

Canceling 1st Revised Sheet No. 1
Original Sheet No. 1

TITLE PAGE

Schedule of Rates and Charges for Network Access Service together with Rules and Regulations applicable to Telephone Service provided In the Territory Served by the Company within the State of Idaho.

CITIZENS TELECOMMUNICATIONS COMPANY OF IDAHO

d/b/a

FRONTIER COMMUNICATIONS OF IDAHO

IDAHO PRICE LIST

Customer Inquiries & Complaints Residential Services Business Services	Phone Number 800-FRONTIER (800-376-6843)	(T) (T)
Customer written correspondence & complaints may be mailed to: Frontier Communications P.O. Box 5166 Tampa, FL 33675		(T) (T)
Repair Services	611 or (800) 921-8104	
Customer payments may be mailed to: Frontier Communications P.O. Box 740407 Cincinnati, OH 45274-0407		(T) (T)
Credit Card Payments	(800) 801-6652	
Tariff questions contact: Jessica Epley Manager Gov't & External Affairs	(503) 431-0458	(T) (T)

Canceling 22nd Revised Sheet No. 1
21st Revised Sheet No. 1

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LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

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1	22nd Revised				
2	17th Revised				
3	12th Revised				
4	2 nd Revised				

Issued: January 10, 2017

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Steve Crosby
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January 22, 2017
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Canceling 17th Revised Sheet No. 2
16th Revised Sheet No. 2

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11th Revised Sheet No. 3

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1st Revised Sheet No. 4

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SCHEDULE NO. AB
BASE RATE AREA & EXCHANGE AREA MAPS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 43 of this schedule are effective as of the date shown on each sheet.

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2	Original	22	Original	42	Original
3	Original	23	Original	43	Original
4	Original	24	Original		
5	Original	25	Original		
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Canceling Original Sheet No. 2
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SCHEDULE NO. AB
BASE RATE AREA & EXCHANGE AREA MAPS

<u>Revision Number</u>	<u>Sheet Number</u>	<u>Title</u>	
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Original	4		Base Rate Area
Original	5		Exchange Area
		Carey	
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Original	7		Exchange Area
		Cascade	
Original	8		Base Rate Area
Original	9		Exchange Area
		Donnelly	
Original	10		Base Rate Area
Original	11		Exchange Area
		Elk City	
Original	12		Base Rate Area
Original	13		Exchange Area
		Fairfield	
Original	14		Base Rate Area
Original	15		Exchange Area
		Garden Valley	
Original	16		Base Rate Area
Original	17		Exchange Area
		Homedale	
Original	18		Base Rate Area
Original	19		Exchange Area
		Horseshoe	
Original	20		Base Rate Area
Original	21		Exchange Area
		Marsing	
Original	22		Base Rate Area
Original	23		Exchange Area
		McCall	
Original	24		Base Rate Area
Original	25		Exchange Area
Original	26		Exchange Area
		New Meadows	
Original	27		Base Rate Area
Original	28		Exchange Area
		Parma	
Original	29		Base Rate Area
Original	30		Exchange Area
		Riggins	
Original	31		Base Rate Area
Original	32		Exchange Area

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SCHEDULE NO. AB
BASE RATE AREA & EXCHANGE AREA MAPS

<u>Revision Number</u>	<u>Sheet Number</u>	<u>Title</u>	
Original	33	Jordan Valley	(South Mountain DA) * Exchange Area
Original	34	Springfield	Base Rate Area
Original	35		Exchange Area
Original	36		Exchange Area
		Sweet	
Original	37		Base Rate Area - Ola
Original	38		Base Rate Area - Sweet
Original	39		Exchange Area
		White Bird	
Original	40		Base Rate Area
Original	41		Exchange Area
		Wilder	
Original	42		Base Rate Area
Original	43		Exchange Area

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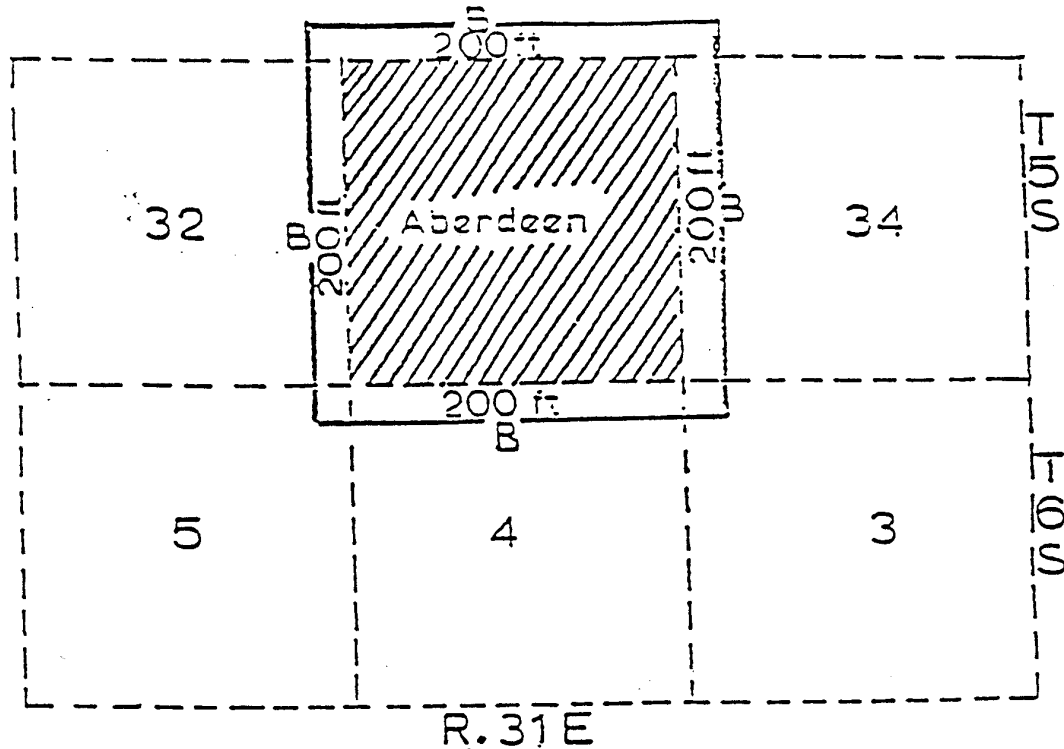
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SCHEDULE NO. AB
ABERDEEN BASE RATE AREA MAP



Base rate area shall include all property within the boundary of the Aberdeen city limits. All of section 33 township 5 south range 31 East & any dwelling or business establishment within a distance of 200 feet adjacent thereto.

2 in = 1 mi

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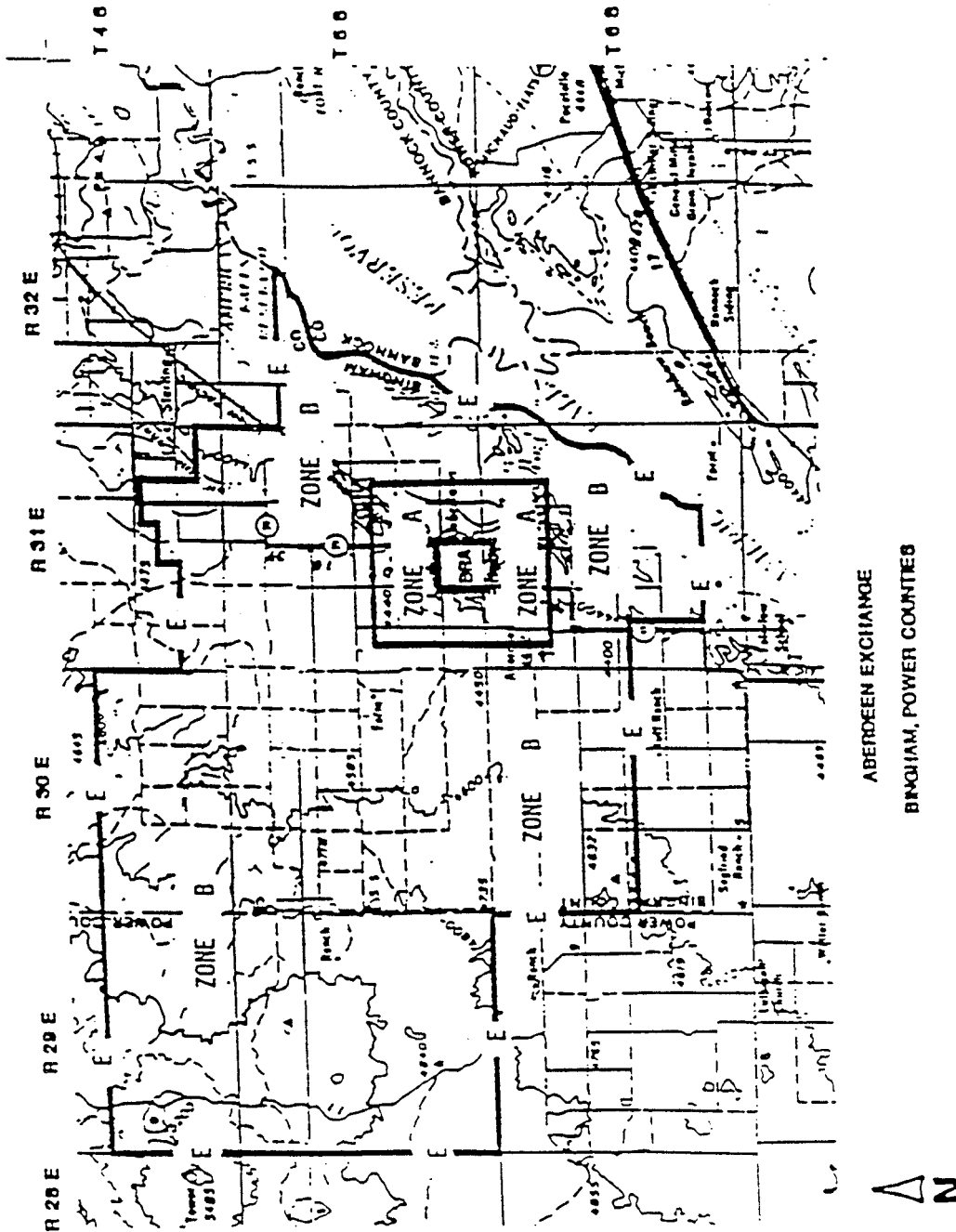
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SCHEDULE NO. AB
ABERDEEN EXCHANGE AREA MAP



ABERDEEN EXCHANGE
BINHAM, POWER COUNTIES

1" = 4 MILES

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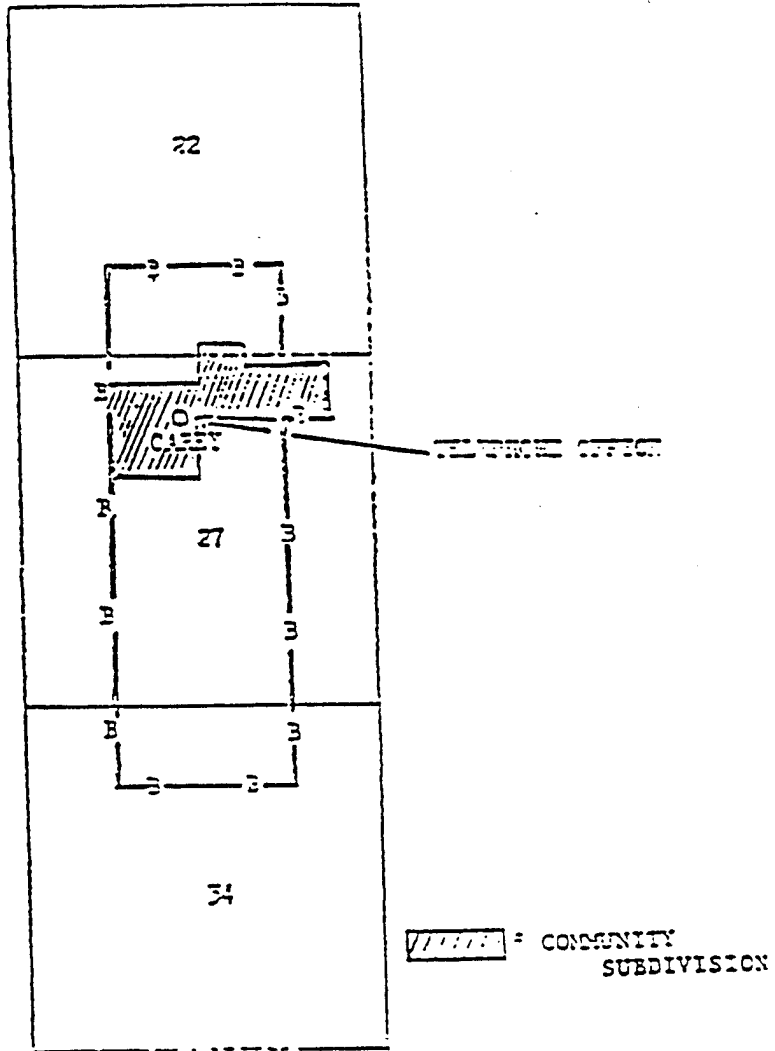
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SCHEDULE NO. AB
CAREY BASE RATE AREA MAP



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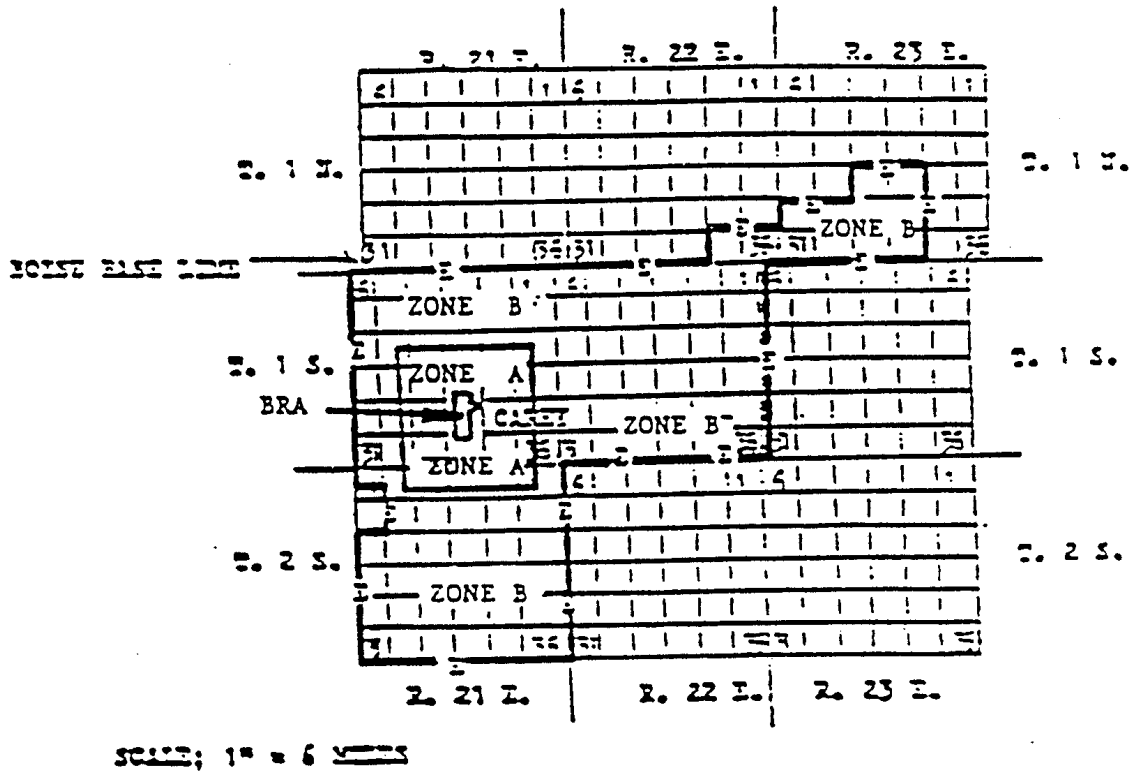
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SCHEDULE NO. AB
CAREY EXCHANGE AREA MAP



