

FRONTIER
COMMUNICATIONS
OF THE WEST

PSC MO #1

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of)
Frontier Communications of the West, Inc.) Case No. TD-2001-254
to Cancel its Certificate of Service)
Authority in the State of Missouri)

ORDER CANCELING CERTIFICATE

On October 19, 2000, Frontier Communications of the West, Inc. (Frontier) filed an Application asking the Commission to cancel its certificate of service authority to provide interexchange telecommunications services along with its accompanying tariffs. The Application indicates that Frontier has not provided any retail telecommunications services in Missouri since mid-1998.

On November 3, the Staff of the Commission (Staff) filed a Recommendation and Memorandum in which it indicates that it has no objection to the Application and recommends that the Commission issue an order canceling Frontier's certificate of service authority and accompanying tariff. Staff's Recommendation states that the Commission has the authority to cancel a telecommunications corporation certificate pursuant to Section 392.410.5, RSMo Supp. 1999, which states, in part: "Any certificate of service authority may be altered or modified by the commission after notice and hearing, upon its own motion or upon application of the person or company affected."

The requirement for a hearing is met when the opportunity for hearing has been provided and no proper party has requested the opportunity to present evidence. State ex rel. Rex Deffenderfer Enterprises, Inc. v. Public Service Commission, 776 S.W.2d 494, 496 (Mo. App. 1989). No one has requested a hearing, therefore, the Commission may grant the relief requested based on Frontier's Application.

After considering Frontier's Application and Staff's recommendation and memorandum, the Commission concludes that Frontier's Certificate of Service Authority and its accompanying tariffs should be canceled.

IT IS THEREFORE ORDERED:

1. That the certificate of service authority to provide interexchange telecommunications services granted to Frontier Communications of the West, Inc., in case number TA-94-52 is canceled.

2. That the tariffs filed by Frontier Communications of the West, Inc. to provide interexchange telecommunications services are canceled.

3. That this order shall become effective on November 17, 2000.

4. That this case may be closed on November 18, 2000.

BY THE COMMISSION

A handwritten signature in black ink that reads "Dale Hardy Roberts". The signature is written in a cursive style with a prominent initial "D".

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Morris L. Woodruff, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo 1994.

Dated at Jefferson City, Missouri,
on this 7th day of November, 2000.

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TITLE SHEET

JUL 10 1996

MISSOURI TELECOMMUNICATIONS TARIFF

**MISSOURI
Public Service Commission**

This tariff contains the descriptions, regulations and rates applicable to furnishing service and facilities for interexchange and operator telecommunications services, by West Coast Telecommunications to customers in the State of Missouri. Frontier Communications of the West, Inc. has its principal offices at 180 South Clinton Avenue, Rochester, New York 14646.

Pursuant Missouri Public Service Commission Order Approving Interexchange Certificate of Service Authority issued December 8, 1993, effective December 21, 1993, in Case No. TA-94-52, Frontier Communications of the West, Inc. is classified as a competitive company.

All services offered by this tariff are competitive. These offered services or their functional equivalent or substitutes are reasonably available from one or more other providers authorized by the Missouri Public Service Commission. Copies of this tariff are available for inspection at the Missouri Public Service Commission, or at the company's place of business, during normal business hours.

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By:

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Frontier Communications of the West, Inc,
180 South Clinton Avenue
Rochester, New York 14646

Effective: August 10, 1996

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CHECK SHEET

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The Title Sheet and Sheets 1 through 36 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of the page.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
Title	Original*	29	Original*
1	Original*	30	Original*
2	Original*	31	Original*
3	Original*	32	Original*
4	Original*	33	Original*
5	Original*	34	Original*
6	Original*	35	Original*
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*Indicates new or changed sheet

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Pursuant Missouri Public Service Commission Order Approving Interexchange Certificate of Service Authority issued December 8, 1993, effective December 21, 1993, in Case No. TA-94-52, Frontier Communications of the West, Inc. is classified as a competitive company and been granted waiver of the following statutory and regulatory requirements:

