



November 12, 2015

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

RE: Frontier Communications Commonwealth Telephone Company; Supplement No. 23 increase the custom calling services to the Competitive Services Tariff PA PUC No. 500

Secretary Chiavetta:

Enclosed via electronic filing, please find Supplement No. 23 to Frontier Communications Commonwealth Telephone Company Tariff Telephone PA PUC No. 500.

Supplement No. 23 increases the custom calling services.

Supplement No. 23 is filed with an issued date of November 12, 2015 and an effective date of November 15, 2015.

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

Sincerely,

Tanya Swanson  
Sr. Tariff Analyst

**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: November 12, 2015

EFFECTIVE: November 15, 2015

by

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. 23

Telephone – PA P.U.C. No. 500

Twenty Third Revised Sheet 2  
Cancels Twenty Second Revised Sheet 2

LIST OF MODIFICATIONS

Increase Custom Calling Services

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

Section 5	1 <sup>st</sup> Revised Sheet 2
Section 5	1 <sup>st</sup> Revised Sheet 4
Section 5	1 <sup>st</sup> Revised Sheet 5
Section 5	1 <sup>st</sup> Revised Sheet 9
Section 5	1 <sup>st</sup> Revised Sheet 10
Section 5	Original Sheet 10.1
Section 5	1 <sup>st</sup> Revised Sheet 11

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 23

Telephone – PA P.U.C. No. 500

23rd Revised Sheet 3  
Cancels 22nd Revised Sheet 3

**CHECK SHEET**

Title Page		23rd Revised*			
Sheet 2		23rd Revised*	Section 4	Sheet 1	Original
Sheet 3		23rd Revised*		Sheet 2	Original
Sheet 4		Original			
Sheet 5		Original			
Sheet 6		1st Revised	Section 5	Sheet 1	Original
Section 1	Sheet 1	1st Revised		Sheet 2	1st Revised*
	Sheet 2	1st Revised		Sheet 3	Original
	Sheet 3	1st Revised		Sheet 4	1st Revised*
	Sheet 4	2nd Revised		Sheet 5	1st Revised*
	Sheet 5	Original		Sheet 6	Original
	Sheet 6	Original		Sheet 7	Original
	Sheet 7	Original		Sheet 8	Original
	Sheet 8	Original		Sheet 9	1st Revised*
	Sheet 9	1st Revised		Sheet 10	1st Revised*
	Sheet 10	2nd Revised		Sheet 10.1	Original*
	Sheet 11	1st Revised		Sheet 11	1st Revised*
	Sheet 12	2nd Revised			
	Sheet 13	2nd Revised			
	Sheet 14	Original			
	Sheet 15	1st Revised			
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	Sheet 17	1st Revised			
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	Sheet 20	1st Revised			
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	Sheet 22	1st Revised			
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	Sheet 25	1st Revised			
	Sheet 26	Original			
	Sheet 27	1st Revised			
	Sheet 28	Original			
	Sheet 29	1st Revised			
	Sheet 30	Original			
	Sheet 31	Original			
	Sheet 32	Original			
Section 2	Sheet 1	4th Revised			
	Sheet 2	4th Revised			
Section 3	Sheet 1	1st Revised			
	Sheet 2	Original			
	Sheet 3	1st Revised			

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
 INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
 First Revised Sheet 2  
 Cancels 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

	<u>Non-Recurring Charge (Per Line)</u>	<u>Monthly Charge (Per Line)</u>	
Caller ID Service			
Residence	\$9.00	\$9.99	(I)
Business	13.50	9.99	(I)
Per-Line Blocking*			
Residence	\$9.00	----	
Business	13.50	----	
Caller ID with Name			
Residence	\$9.00	\$10.50	(I)
Business	13.50	10.99	(I)

\*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. 23

Telephone – PA P.U.C. No. 500

Section 5  
First Revised Sheet 4  
Cancels 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>Monthly Rates</u>	<u>Per Activation</u>	
Call Forwarding	\$3.00		(I)
Call Forward Busy/Don't Answer	3.00		(I)
Call Forward Busy	3.00		(I)
Call Forward Don't Answer	3.00		(I)
Call Waiting/Cancel Call Waiting	5.99		(I)
Speed Calling			
(8 number capacity)*	3.00		(I)
(30 number capacity) residential	3.00		(C)
(30 number capacity) Business	5.00		(C)
Three-Way Conference	3.00	\$2.00	(I)
Sixteen-Way Conference	15.00		

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>Monthly Rates</u>		
	<u>Residence</u>	<u>Business</u>	
Fixed Call Forwarding	\$18.00	\$18.00	(I)

\* This service is grandfathered. (C)

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
First Revised Sheet 5  
Cancels 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 Charge #</u>	<u>Monthly Rates</u>	
Call Forward Deluxe		\$6.00	(l)

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

# In addition to non-recurring charges.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
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Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
 First Revised Sheet 9  
 Cancels 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	5.95	(I)
	Second Dependent Number*	5.95	(I)
	Third Dependent Number*	5.95	(I)

\*Where available

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
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Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
First Revised Sheet 10  
Cancels 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.

Call Return (\*69) - a service to automatically dial the number of the last incoming call. (C)

Busy Number Redial- a service to redial a busy number for up to 30 minutes or until the call is completed. (C)

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.

Selective Call Forward - a service allowing customers the option of forwarding certain calls to another telephone number. (C)

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. (C)

Selective Call Rejection - Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an unknown caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing \*60 or 1160 from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. (C)

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
Original Sheet 10.1

Custom Calling Services

Advanced Custom Calling Services (Continued)

1. General (continued)

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

Multiple Simultaneous Call Forward

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

Anonymous Call Block

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call block can reject anonymous calls. Upon dialing a specific code, Caller ID Plus Name subscribers can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing \*77 and can be deactivated by dialing \*87. ACR is included with Caller ID Plus Name only. A call can be completed to a Caller ID Plus Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

FRONTIER COMMUNICATIONS COMMONWEALTH TELEPHONE COMPANY  
INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

Supplement No. 23

Telephone – PA P.U.C. No. 500

Section 5  
First Revised Sheet 11  
Cancels Original Sheet 11

Custom Calling Services

Advanced Custom Calling Services (Cont'd)

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.

<u>(per line equipped)</u>	<u>Monthly Residence</u>	<u>Monthly Business</u>	<u>Per Usage *</u>	
Call Return (*69)	\$5.00	\$5.00	\$2.00	(I)
Busy Redial (*66)	4.00	4.00	2.00	
Call Trace	n/a	n/a	3.00	
Priority Call	3.75	4.00	n/a	(I)
Call Block	4.50	4.50	n/a	
Selective Call Forward	4.50	4.50	n/a	(I)
Selective Call Acceptance	4.50	4.50	n/a	(I)
Selective Call Rejection	4.50	4.50		(I)
Multiple Simultaneous Call				(C)
Forward	N/A	11.00		(C)
Anonymous Call Rejection	5.49	5.49		(C)

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