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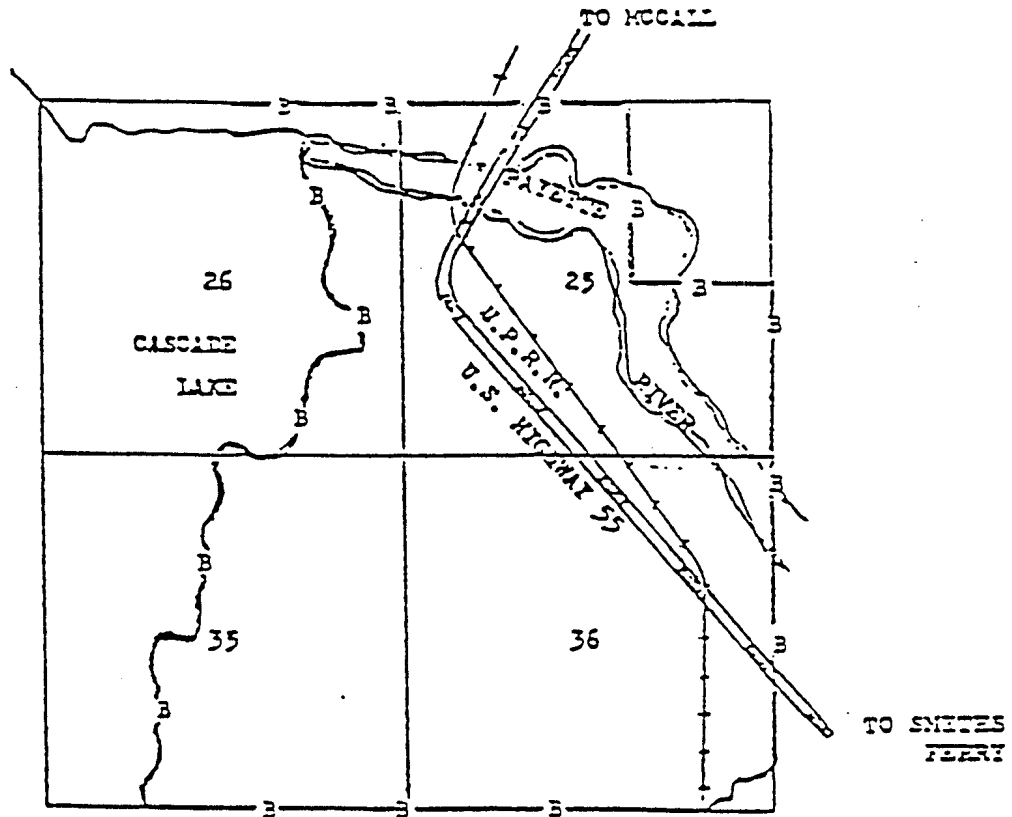
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SCHEDULE NO. AB
CASCADE BASE RATE AREA MAP



SCALE: 2" = 1 MILE

T. 14 N., 3 E.

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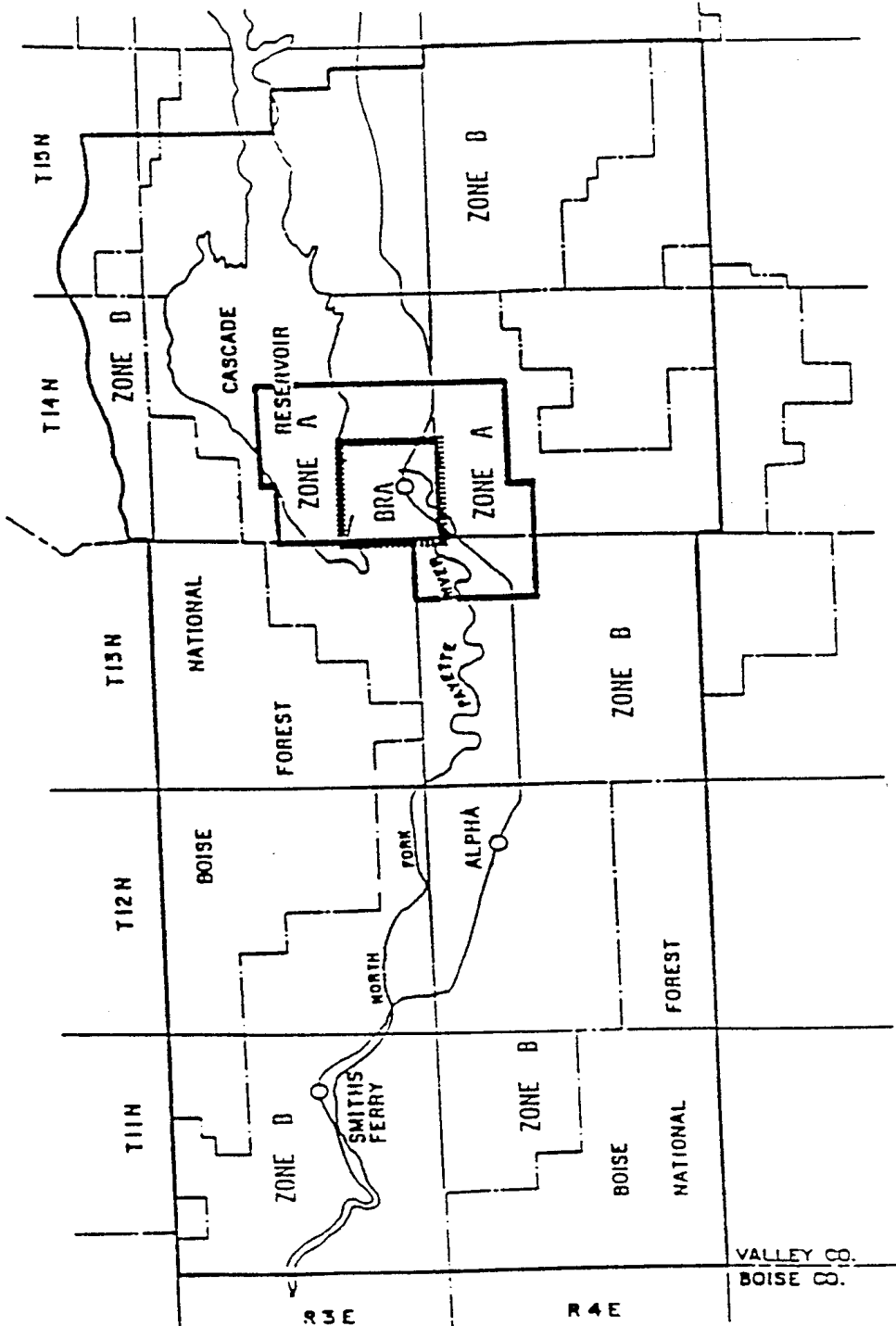
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SCHEDULE NO. AB
CASCADE EXCHANGE AREA MAP



CASCADE EXCHANGE
VALLEY COUNTY
SCALE 1" = 4 MILES

ISSUED: January 20, 2007

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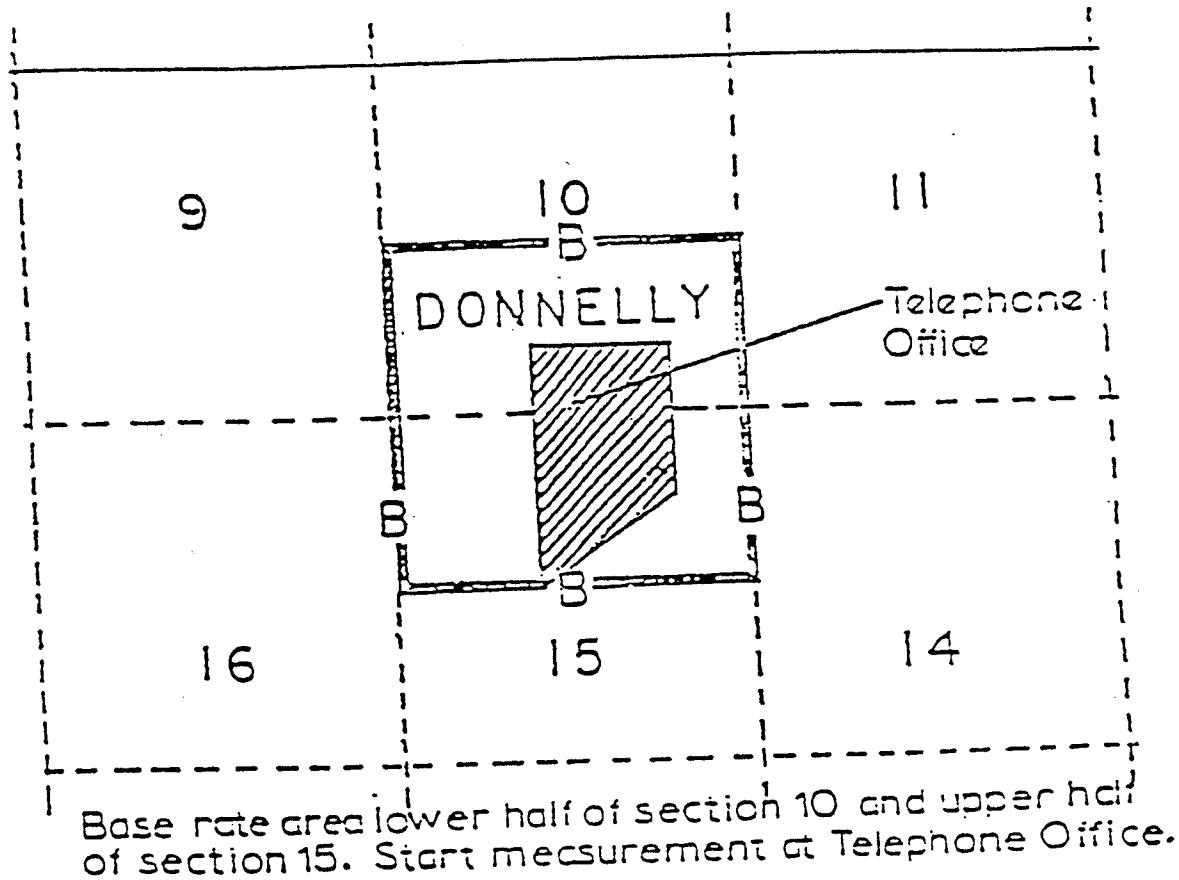
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SCHEDULE NO. AB
DONNELLY BASE RATE AREA MAP



R.3E T.16N

2 IN = 1 MI

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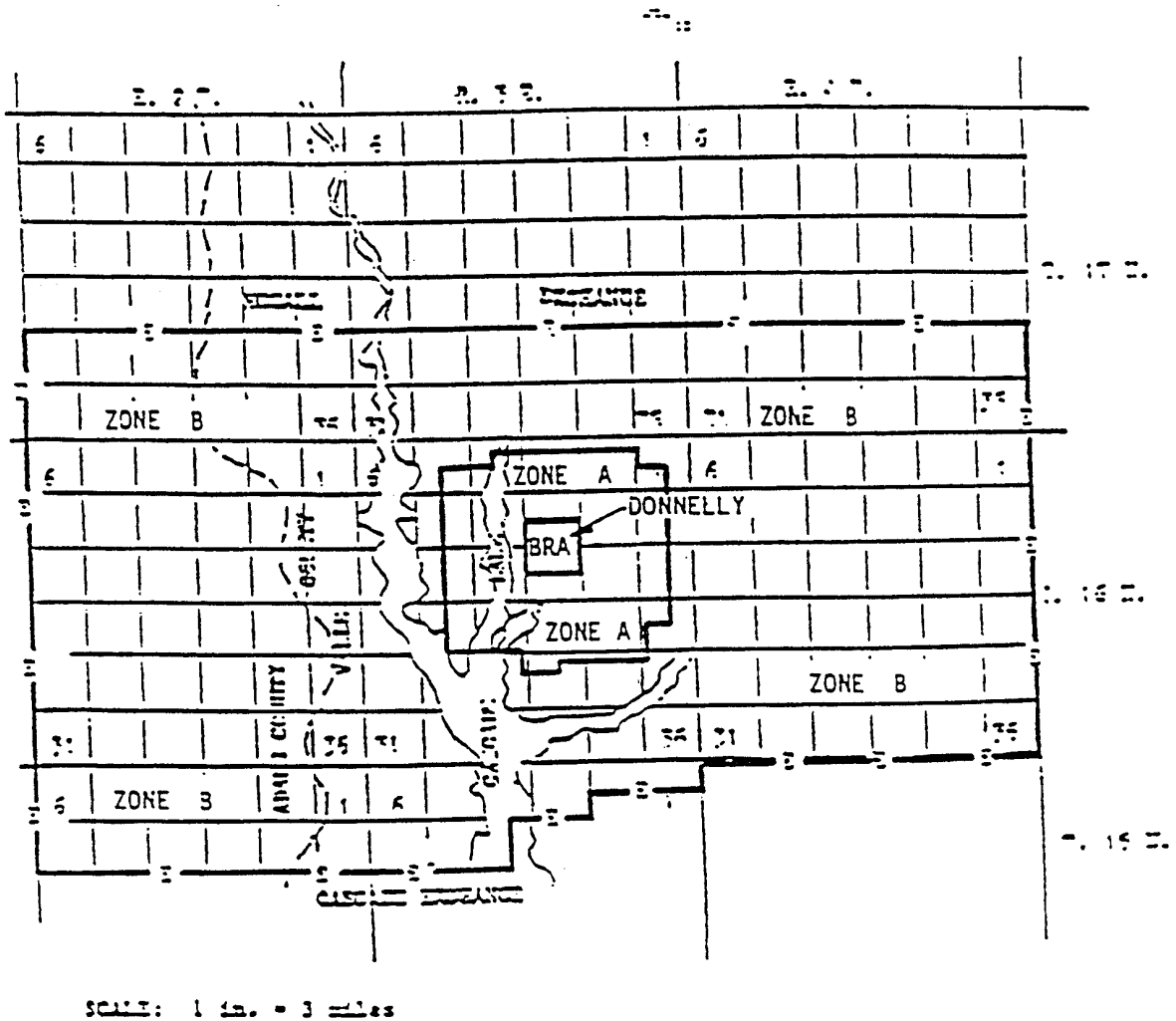
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DONNELLY EXCHANGE AREA MAP



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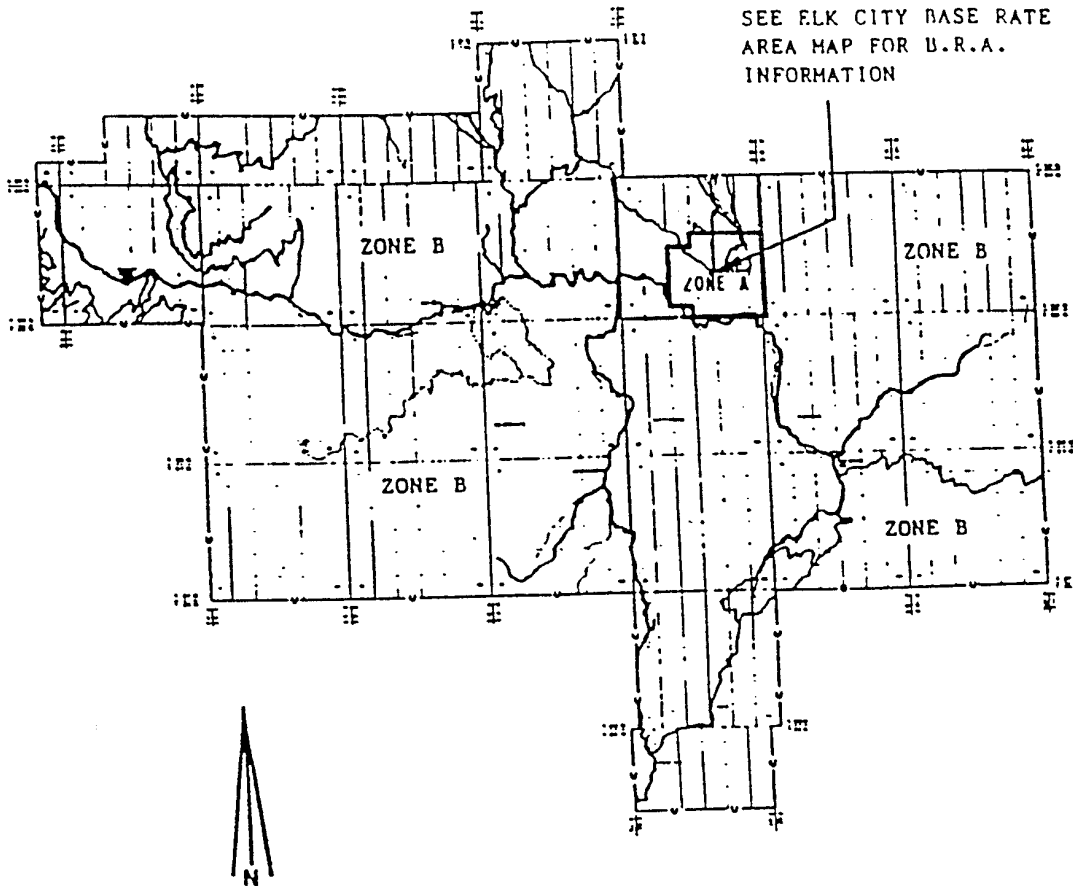
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SCHEDULE NO. AB
ELK CITY EXCHANGE AREA MAP