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Statutes

- 392.240 (1) - ratemaking
- 392.270 - valuation of property (ratemaking)
- 392.280 - depreciation accounts
- 392.290 - issuance of securities
- 392.310 - stock and debt issuance
- 392.320 - stock dividend payment
- 392.330 - issuance of securities, debt and notes
- 392.340 - reorganization(s)

Commission Rules

- 4 CSR 240-10.020 - depreciation fund income
- 4 CSR 240-30.010(2)(C) - rate schedules
- 4 CSR 240-30.060(5)(B) through (O) - records re: ratemaking
- 4 CSR 240-32.030(1)(B) - exchange boundary maps
- 4 CSR 240-32.030(1)(C) - record keeping
- 4 CSR 240-32.030(2) - in-state record keeping
- 4 CSR 240-32.050(3) - local office record keeping
- 4 CSR 240-32.050(4) - telephone directories
- 4 CSR 240-32.050(5) - call intercept
- 4 CSR 240-32.050(6) - telephone number changes
- 4 CSR 240-32.070(4) - public coin telephone
- 4 CSR 240-33.060 - minimum charges rule

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Symbols Used in This Tariff

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- (C) To signify changed listing, rule or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify an increase.
- (L) To signify material relocated from or to another part of tariff schedule with no change in text, rate, rule or condition.
- (M) To signify material moved from another tariff location.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule, or condition.

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TARIFF FORMAT

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Sheet Numbering - Sheet numbers appear in the upper right corner of each page of the tariff and are numbered sequentially. New sheets that must be added between existing sheets are enumerated by decimal. For example, addition of a page between sheets 14 and 15 would be 14.1.

Sheet Revisions - Sheet revisions are also noted in the upper right hand corner and indicate the most current sheet on file, canceling the previous sheet. For example, 1st Revised Title Sheet will cancel and be inserted for the Original Title Sheet. The Check Sheet will indicate the most current effective sheet.

Paragraph numbering - Sections are numbered sequentially. Paragraphs within sections are also numbered sequentially, with the subparagraphs indicated by consecutive lower case alphabetic designation. Further subdivision is indicated by consecutive numbers enclosed within parens, then consecutive letters enclosed within parens. For example:

Section 1, 5.a.(1)(a)(i)

Check Sheets - When a tariff filing is made, an updated check sheet accompanies the filing. The check sheet lists all of the sheets contained within the tariff and are cross referenced to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it. The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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Access Line - An arrangement which connects the customer's location to an interexchange carrier's network switching center.

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Authorization Code - A numerical code, one or more of which are available to a customer to enable identification of individual users or groups of users on an account and to allocate the costs of service accordingly.

Carrier - Frontier Communications of the West, Inc.

Commission - The Missouri Public Service Commission

Customer - The person, firm, corporation or other entity which orders or uses service and is responsible for payment of charges and compliance with tariff regulations.

Measured Service - The provision of intrastate long distance measured time communications telephone service to customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from local exchange common carrier. Carrier is responsible for arranging for the access lines.

Daytime - 8:00 a.m. to 5 p.m., local time at the originating terminal, Monday through Friday, excluding national holidays.

Evening - 5:01 p.m. to 11 p.m., local time at the originating terminal, Monday through Friday, excluding national holidays.

Nighttime - 11:01 p.m. to 8 a.m., local time at the originating terminal, Monday through Friday, on national holidays, all day Saturday and Sunday, and until 8 a.m. Monday.

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SECTION 2 - RULES AND REGULATIONS

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1. Description of Services

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- a. Carrier is a resale common carrier providing intrastate communications long distance message toll telecommunications service to customers for their direct transmission and reception of voice, data, and other types of communications.
- b. The customer's long distance usage charge is based on the actual usage of the network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. A call is terminated when the calling party hangs up.
- c. Detailed service descriptions are contained at Section 3 of this tariff.
- d. Directory Assistance - Directory assistance (DA) for toll services is available to residential and business customers. Residential customers are allowed six free DA calls per monthly billing cycle. Rates for DA calls in excess of 6 calls are set forth in Section 3 of this tariff.

