

| (per line<br>equipped)       | Monthly<br>Residence | Monthly<br>Business | Per Usage * |
|------------------------------|----------------------|---------------------|-------------|
| Return Call                  | \$4.00               | \$4.00              | \$.99       |
| Repeat Call                  | 3.00                 | 3.00                | .99         |
| Call Trace                   | n/a                  | n/a                 | 2.00        |
| Priority Call                | 2.75                 | 2.75                | n/a         |
| Call Block                   | 4.50                 | 4.50                | n/a         |
| Select Forward               | 3.50                 | 3.50                | n/a         |
| Selective Call<br>Acceptance | 3.50                 | n/a                 | n/a         |

\* Per usage charges indicate no monthly fee is applied, unless indicated otherwise.

Multiple Feature Discount Schedule  
(for monthly fees only)

15 percent discount for 2 features.  
20 percent discount for 3 features.  
25 percent discount for 4 features.  
30 percent discount for 5 features.