SCALE 1" = 8 MILES

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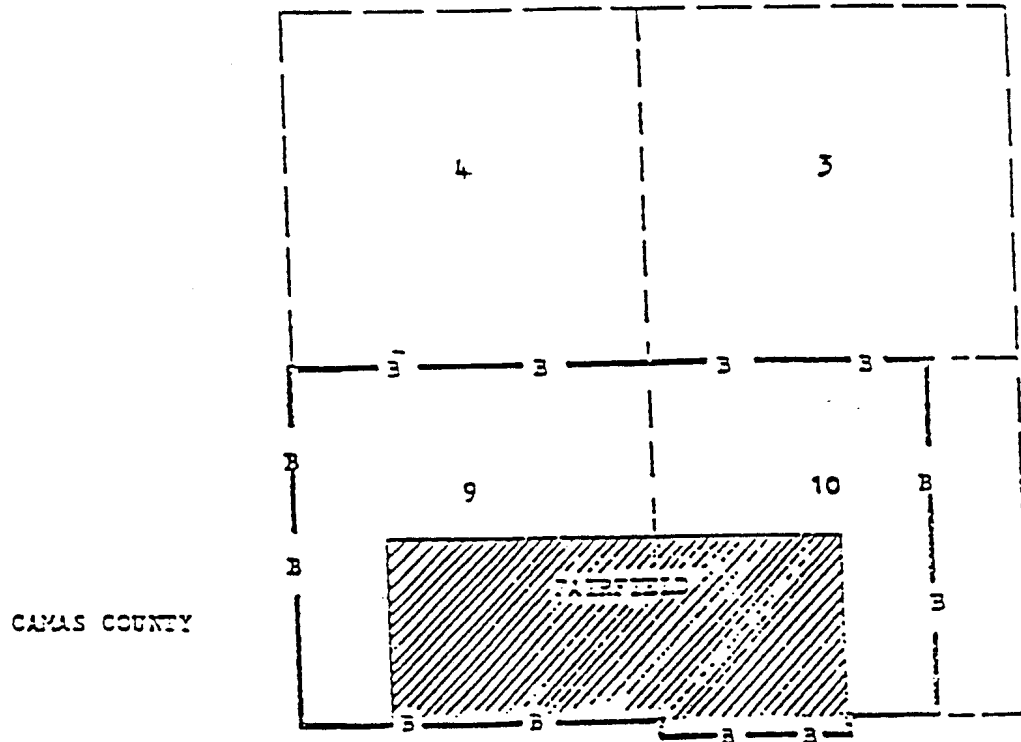
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SCHEDULE NO. AB
FAIRFIELD BASE RATE AREA MAP



T. 1 S., R. 14 E.

Scale: 2 inches = 1 mile

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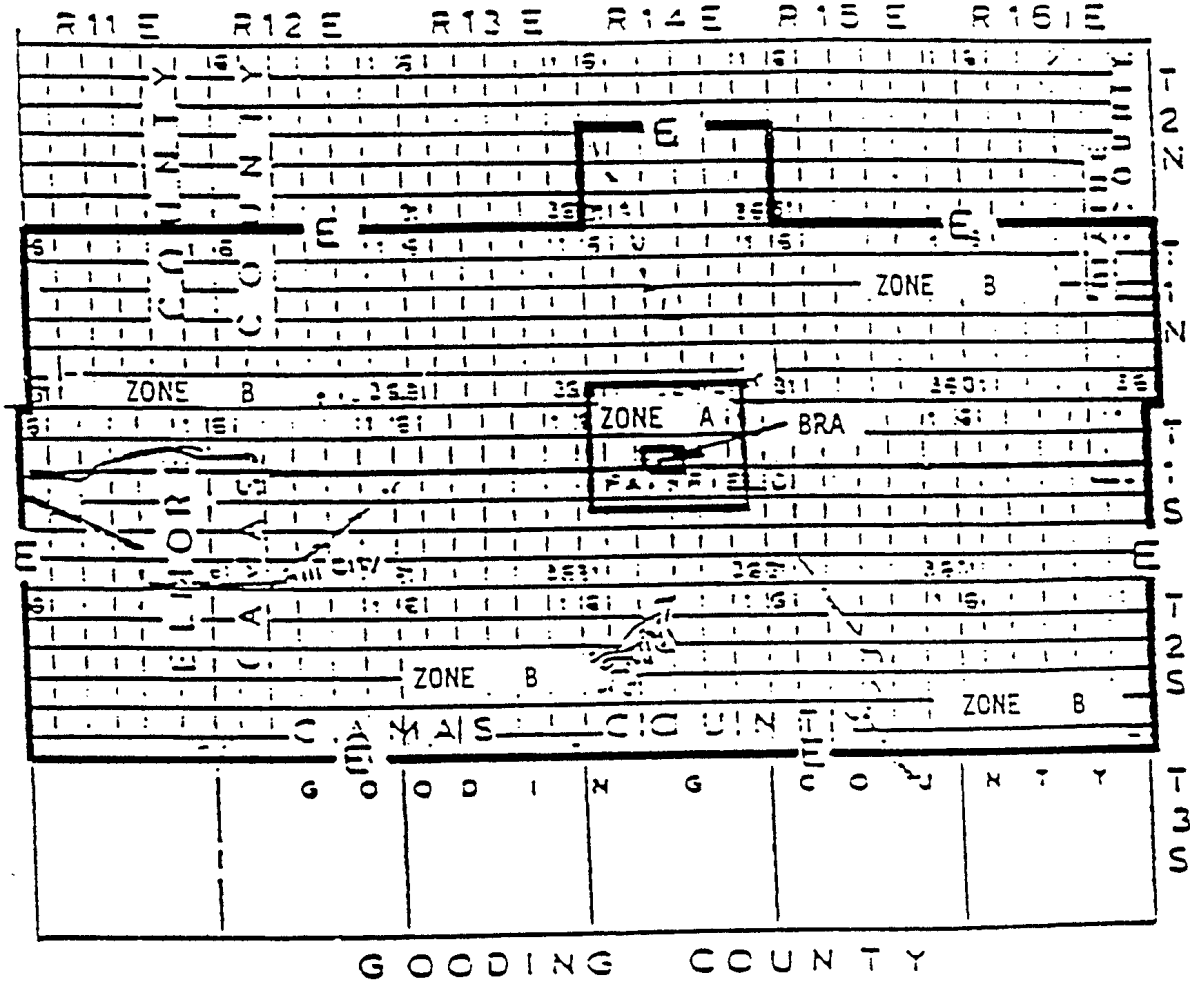
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SCHEDULE NO. AB
FAIRFIELD EXCHANGE AREA MAP



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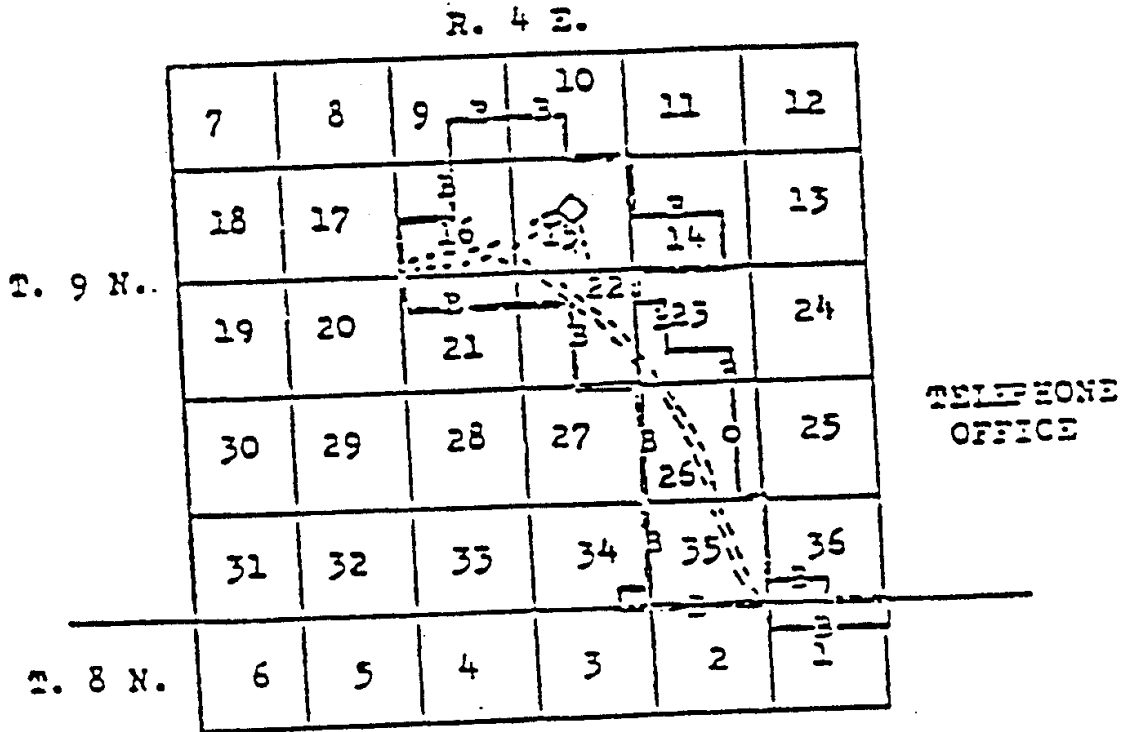
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SCHEDULE NO. AB
GARDEN VALLEY BASE RATE AREA MAP



SCALE: 1/2" = 1 MILE

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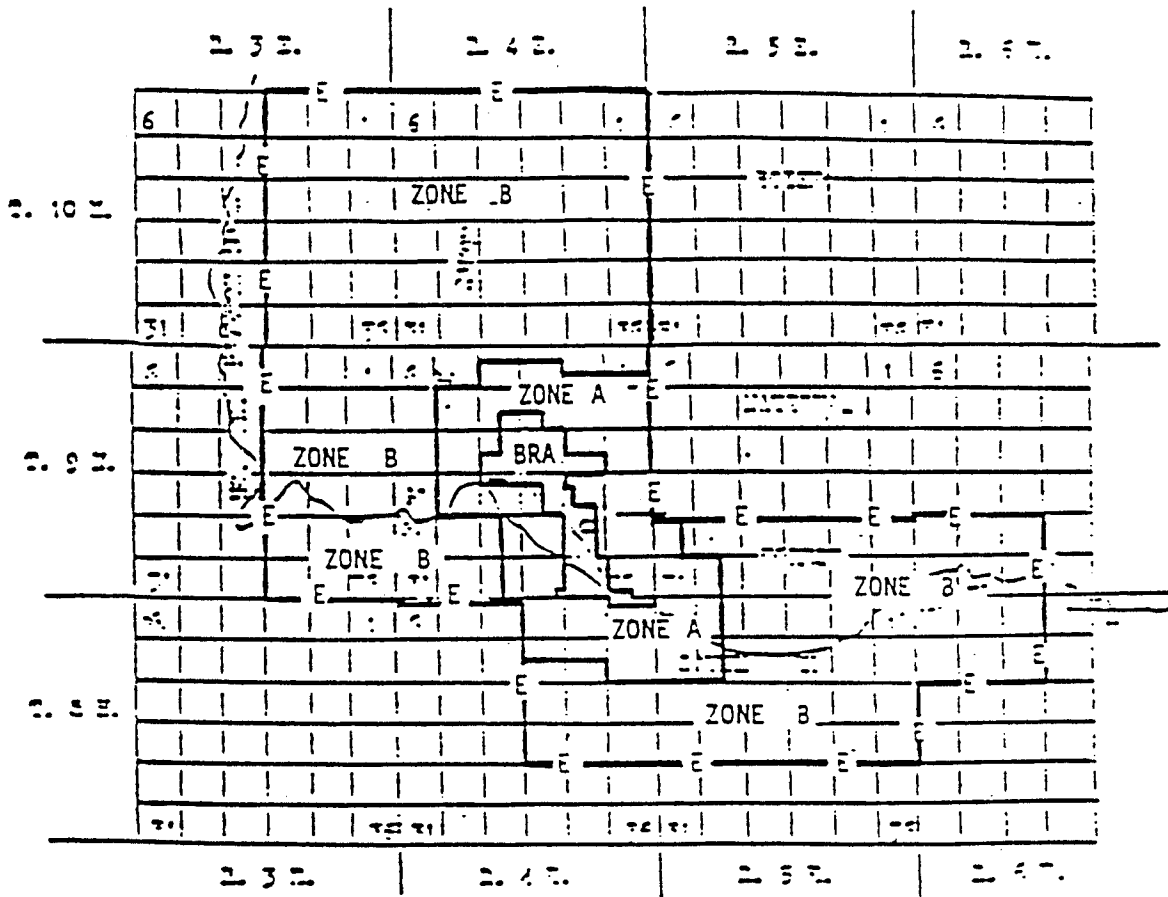
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SCHEDULE NO. AB
GARDEN VALLEY EXCHANGE AREA MAP



SCALE: 1/4" = 1 mile

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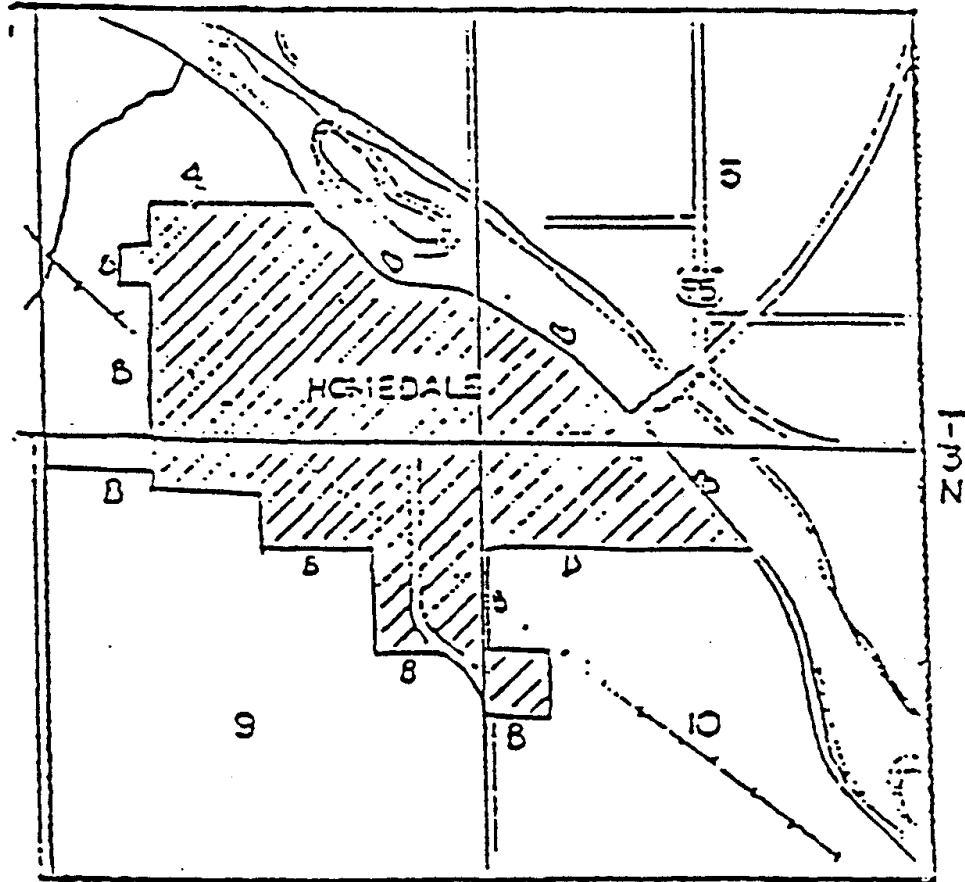
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SCHEDULE NO. AB
HOMEDALE BASE RATE AREA MAP

R.S.W.