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2. LOCATION OF SERVICE

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Communications service may originate and terminate in any area within the State.

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3. LIMITATIONS OF SERVICE

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- a. Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. The carrier reserves the right not to provide service to or from a location where the necessary facilities or equipment are not available.
- b. The carrier reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff, or in violation of the law.
- c. Title to all facilities provided by carrier under these regulations remains in the carrier.

4. USE OF SERVICE

- a. Service may be used by the customer for transmission of communications by the customer.
- b. Service may be used by the customer for resale as part of the customer's service to an end user.
- c. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the customer, except when the customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the customer, authorized user or joint user to share the cost of the service so long as the arrangement generates no profit for any participant in the arrangement.

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5. INTERCONNECTION

- a. Service furnished by the carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems subject to the technical limitations established by the carrier. Service furnished by the carrier is not part of a joint undertaking with such carriers. Any special interface equipment of facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the customer's expense.
- b. Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of this tariff. The customer is responsible for taking all necessary legal steps for interconnection customer-provided terminal equipment or communications systems, with carrier's network. The customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for interconnection.

6. CUSTOMER APPLICATION FOR SERVICE

- a. Business or residential households wishing to obtain service are required to sign a completed service order or contract, as prescribed by carrier. On carrier's receipt of the signed form, under normal circumstances, carrier will accept or reject an order within three business days. The customer will be provided with service, under normal circumstances, within fourteen business days.

7. CREDIT EVALUATION

- a. The carrier reserves the right to examine the credit record and check the references of all applicants and customers, pursuant to Commission rules.
- b. Customer's application will provide for customer's authorization to verify credit history.

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8. DEPOSITS

a. Carrier does not, at this time, require customer deposits.

9. MINIMUM SERVICE PERIOD

a. The minimum service period for service is one 30 day month.

10. INTERRUPTION OF SERVICE

Credit allowance for interruptions of service which are not due: 1) to carrier's testing or adjusting; 2) to the negligence of the customer; or, 3) to the failure of channels, equipment and/or communications system provided by the customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the customer to notify carrier of any interruptions in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer, not within the customer's control, or is not in wiring or equipment connected to the terminal of carrier.

11. CANCELLATION BY THE CUSTOMER

a. If the customer orders service requiring special facilities dedicated to the customer's use and then cancels the order before the service begins, before completion of the minimum period, or before completion of some other period mutually agreed upon by the customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by carrier and not fully reimbursed by installation, and monthly charges, and if based on such an order, and construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by the customer.

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- b. Notices will be deemed received upon actual receipt by carrier. Carrier will hold the customer responsible for payment of all bills for service furnished until the cancellation date specified by the customer or until 30 days after the cancellation notice is received. Presubscribed customers may be held responsible for charges thereafter if the customer has not selected an alternative long distance carrier or the local exchange has not transferred service to the alternative carrier.

12. CANCELLATION BY THE CARRIER

Discontinuance shall be effectuated under rules set out by the Commission.

13. RESTORATION OF SERVICE

- a. There is a \$20.00 charge for restoration of service once service has been disconnected for cause.

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14. **LIMITATION OF LIABILITY**

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- a. The liability of carrier, if any, for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission during the course of furnishing service shall in no event exceed an amount equivalent to the charge to customer for the service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occurred. Carrier will not be responsible for any lost profits of the subscriber or any other party, or for any claim of damage by the subscriber or against the subscriber by any other party. However, any such mistakes omissions, interruptions, delays, errors, or defects in transmission or service which are caused by or contributed to by the negligence or willful act of customer, or which arise from facilities or equipment used by customer, shall not result in the imposition of any liability upon carrier.
- b. Carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- c. Carrier is not liable for the quality of service provided by any local exchange carrier.
- d. Carrier shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to civil disorders; labor problems; and fire, flood, atmospheric conditions or other phenomena of nature, such as radiation. In addition, carrier shall not be liable for any failure of performance hereunder due to necessary network reconfiguration; system modifications due to technical upgrades; or regulations established or actions taken by any court or government agency having jurisdiction over carrier.
- e. The carrier shall be indemnified and held harmless by the customer against:
 1. Claims of defamation, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the carrier's facilities; and
 2. Claims for patent infringement arising from combining or connecting carrier's facilities with apparatus and systems of the customer; and