HOMEDALE BASE RATE AREA

-Scale- 2 inches = 1 mile

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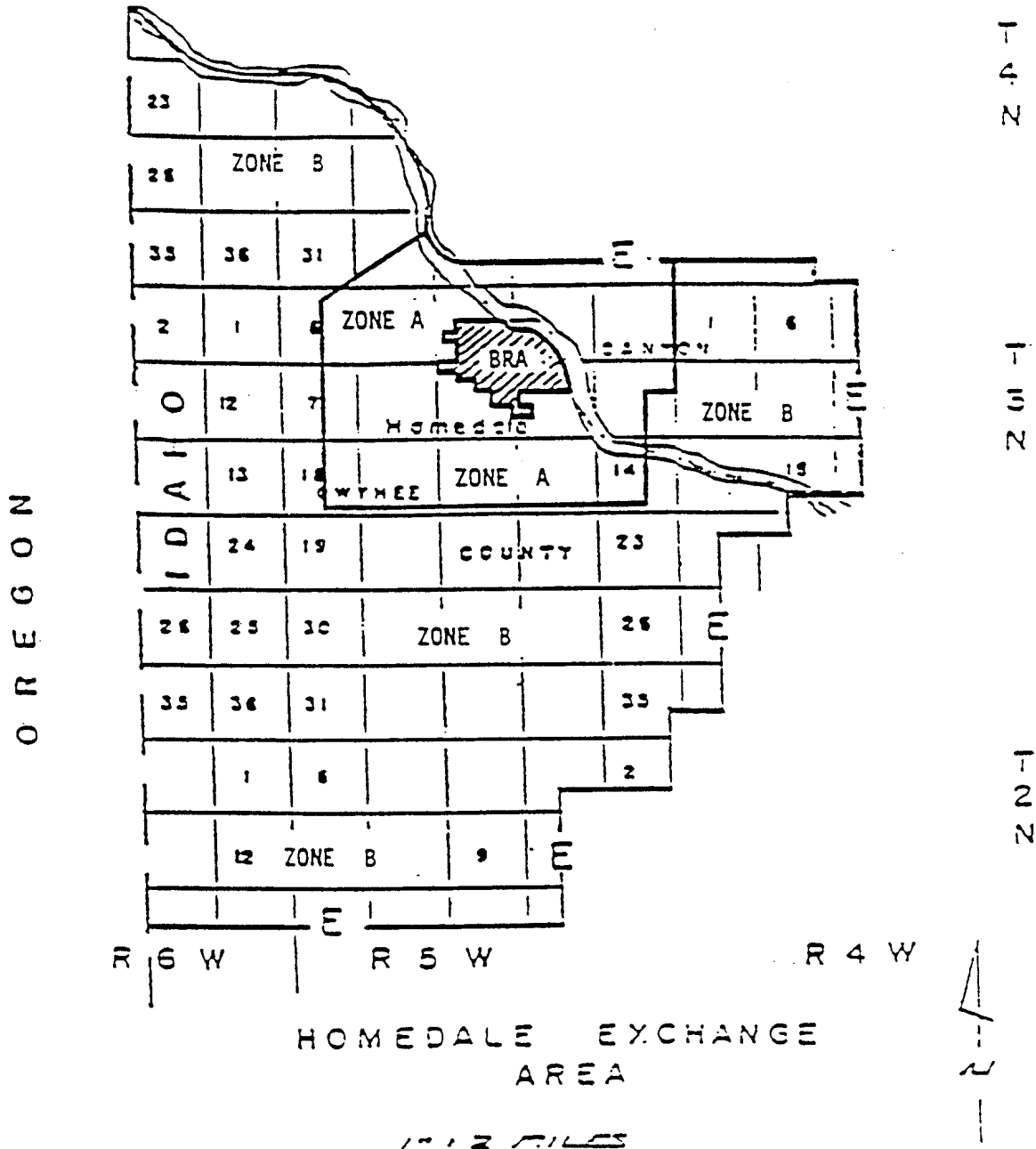
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HOMEDALE EXCHANGE AREA MAP



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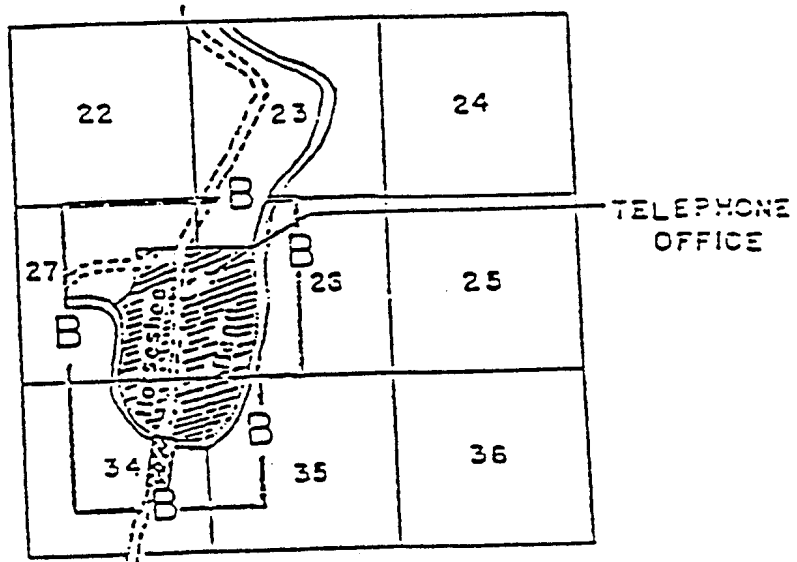
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SCHEDULE NO. AB
HORSESHOE BASE RATE AREA MAP

HORSESHOE BEND
BASE RATE AREA



T. 7 N., R. 2 E.

Scale 1" = 1 Mile

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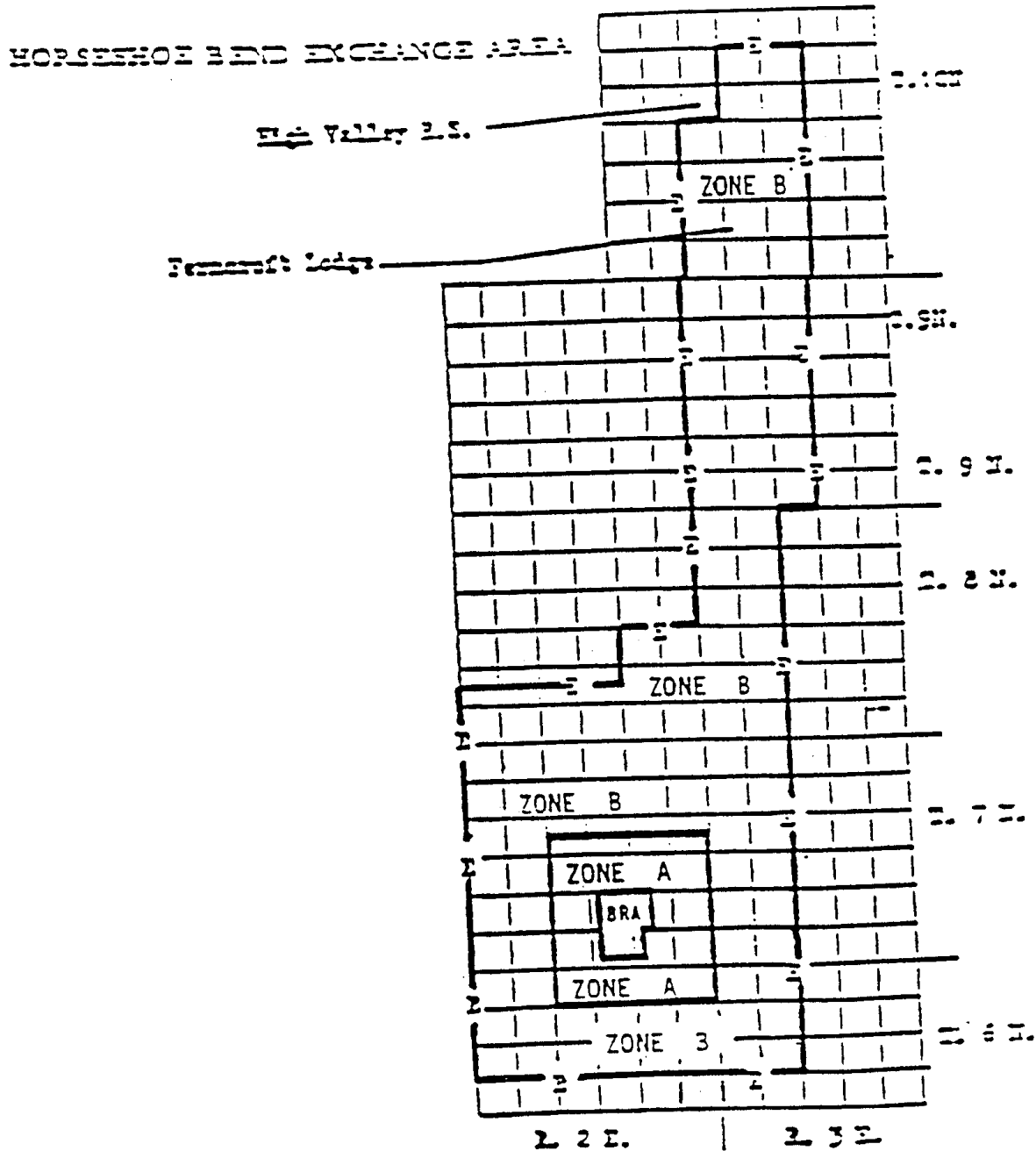
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SCHEDULE NO. AB
HORSESHOE EXCHANGE AREA MAP



SCALE: 1/2" = 1 MILE

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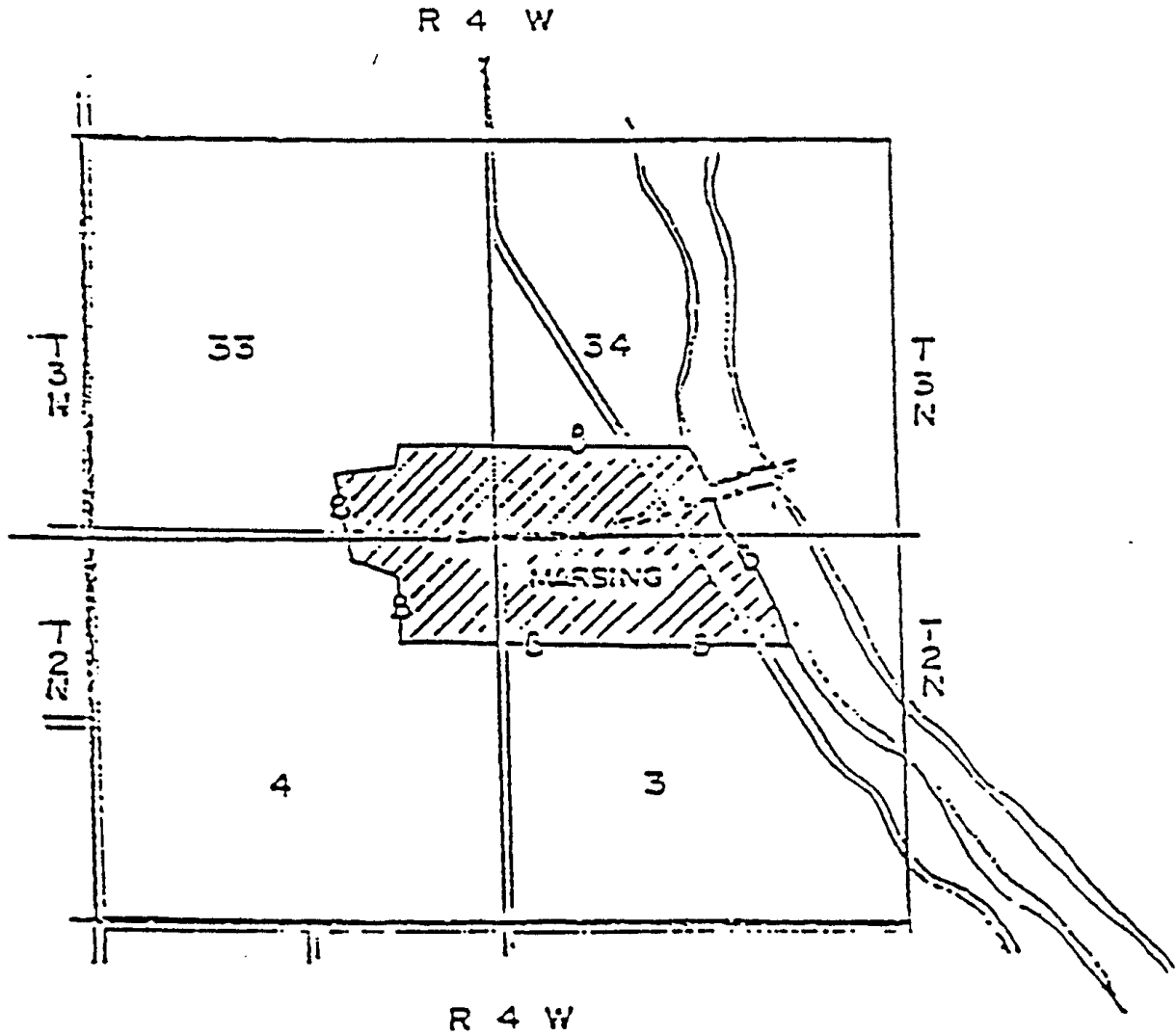
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SCHEDULE NO. AB
MARSING BASE RATE AREA MAP



-Scale- 2 inches = 1 mile

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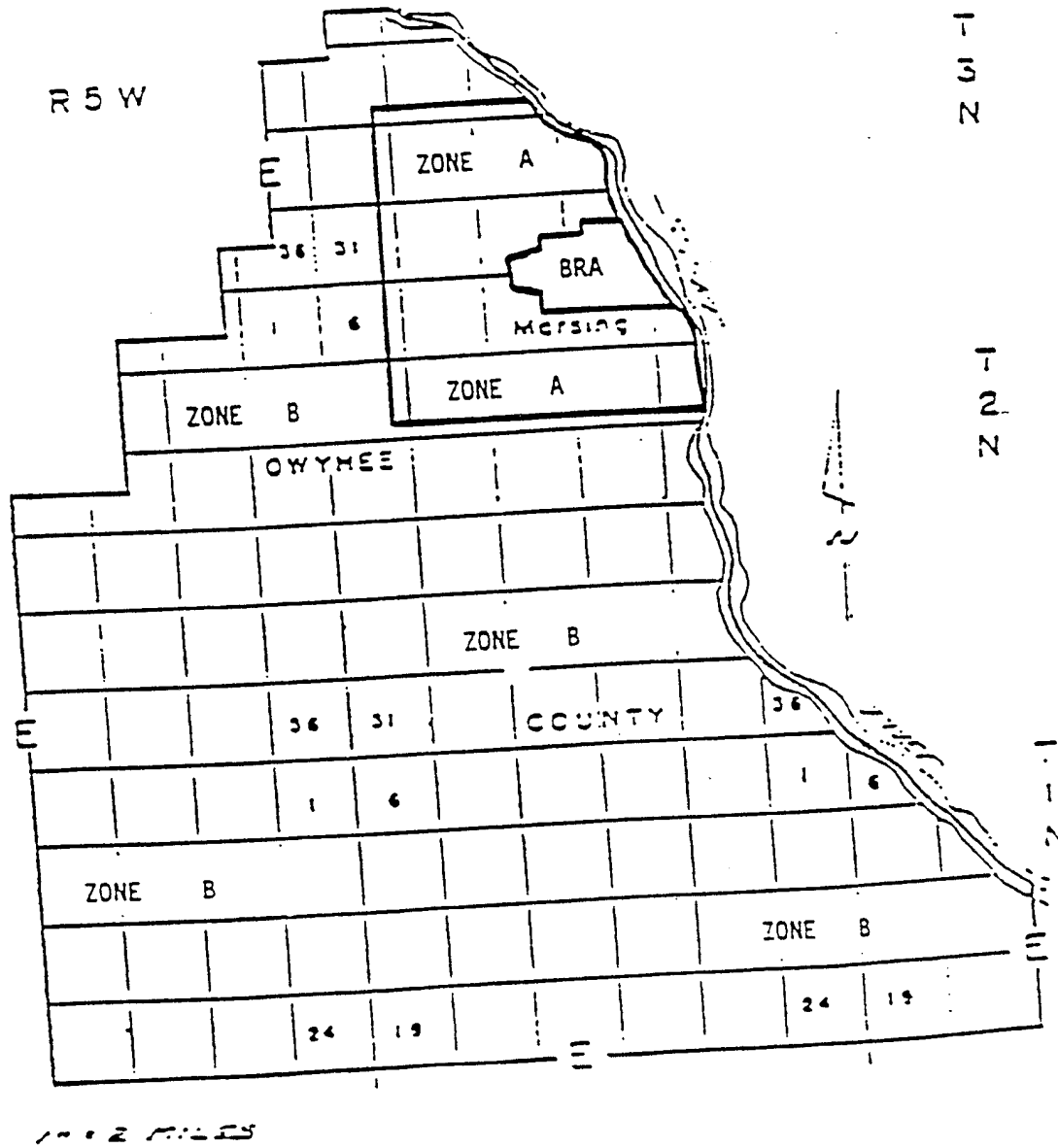
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MARSING EXCHANGE AREA MAP



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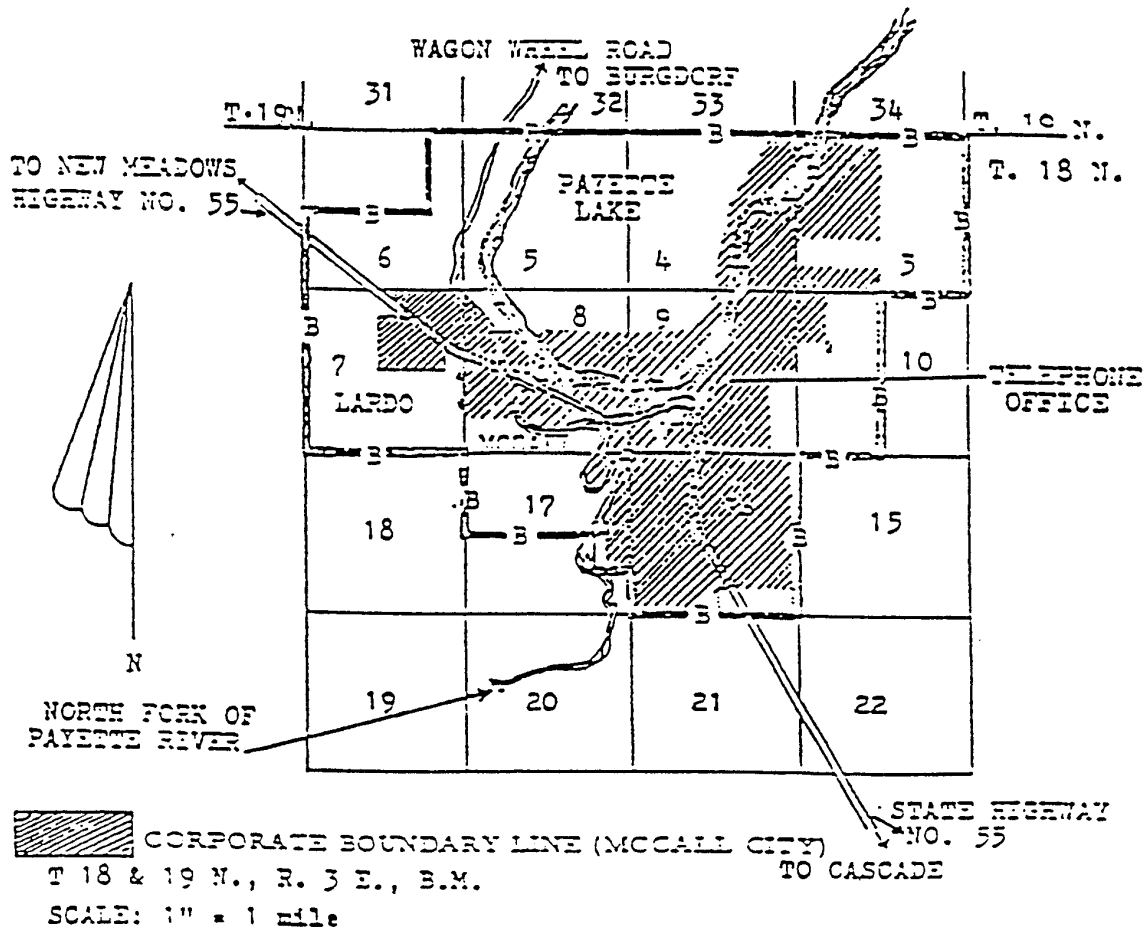
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SCHEDULE NO. AB
MCCALL BASE RATE AREA MAP



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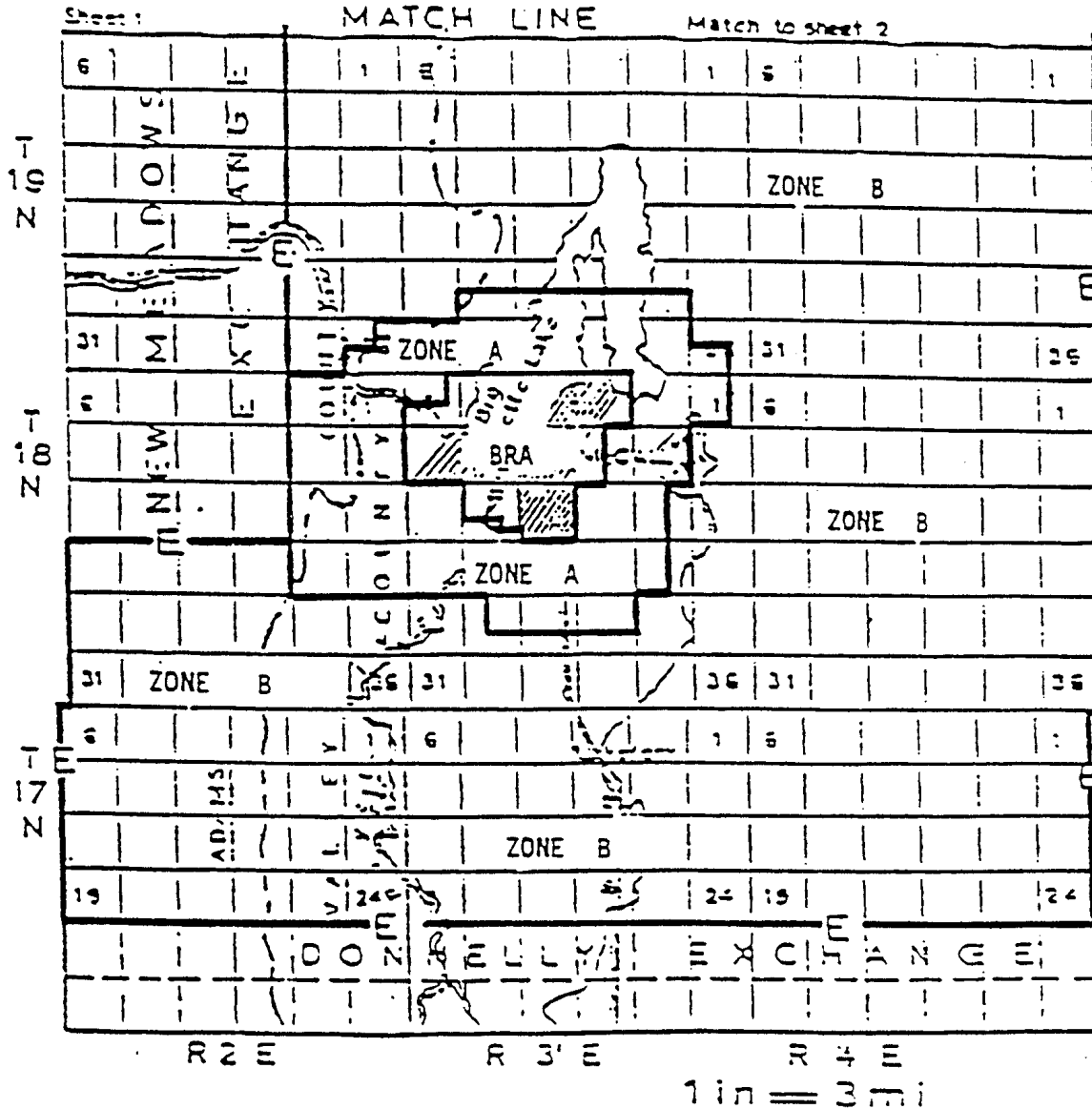
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SCHEDULE NO. AB
McCALL EXCHANGE AREA MAP



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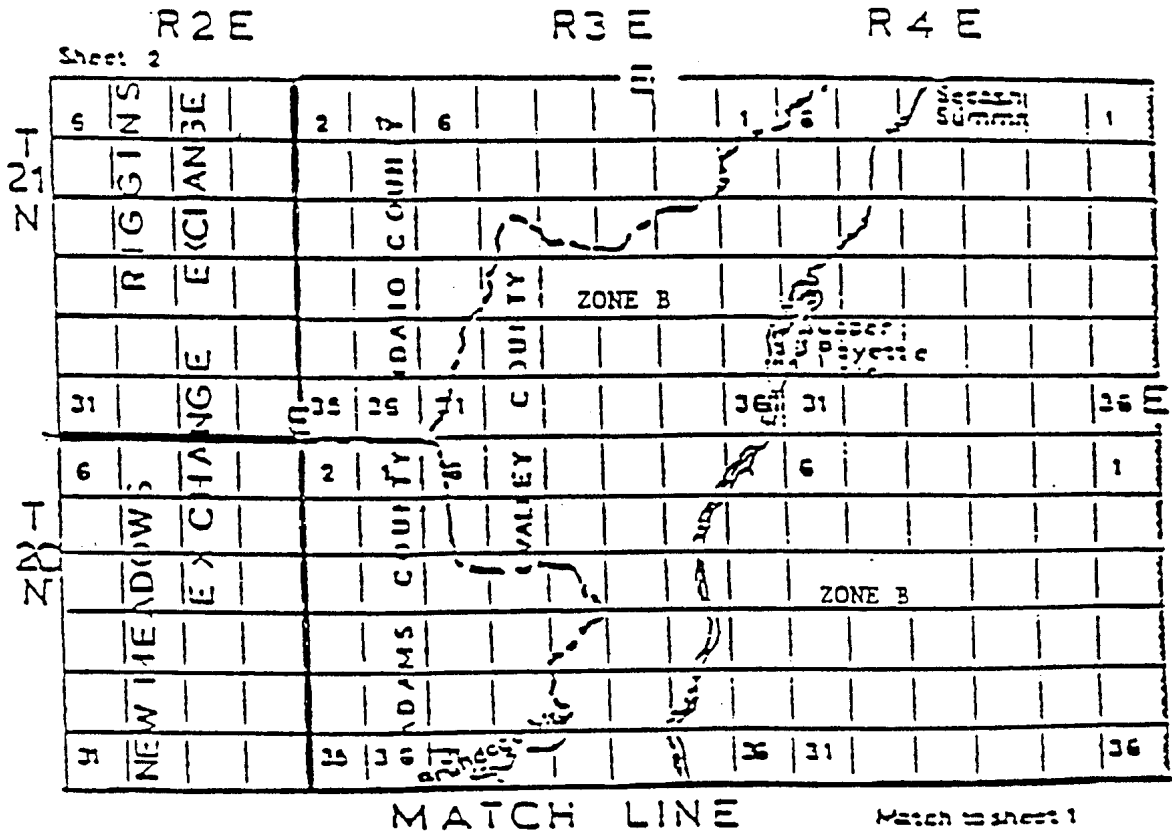
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SCHEDULE NO. AB
McCALL EXCHANGE AREA MAP
(continued)



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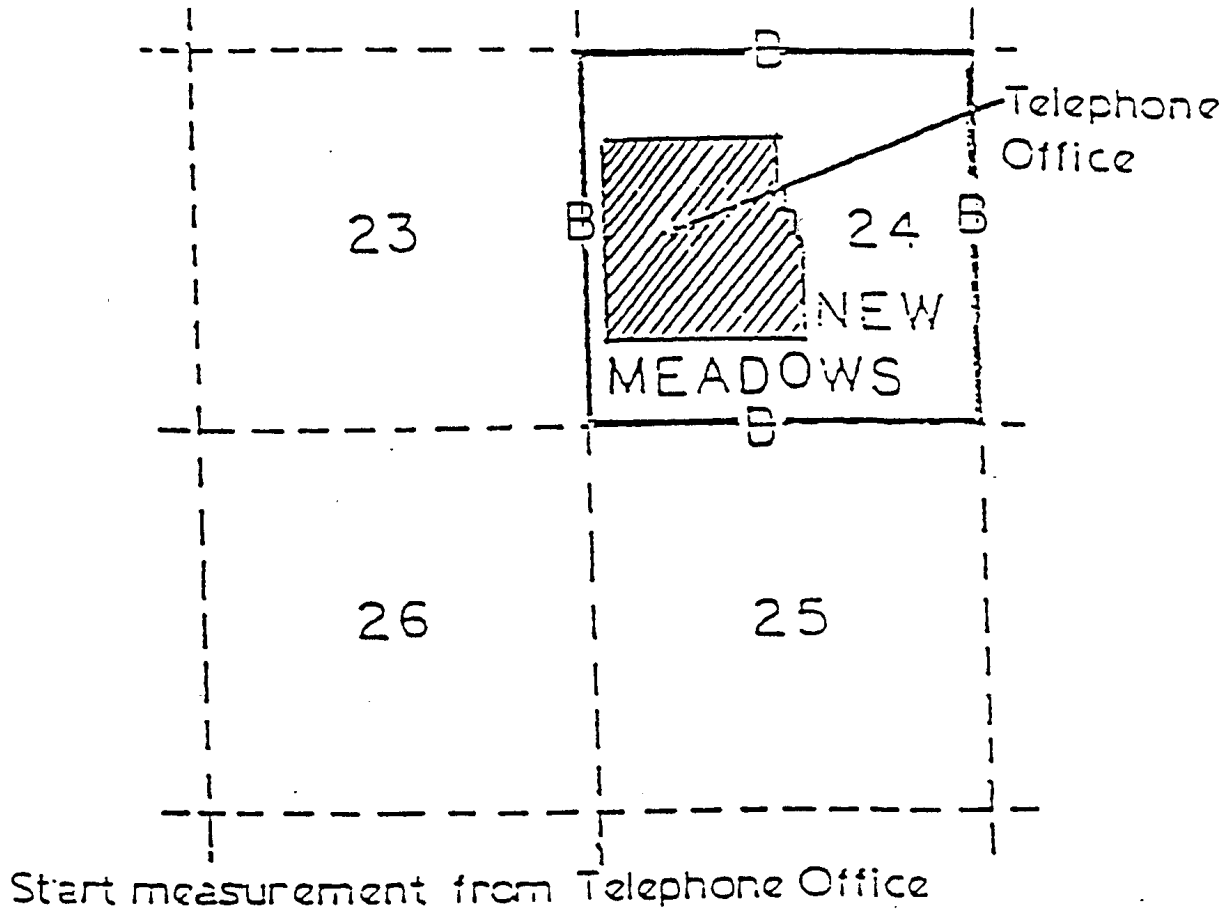
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SCHEDULE NO. AB
NEW MEADOWS BASE RATE AREA MAP