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3. All other claims arising out of any act or omission of the customer in connection with service provided by carrier. Carrier shall not be liable for and the customer indemnifies and holds carrier harmless from any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or persons for any personal injury to, or death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, or wiring provided by carrier where such installation, operation, failure to operate, maintenance condition, location or use is not the direct result of carrier's negligence. No agents or employees or other carriers shall be deemed to be agents or employees of carriers. Under no circumstance shall carrier or its officers, agents, or employees be liable for indirect, incidental, special, punitive or consequential damages however used, and on any theory of liability.

15. OVERPAYMENTS

a. Upon written claim for overpayment from the customer, together with substantiating evidence which will allow carrier to verify the claim, submitted within one year of the overpayment, carrier shall refund said overpayment to the customer.

16. CUSTOMER COMPLAINTS

- a. Customer complaints shall be handled in accord with requirements set out by Commission rules.
- b. Customers may refer complaints to Frontier Communications of the West, Inc., 180 South Clinton Avenue, Rochester, New York 14646, or by calling (800)576-2255.
- c. Customer may also refer disputes to the Missouri Public Service Commission, P.O. Box 360, Truman State Office Building, Jefferson City, Missouri 65102, (314) 751-3234

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17. RENDERING AND PAYMENT OF BILLS

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- a. Billing periods are monthly unless otherwise noted.
- b. The billing date is determined by the billing cycle assigned to the customer.
- c. Bills are due and payable upon receipt. The total billed amount must be paid within 21 days of the bill date. For business customers, bills not paid by the 21st day after the bill date are subject to a late fee equal to a 1.5% service charge on the unpaid amount. Residential customers may be charged a \$1.00 late fee after the 21st day after the bill date. Customer's service may be terminated if service is not paid for by the 30th day past the billing date.
- d. Bills may be paid by mail. All charges for service are payable only in United States currency. Payment may be made by check, money order or cashier's check. Cash is acceptable if paying in person at the business office of carrier.
- e. Carrier is not responsible for local telephone charges incurred by the customer in gaining access to carrier's network.
- f. The customer may withhold payment for billing amounts formally disputed (i.e., amounts associated with the dispute that are set out in writing to the company after informal attempts at resolution have failed) without the assessment of penalty. Full payment will be required for all amounts not in dispute. Any payment due following resolution of the dispute shall be due forthwith.

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SECTION 3 - RATES AND CHARGES FOR SUBSCRIBER SERVICE

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1. The customer's total monthly use of carrier's service is charged at the applicable rates per minute set forth in the following rate tables. The tables are based on airline mileage between two points as determined by, and shown in, the airline mileage tables contained in AT&T Tariff F.C.C. No. 6; such tables incorporated herein by reference.

2. General Service Description
 - a. Carrier is a resale common carrier providing intrastate and interstate communications, long distance message toll telecommunications service to customers for their direct transmission and reception of voice, data, and other types of communications.

 - b. The customer's long distance usage charge is based on the actual usage of the network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. A call is terminated when the calling party hangs up.

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SECTION 3 - RATES AND CHARGES FOR SUBSCRIBER SERVICE

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3. Description Of Services, Rates and Charges

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For rates based on miles, the mileage distance is calculated according to the formula and geographic coordinates set forth in AT&T's V & H coordinate Tariff, FCC No. 10.

a. Prudent Caller

A switched offering (Equal Access) for small to medium business utilizing WATS lines, thereby establishing an easy-to-use, cost-effective long distance service. No installation or monthly service charges.

1 Usage Rates: Per minute;

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
(0-925 Miles)	.165	.155	.145
(925+ Miles)	.20	.18	.15

2 Volume discounts:

\$800 to \$2,000 = 5% Discount
\$2,000 & Up = 10% Discount

3 Term: One year term commencing on date of installation. A monthly equipment fee of \$25.00, per location, where applicable.

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b. Prudent Caller Direct:

Designed for medium to large businesses where outbound calling originates from a single location. Commonly referred to as T-1 Access, where customer-provided digital access to carrier's point of presence occurs. Fixed monthly charges, where applicable, are associated with this product. All usage rates will be applied in six (6) second increments.

1 Usage Rates: Per minute

	<u>Day</u>	<u>Even</u>	<u>Night/Wknd</u>
(0-430 Miles)	.0875	.085	.075
(430+ Miles)	.125	.115	.099

2 Volume Discounts:

5% retroactive on \$5,000 to \$7,500 in monthly billing;
10% retroactive on \$7,500+ in monthly billing.

3

Terms: Two year term commencing on date of installation and subject to early cancellation fee of \$500.00 for each month remaining on the 24 month term. Fixed monthly charges, where applicable, are associated with this product. Customer receives a \$5,000 "signing bonus" concession in the 12th month. A \$250.00 Channel Bank charge applies, where applicable.

c. Multi Link:

A dedicated T-1 Access facility, designed for large businesses with long distance volume exceeding \$10,000 per location, per month.

1 Usage Rates: Per minute

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
(0-925 Miles)	.075	.070	.068
(925+ Miles)	.105	.095	.0854

2 Volume Discounts:

5% retroactive on \$15,000 in monthly billing;
10% retroactive on \$20,000 in monthly billing.

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3 Terms: Two year term commencing on date of installation and subject to early cancellation fees of \$1,000 for each month remaining on the 24 month term. Customer receives a \$10,000 "signing bonus" concession in the 12th month. Monthly equipment charges, where applicable. Channel Bank and Channel Service Unit installation fees are waived.

d. Multi Location 1+

Designed for the medium to large commercial user. Ideal for financial or other commercial enterprises with multiple locations desiring T-1 type rates without installation costs and equipment necessities of T-1's. Access provided via 950 or Equal Access. All calls switched through carriers's network utilizing 100% digital transmission and SS7 technology.

1 Usage Rates: Per minute

	<u>Day</u>	<u>Even</u>	<u>Night/Wknd</u>
(0-430 Miles)	.13	.125	.12
(430+ Miles)	.15	.135	.13

2 Volume Discounts:

5% volume discount for monthly billing above \$1000;
10% volume discount for monthly billings in excess of \$5,000.

3 Terms: 1 year term commencing on date of installation. No installation fees, micro processors available at \$25.00 per month, per location.

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e. Continental Travel Card:

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Designed as an secure, cost-effective and easy-to-use long distance service within the United States for the business traveler. These cards are provided to customer at no charge and customer may obtain as many as desired. No per call charge.

1 Usage Rates: Per minute:

Day	Eve	Night/Weekend
.21	.19	.19 (Continental USA)

2 Terms: 1 year term commencing on date of installation.

f. 800 Direct:

100% digital, utilizing T-1 access to Frontier's network. \$25.00 monthly fee, Channel Bank charges of \$250.00 monthly with backhaul charges where applicable.

1 Usage Rate: Per minute

Day	Eve	Night/Weekend
.125	.11	.11

2 Terms: 1 year term commencing on date of installation. Channel Bank charges of \$250.00 each, per month. When used in conjunction with Prudent Caller or Multi Link an additional \$25.00 monthly fee is charged.

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g. Advantage 800:

Switched inbound calling service providing a convenient, easy to use, toll free access to your business using your existing business lines.