T.19N R.1E

21N=1M1

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Director
Government & External Affairs

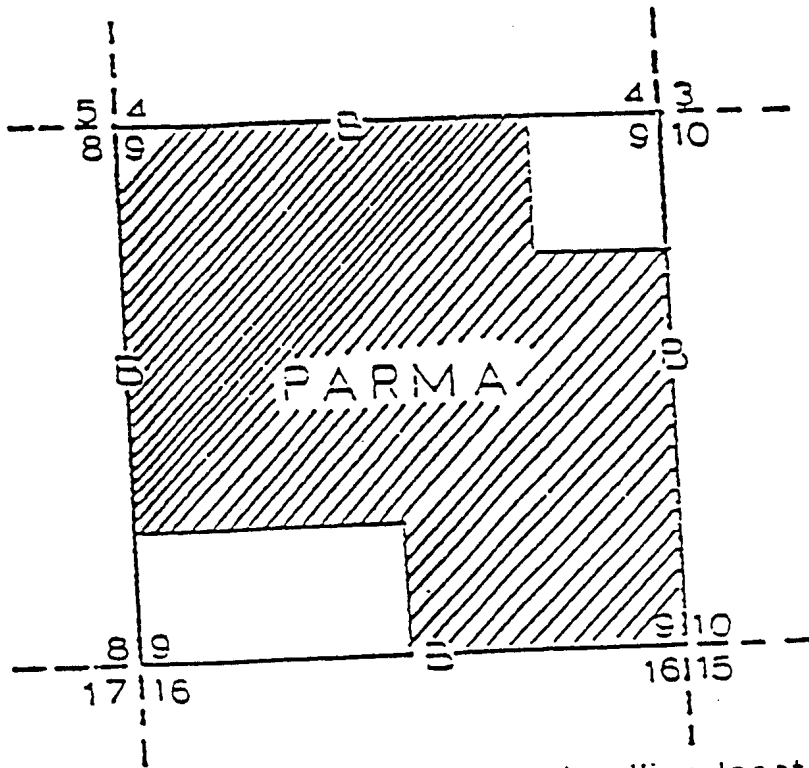
Effective: March 1, 2007

Advice Letter No.

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March 1, 2007
Boise, Idaho

Canceling _____ Original _____ Sheet No. 29
Sheet No. _____

SCHEDULE NO. AB
PARMA BASE RATE AREA MAP



All of section 9 and any business or dwelling located within 200 ft. adjacent to the city limits. Shaded section indicates city limits.

T.5 N. R.5 W.

3 in = 1 mi

Issued: January 26, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

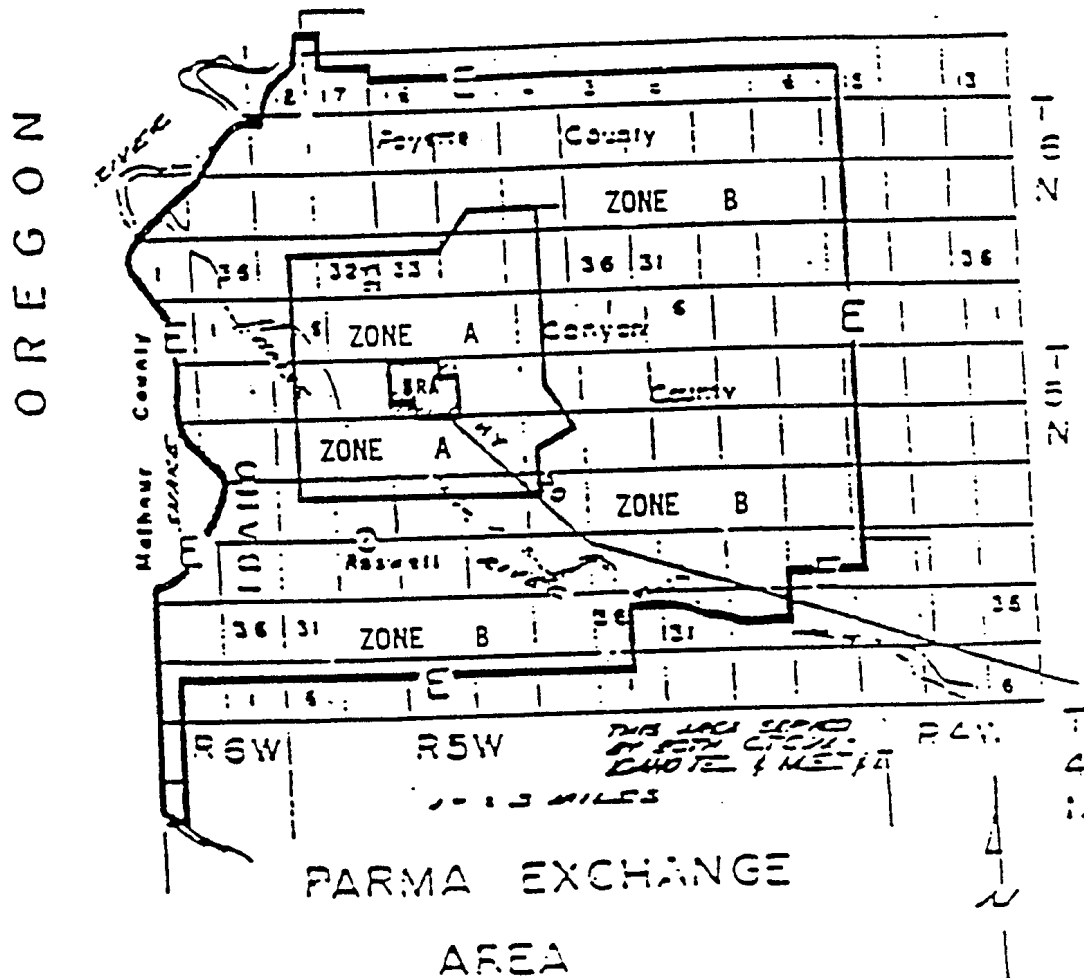
Effective: March 1, 2007

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Canceling _____ Original _____ Sheet No. 30
_____ Sheet No. _____

SCHEDULE NO. AB
PARMA EXCHANGE AREA MAP



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Director
Government & External Affairs

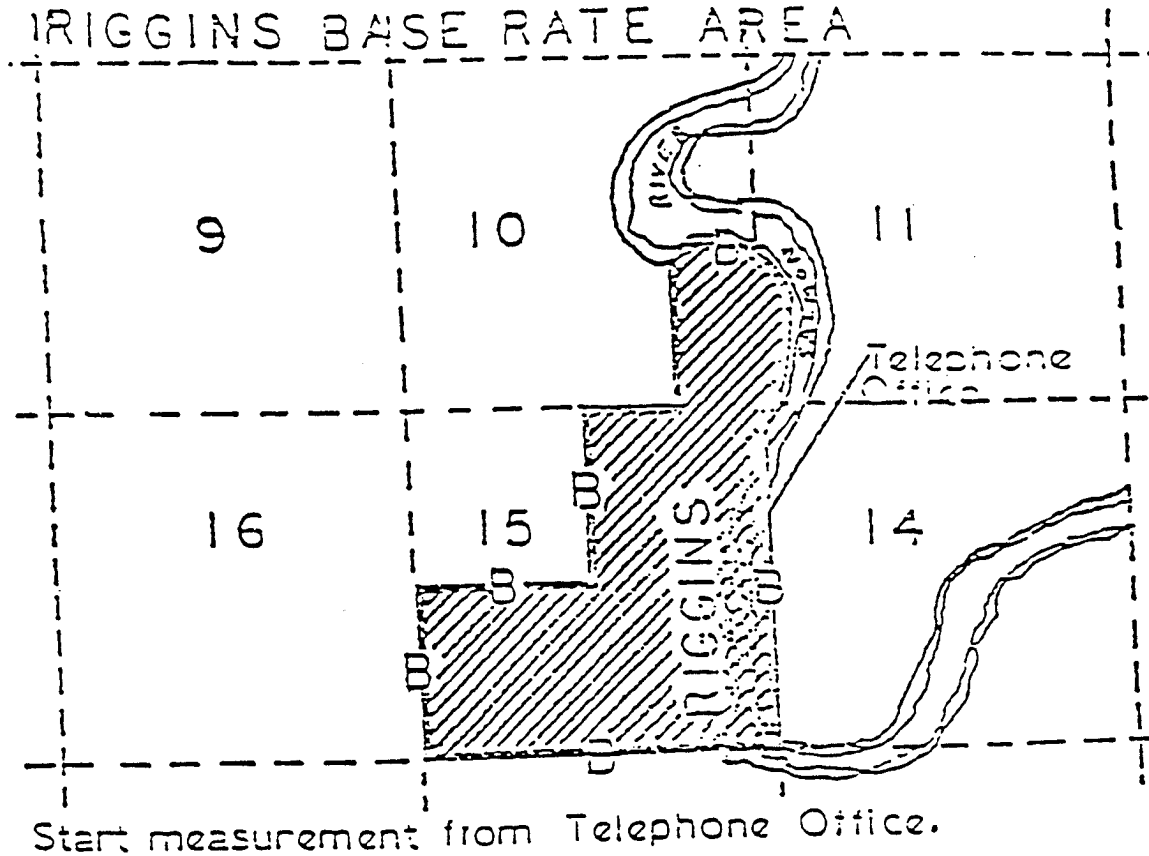
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 Sheet No.

SCHEDULE NO. AB
RIGGINS BASE RATE AREA MAP



T. 24N R. 1E

2 IN = 1 MI

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Director
Government & External Affairs

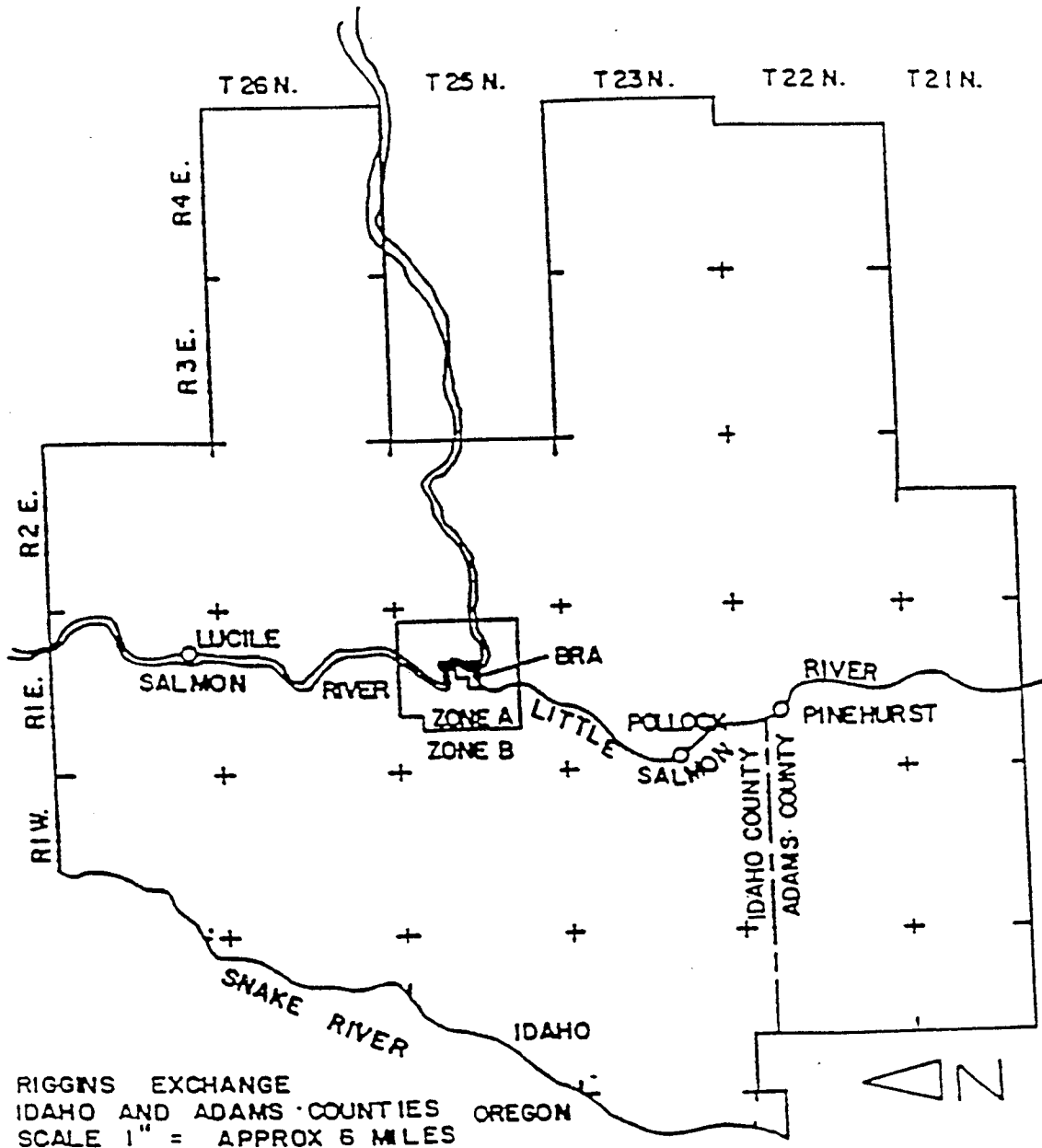
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 Sheet No.

SCHEDULE NO. AB
RIGGINS EXCHANGE AREA MAP



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Government & External Affairs

Effective: March 1, 2007

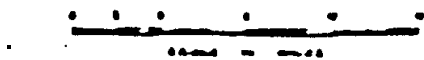
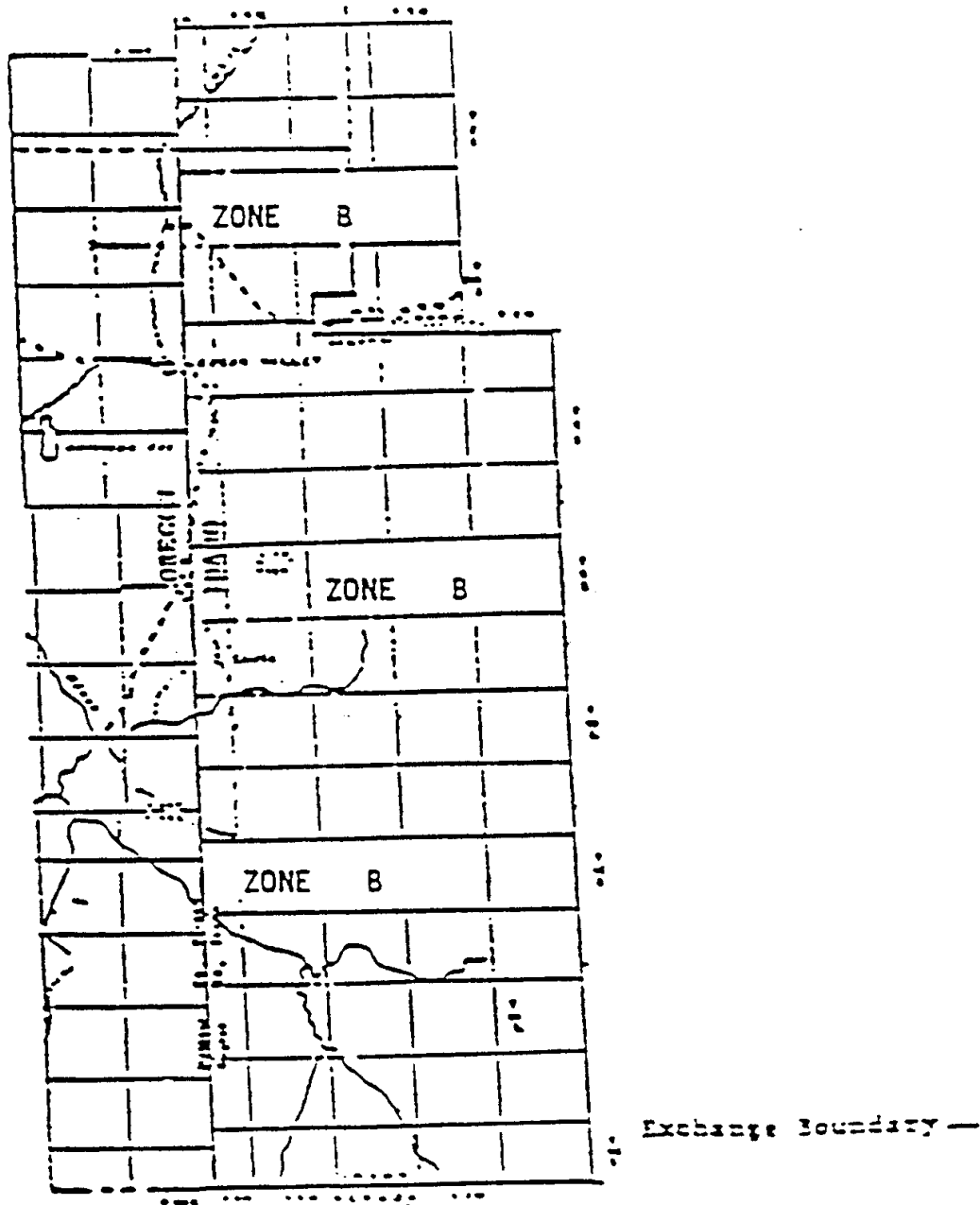
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Boise, Idaho

Canceling _____ Original _____ Sheet No. 33
Sheet No. _____

SCHEDULE NO. AB
JORDAN VALLEY EXCHANGE AREA MAP

JORDAN VALLEY (South Mountain District Area)
EXCHANGE AREA



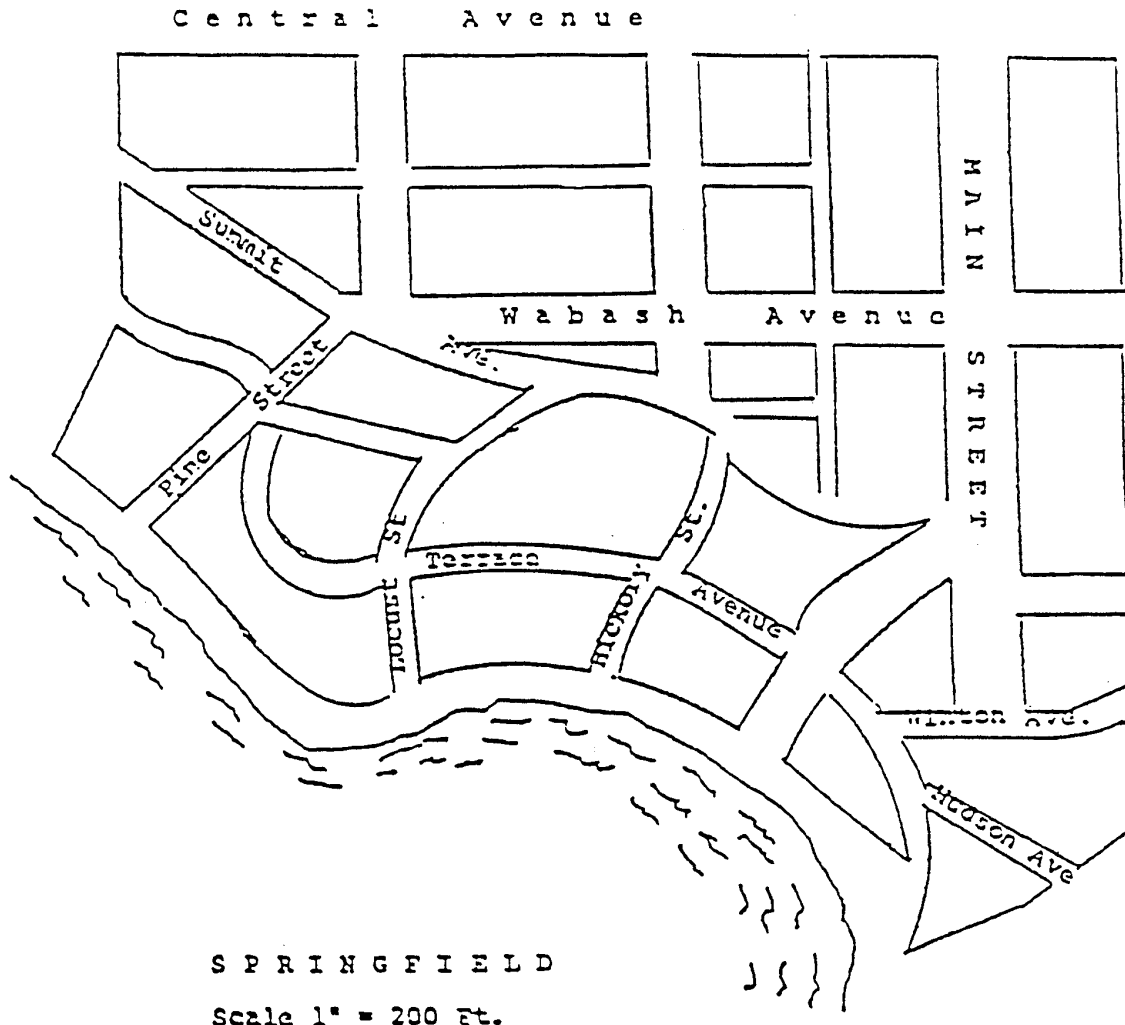
Advice Letter No.

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Canceling Original Sheet No. 34
 Sheet No.

SCHEDULE NO. AB
SPRINGFIELD BASE RATE AREA MAP



The Springfield Exchange Base Rate Area shall include all property within the limits of the Village of Springfield and any dwelling or business establishment with a distance of 200 feet thereto.

Issued: January 26, 2007

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Government & External Affairs

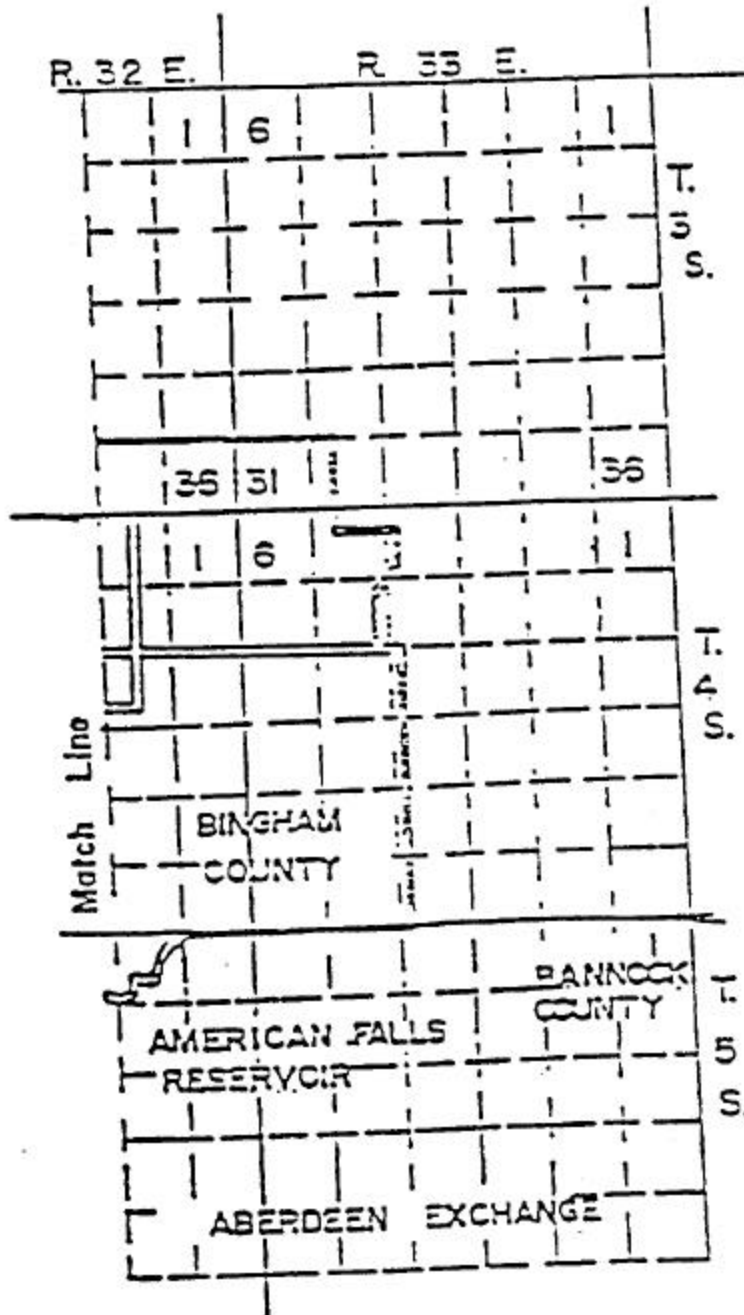
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Canceling Original Sheet No. 35
 Sheet No.

SCHEDULE NO. AB
SPRINGFIELD EXCHANGE AREA MAP



Scale: 3/8" = 1 mile

Issued: January 20, 2007

Advice Letter No.

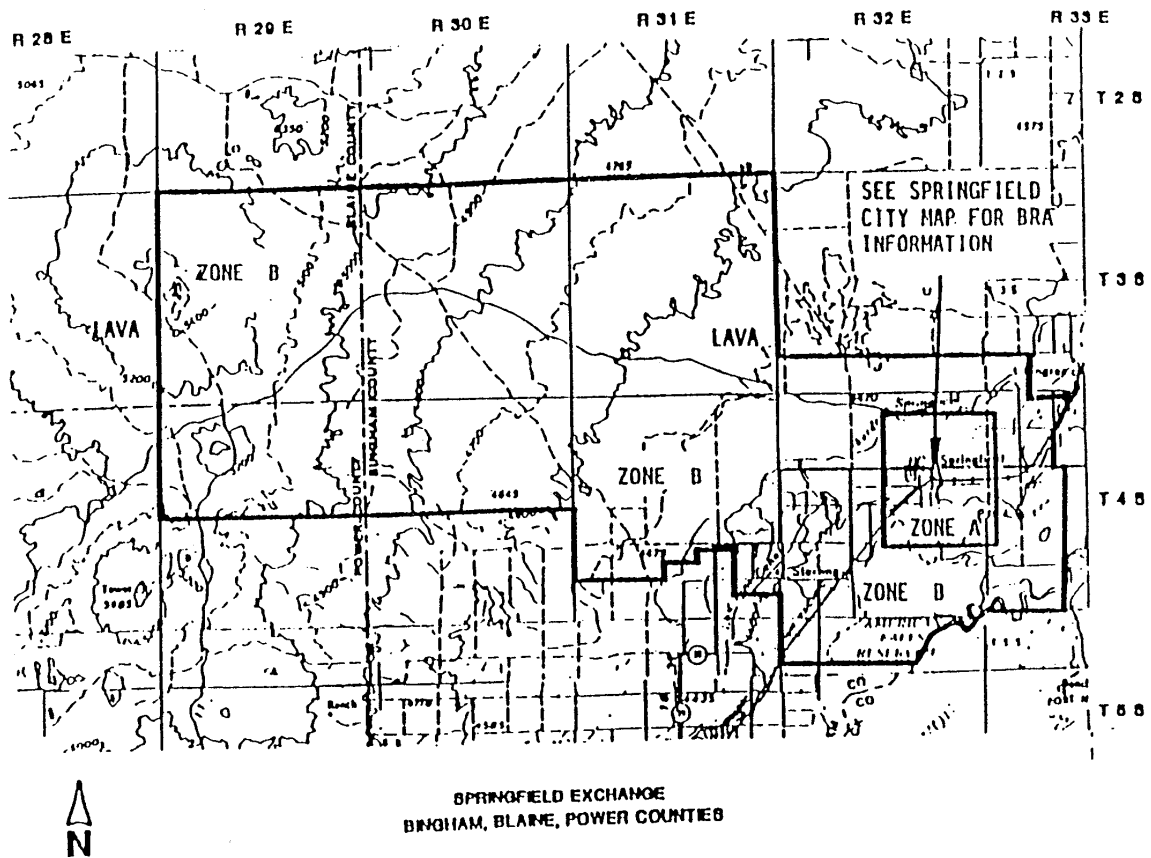
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Original Sheet No. 36
Canceling Sheet No. _____

SCHEDULE NO. AB
SPRINGFIELD EXCHANGE AREA MAP
(continued)



1" = 4 MILES

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Director
Government & External Affairs

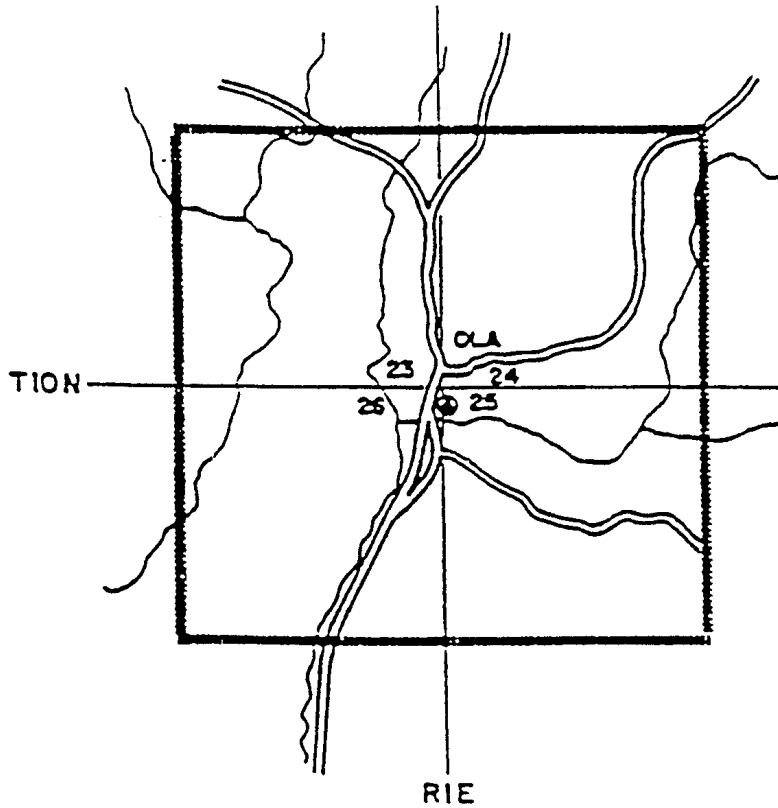
Effective: March 1, 2007

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Canceling Original Sheet No. 37
 Sheet No.