1 Usage Rates: Per minute

<u>Day</u>	<u>Eve.</u>	<u>Night/Weekend</u>
.20	.18	.18

2 Terms: 1 Year term commencing on date of installation. No monthly service charge and no installation charges.

h. Business Account Products

1 Primary Business Account

(a) Usage Rate; per minute, Day, Evening, Night/Weekend: Primary Plus \$0.168

(b) All usage rates are applied in six (6) second increments.

2 Select Business Account

(a) Usage rates; per minute, Day, Evening, Night/Weekend:

		<u>First Minute</u>	<u>Add'l Minute</u>
(1)	Select 100	\$0.24	\$0.140
(2)	Select Plus	\$0.25	\$0.150

(b) All usage rates will be applied in six (6) second increments

(c) Equipment installation charge, per account: \$195.00

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3 Preferred Business Account

(a) Usage Rate; per minute: Day, Evening, Night/Weekend:

		<u>First Minute</u>	<u>Add'l Minute</u>
(1)	Preferred 100	\$0.240	\$0.140
(2)	Preferred Plus	\$0.250	\$0.150

(b) All usage rates will be applied in six (6) second increments.

(c) Evening discount: 15%
Night/Weekend discount: 25%

(d) Volume discounts, retroactive to first minute:

- (1) \$800 to \$2,000 monthly billings: 5.0%
- (2) \$2,001 or greater monthly billings: 10.0%

(e) Equipment installation charge, per account: \$195.00

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i. Challenge Services

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The Challenge Services class of carrier products provide inbound 800 calling service to the customer.

1 Challenge 800 - Prudent Caller

(a) Switched access nationwide inbound call service providing a convenient, toll free access to businesses.

(b) Features:

- (1) Customer retains previously assigned 800 number
- (2) No installation charge
- (3) Use your existing business lines
- (4) Billed in 6 second increments
- (5) \$5.00 monthly service charge

(c) Rates per minute:

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
Intrastate	.14	.13	.125

(d) Volume Discounts:

- \$801 - \$2,000 5%
- \$2001 - & Up 10%

Total use of 1+ and 800 are combined in order to offer volume discounts.

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2 Challenge 800 - Prudent Called Direct

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(a) 100% digital Fiber Optic quality connection utilizing T-1 access from customers network to carrier. For customers with large volume inbound calling traffic.

(b) Features:

- (1) No installation charge
- (2) Customer retains their 800 number
- (3) Billing in six second increments
- (4) \$ 5.00 monthly service charge
- (5) \$25.00 monthly service charge when Direct 800 is used in conjunction with outgoing dedicated service.

(c) Rates per minute:

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
Intrastate	.088	.085	.075

(d) Volume Discounts: Outbound and Inbound T-1 usage are combined in order to offer higher volume discounts.

5% retroactive on \$5,000 monthly billing
10% retroactive on \$10,000 monthly billing

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3 Challenge 800- Multi-Link:

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(a) 100% digital connection utilizing T-1 access from customer businesses to carrier network. Superior transmission quality and cost effective for customer with a large volume of inbound and outbound calling traffic.

(b) Features:

- (1) Customer retains 800 number
- (2) No installation charge
- (3) Billed in six second increments
- (4) \$5.00 per month service charge
- (5) \$25.00 per month service charge when combining with outgoing dedicated service

(c) Rates per minute:

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
Intrastate	.075	.095	.068

(d) Volume Discount: Outbound and inbound T-1 combined to offer higher volume discounts

5% retroactive on \$15,000 monthly billing
10% retroactive on \$20,000 monthly billing

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4 Challenge 800 - Multi-Location:

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(a) Switched access nationwide inbound calling service providing customers a convenient and toll free access to customers businesses.

(b) Features:

- (1) Customer retains 800 numbers
- (2) Billed in six (6) second increments
- (3) Use existing business lines
- (4) \$5.00 monthly service charge

(c) Rates per minute:

	<u>Day</u>	<u>Evening</u>	<u>Night/Wknd</u>
Intrastate	.130	.125	.120

(d) Volume Discounts: 1+ and 800 usage combined in order to offer higher volume discounts.

5% volume discount on \$5,000 monthly billing
10% volume discount on \$10,00 monthly billing

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5 Challenge 800 - Flat Rate T-1:

(a) Flat Rate is 100% digital connection utilizing T-1 access from customer premise to the carrier network. Flat Rate 800 provides superior transmission quality and cost effectiveness for customers with a large volume of inbound calling traffic.

(b) Features:

- (1) Customer retains 800 numbers
- (2) Billed in six (6) second increments
- (3) \$5.00 per month service charge
- (4) \$25.00 additional monthly fee if Direct 800 is used in conjunction with carrier dedicated outgoing service.

(c) Rates per minute:

	<u>Day</u>	<u>Evening</u>	<u>Night</u>
Intrastate	.075	.075	.075

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j. Nova Products

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1 Nova Basic:

A long distance product designed for small companies and home businesses (up to \$450.00), allowing them to call anywhere in the United States for a low monthly fixed fee. Month to month agreement.

(a) Monthly Charge:

- (i) \$195 per line for up to 1600 minutes usage per month.
- (ii) If a customer has more than one line, the usage is calculated by adding total minutes for each installed line and dividing by the number of installed lines.

(b) Excess Minutes:

The average usage per line over 1600 minutes is 14 cents (\$0.14) a minute.

(c) Installation:

- (i) \$195 for the first installed line
- (ii) \$100 for each additional installed line

(d) Call Duration:

- (i) Calls over thirty (30) seconds are billed to the first full minute.
- (ii) Minutes of use are for completed calls only and are measured from the time answered to the time disconnected. Hardware supervision is used where available.

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2 Nova Basic Plus:

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Designed for small companies and home businesses with current telephone bills up to \$600 monthly. Month to month agreements.

(a) Monthly Charges:

- (i) A \$295.00 per line for up to 3,000 minutes usage per month.
- (ii) If a customer has more than one line, the usage is calculated by adding total minutes for each installed line and dividing by the number of installed lines.
- (iii) The average usage per line over 3,000 minutes is charged 14 cents (\$0.14) a minute.

(b) Installation:

- (i) \$295.00 for the first installed line
- (ii) \$100 for each additional installed line

(c) Call duration:

Calls over thirty (30) seconds are billed in full minute increments. Minutes of use are for completed calls only and are measured from the time answered to the time disconnected. Hardware supervision is used where available.

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3. Nova 800

A nationwide in-bound calling service providing prospective clients, customers or employees toll free service to your business.

(a) Monthly Charge:

- (i) \$10.00 a month service charge
- (ii) \$50.00 set up fee

b) Call Duration:

Billed in six (6) second increments after the first full minute. Minutes of use are for completed calls only and are measured from the time answered to the time disconnected. Hardware supervision is used where applicable.

(c) Rate Schedule:

Intrastate: 16 cents (\$0.16) per minute

(d) Volume Discounts:

- (i) 2% for any domestic usage of \$500 to \$1,000
- (ii) 5% for any domestic usage of \$1,000 or more

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4. Nova Network Plus

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Designed to meet the special needs of the larger businesses or individual customers with long distance telephone usage primarily throughout the US. Covers international as well as domestic long distance calls anywhere in the US, Puerto Rico and Virgin Islands. With additional features such as itemized monthly billing; a month to month agreement; and quality fax and data transmission service.

(a) Installation:

- (i) \$50.00 for the first line
- (ii) \$25.00 for each additional outgoing line

(b) Monthly Charge: \$5 per month equipment charge, per line, if applicable

(c) Deposits are based upon credit approval deemed acceptable to carrier.

(d) Call duration:

Calls over (thirty) 30 seconds are billed to the first full minute and thereafter minutes of use are in six second increments. Minutes of use are for completed calls only and are measured from the time answered to the time disconnected. Hardware supervision is used where applicable.

(e) Rate Schedule:

	<u>Day</u>	<u>Evening</u>	<u>Night</u>
0-200 Miles	.1125	.0925	.0725
200 Miles and Up	.1325	.1125	.0925

(f) Volume Discount:

- (i) 2% for any domestic usage of \$500 to \$1,000
- (ii) 5% for any domestic usage of \$1,000 or more

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1. Operator Services Rules

1. Carrier will not bill for incomplete calls where answer supervision is available. Carrier will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Carrier's knowledge;
2. The caller, and billed party if different from the caller, will be advised that Carrier is the operator service provider at the time of the initial contact;
3. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges;
4. Only tariffed rates approved by this Commission for Carrier shall appear on any local exchange company (LEC) billings;
5. Carrier shall be listed on the LEC billing if the LEC has multicarrier billing ability;
6. Carrier will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card;
7. Carrier will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge;
8. Upon request, Carrier will transfer calls to other authorized interexchange carriers or to the LEC, if billing can list the caller's actual origination point;
9. Carrier will refuse operator services to traffic aggregators which block access to other carriers;
10. Carrier will assure that traffic aggregators will post and display information including: (1) that Carrier is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange carriers.

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- 11. Carrier offers the following operator services pursuant to this intrastate tariff. All operator services are offered for the purpose of completing intrastate telephone calls to any ten-digit telephone number (area code plus seven digit local number). This section contains carriers's basic usage rates for telephone calls completed by means of its operator services.

Usage Rates in dollars per minute:

Mileage Band	Day		Evening		Night/Weekend	
	First Minute	Additional Minute	First Minute	Additional Minute	First Minute	Additional Minute
0-10	.1100	.0900	.0800	.0720	.0715	.0585
11-14	.1500	.1300	.1200	.1040	.0965	.0945
15-18	.1800	.1600	.1440	.1280	.1170	.1040
19-23	.2050	.1700	.1560	.1360	.1430	.1105
24-28	.2350	.1760	.1885	.1600	.1820	.1300
29-33	.2350	.1950	.1945	.1760	.1850	.1430
34-40	.2650	.2350	.2025	.1865	.1865	.1560
41-50	.2650	.2350	.2025	.1865	.1865	.1560
51-60	.2750	.2450	.2105	.1925	.1880	.1690
61-80	.2850	.2550	.2110	.2005	.1945	.1730
81-100	.2950	.2600	.2245	.2010	.1975	.1745
101-125	.3250	.2750	.2295	.2250	.1975	.1915
126-150	.3350	.2950	.2425	.2410	.2090	.2045
151-190	.3450	.3050	.2505	.2490	.2155	.2110
191-300	.3550	.3150	.2585	.2570	.2220	.2175
301-430	.4050	.3650	.3185	.2865	.2795	.2535
431+	.4050	.3650	.3185	.2865	.2795	.2535

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Service charges in dollars per call:

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Calling Card (customer dialed) -	.65
Calling Card (operator dialed) -	1.40
Station-to-station -	1.47
Person-to-person -	2.95
Operator dialed surcharge -	.75

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m. Taxes and Surcharges

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1 Applicable Taxes

In addition to the charges specifically pertaining to carrier's services, certain federal, state and local surcharges, taxes and fees will be applied. These surcharges, taxes and fees are calculated based upon the amount billed to the end user for carrier's intrastate services and are itemized on the customer's bill.

n. Timing of Calls

Billing for calls placed over the carrier network is based in part on the duration of the call. Timing of each call begins as specified below, and ends when the called party hangs up.

- 1 Collect Calls - Timing begins when the called party accepts the responsibility for payment.
- 2 Person-to-Person Calls (other than Collect) - Timing begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.
- 3 All Other Calls - Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection.

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o. Frontier Communications of the West, Inc. - Employee Service

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Employees of the Company will receive a credit up to \$50.00 per month, which will be applied to the plan to which the employee subscribes. Any charges associated with usage under the applicable plan in excess of the initial \$50.00 will be billed at the rates set forth in this tariff.

p. Directory Assistance

Interexchange directory assistance calls will be completed at a total charge of \$1.00 per call. No time of day discounts or operator charges apply. Subscriber surcharges apply when applicable.

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