SCHEDULE NO. AB
OLA BASE RATE AREA MAP



**Ola Base Rate Area
Sweet Exchange
Gem County**
SCALE: 1" = 2000'



Issued: January 26, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

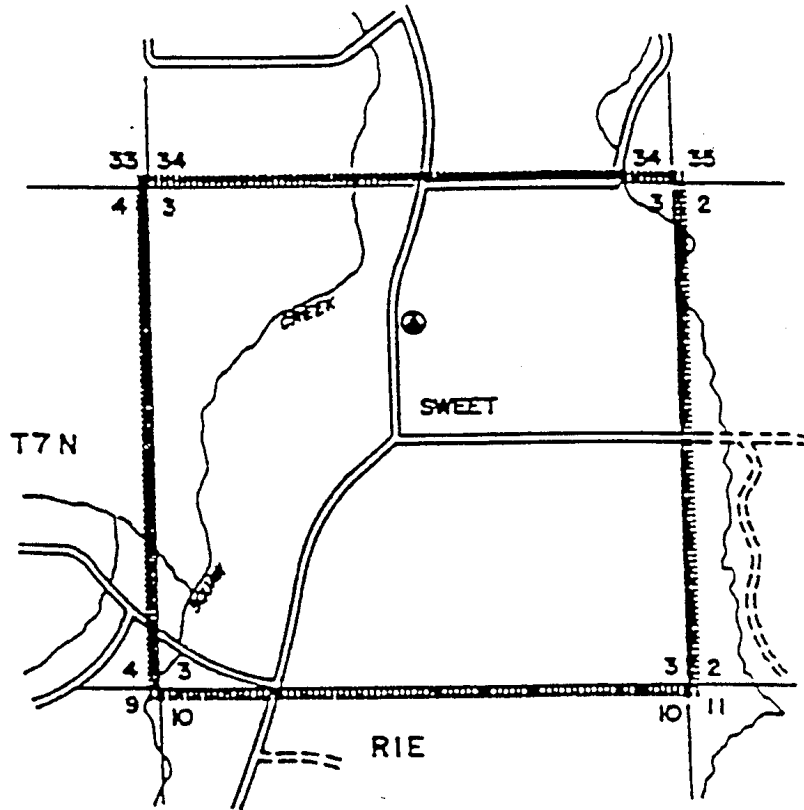
Effective: March 1, 2007

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Boise, Idaho**

Canceling _____ Original _____ Sheet No. 38
Sheet No. _____

SCHEDULE NO. AB
SWEET BASE RATE AREA MAP



Sweet Base Rate Area
Sweet Exchange
Gem County
SCALE: 1" = 2000'



Issued: January 26, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

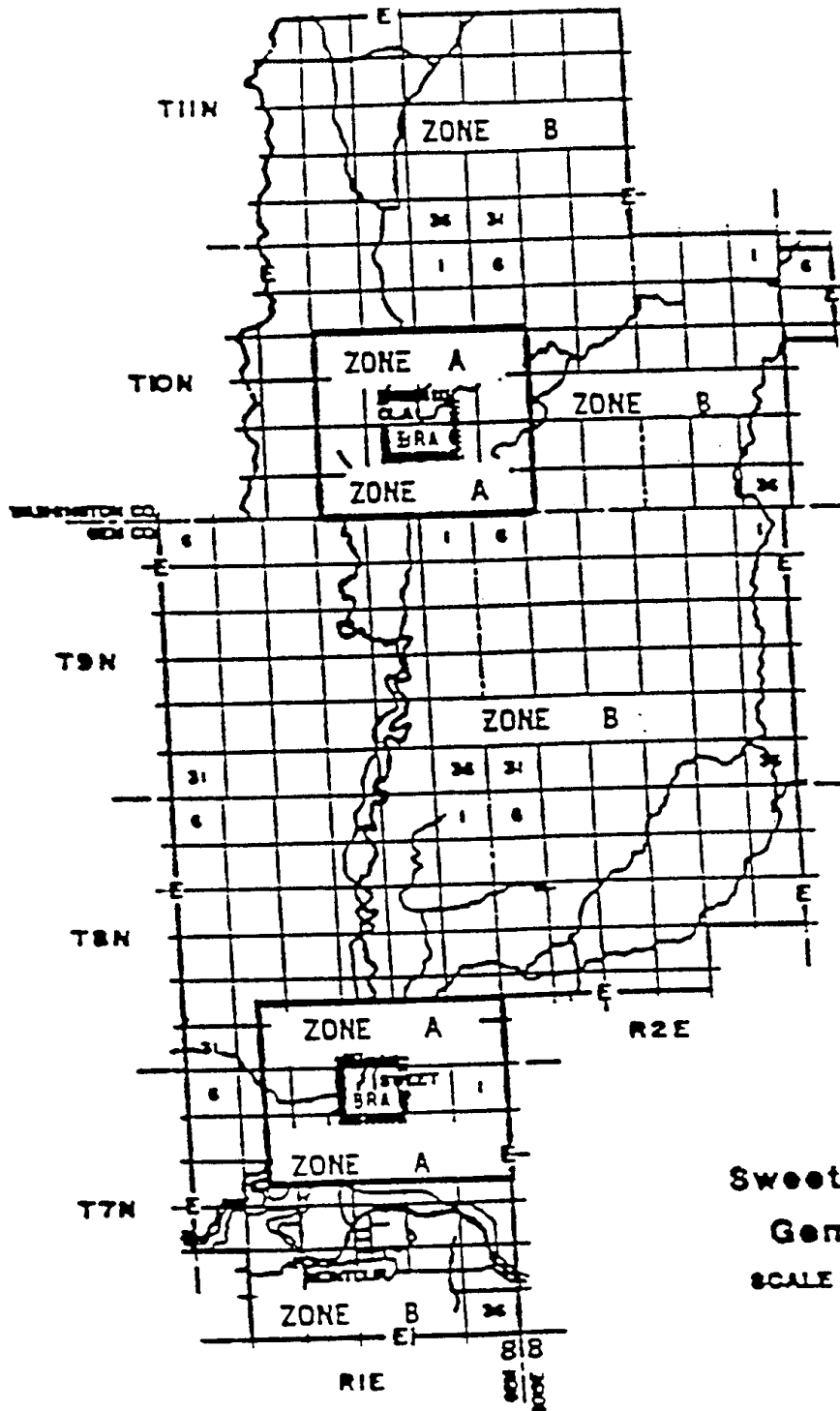
Effective: March 1, 2007

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Canceling Original Sheet No. 39
 Sheet No.

SCHEDULE NO. AB
SWEET EXCHANGE AREA MAP



Sweet Exchange
Gem County
SCALE: 1/4" = 1 MILE

Issued

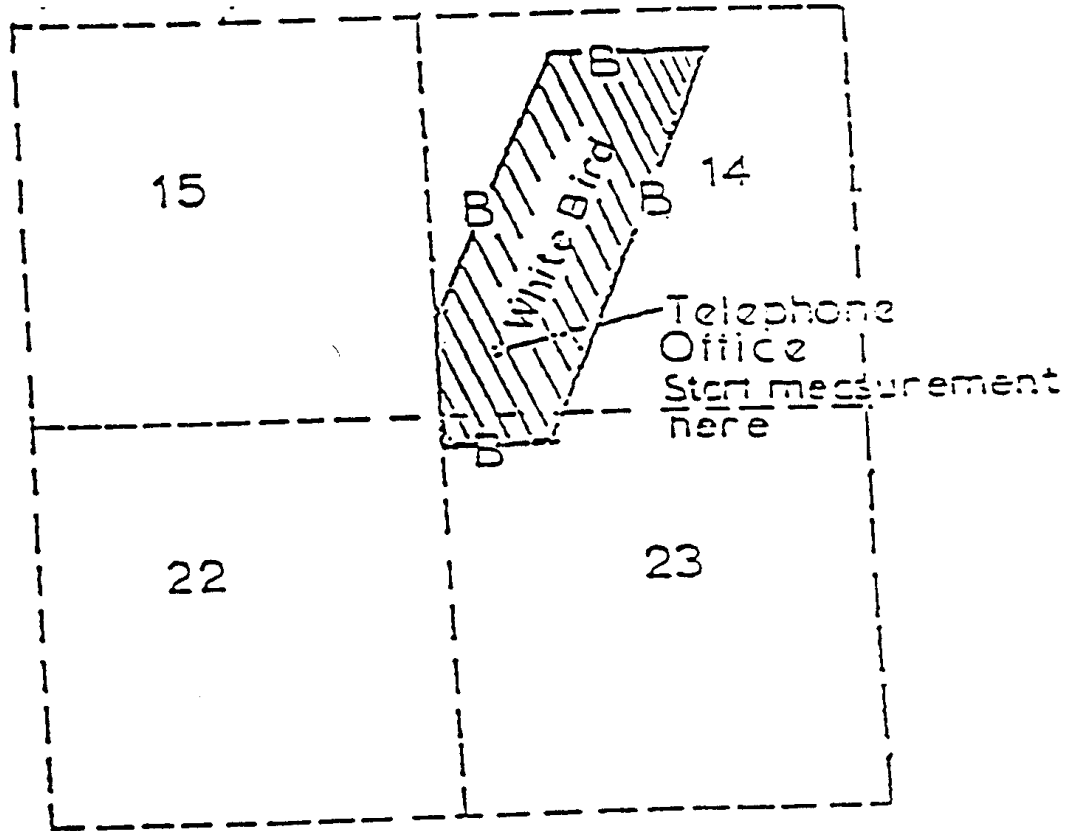
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SCHEDULE NO. AB
WHITE BIRD BASE RATE AREA MAP



T 28 N R 1 E

2 in = 1 mi

Issued: January 26, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

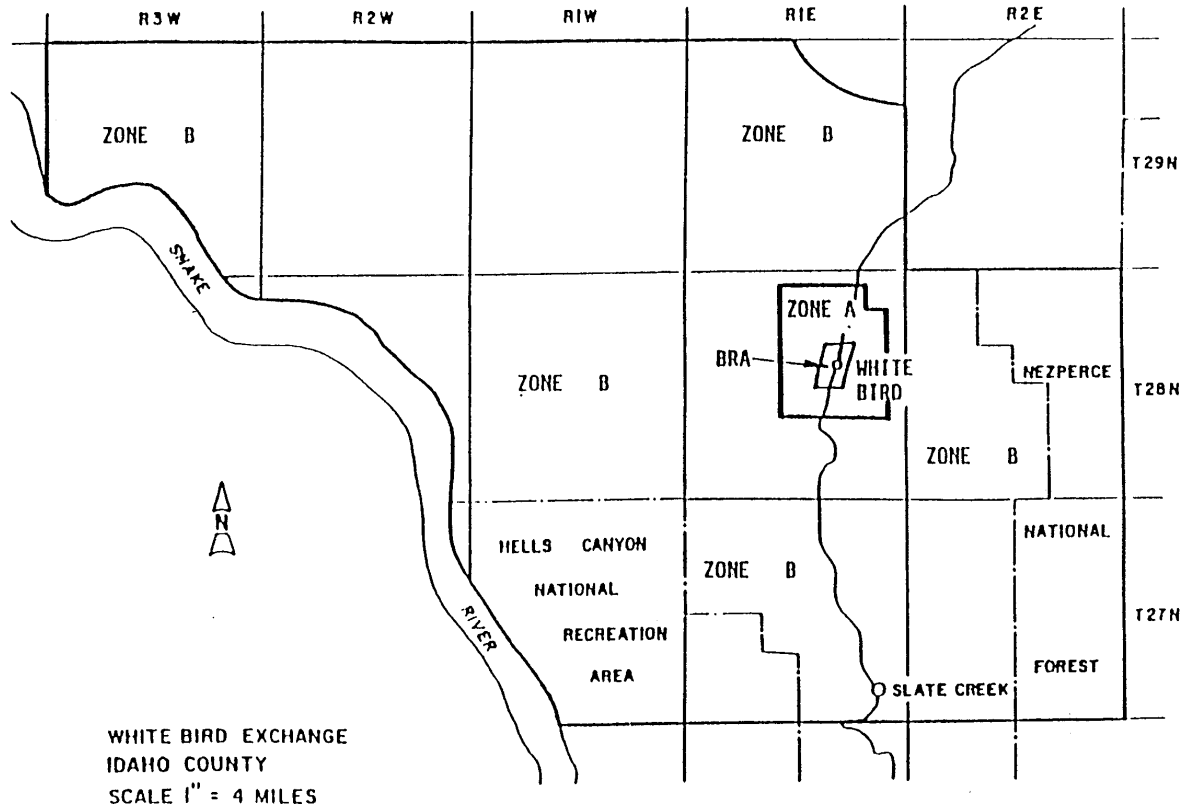
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Canceling _____ Original _____ Sheet No. 41
_____ Sheet No. _____

SCHEDULE NO. AB
WHITE BIRD EXCHANGE AREA MAP



Issued: January 26, 2007

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Aloa J. Stevens
Director
Government & External Affairs

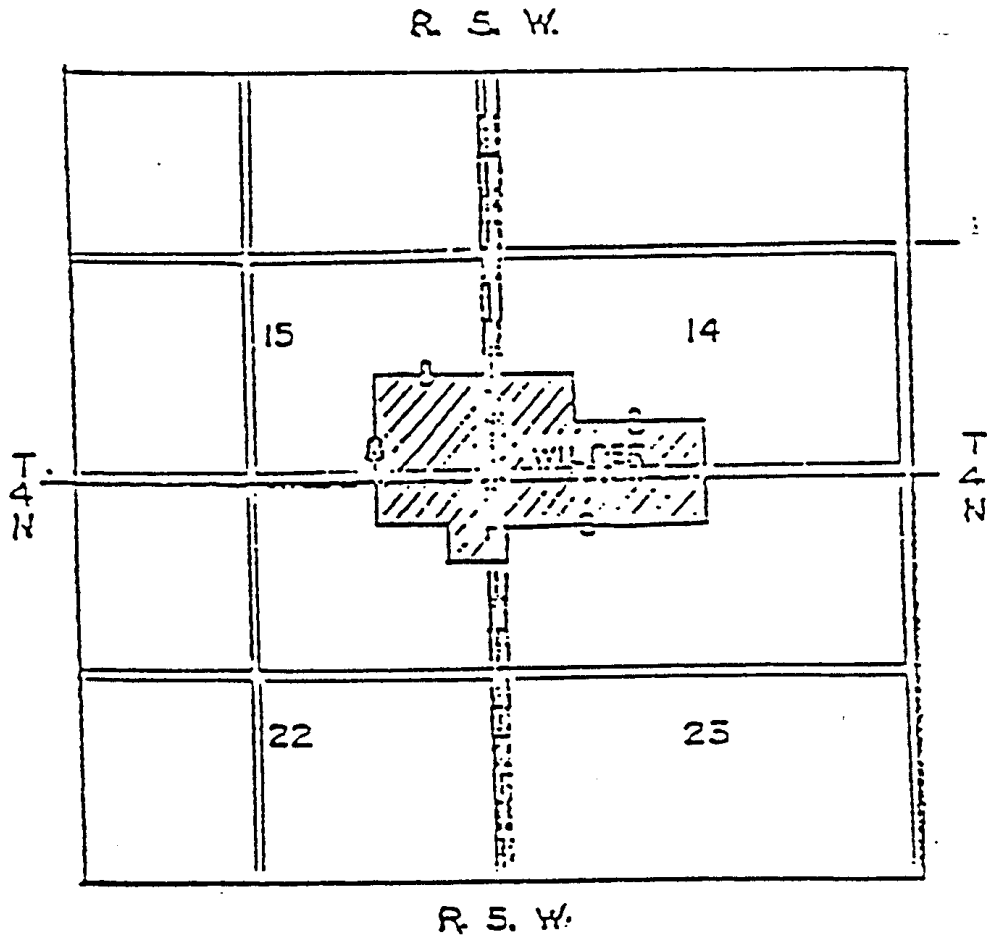
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Canceling _____ Original _____ Sheet No. 42
Sheet No. _____

SCHEDULE NO. AB
WILDER BASE RATE AREA MAP



-Scale- 2 inches = 1 mile

Issued: January 26, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

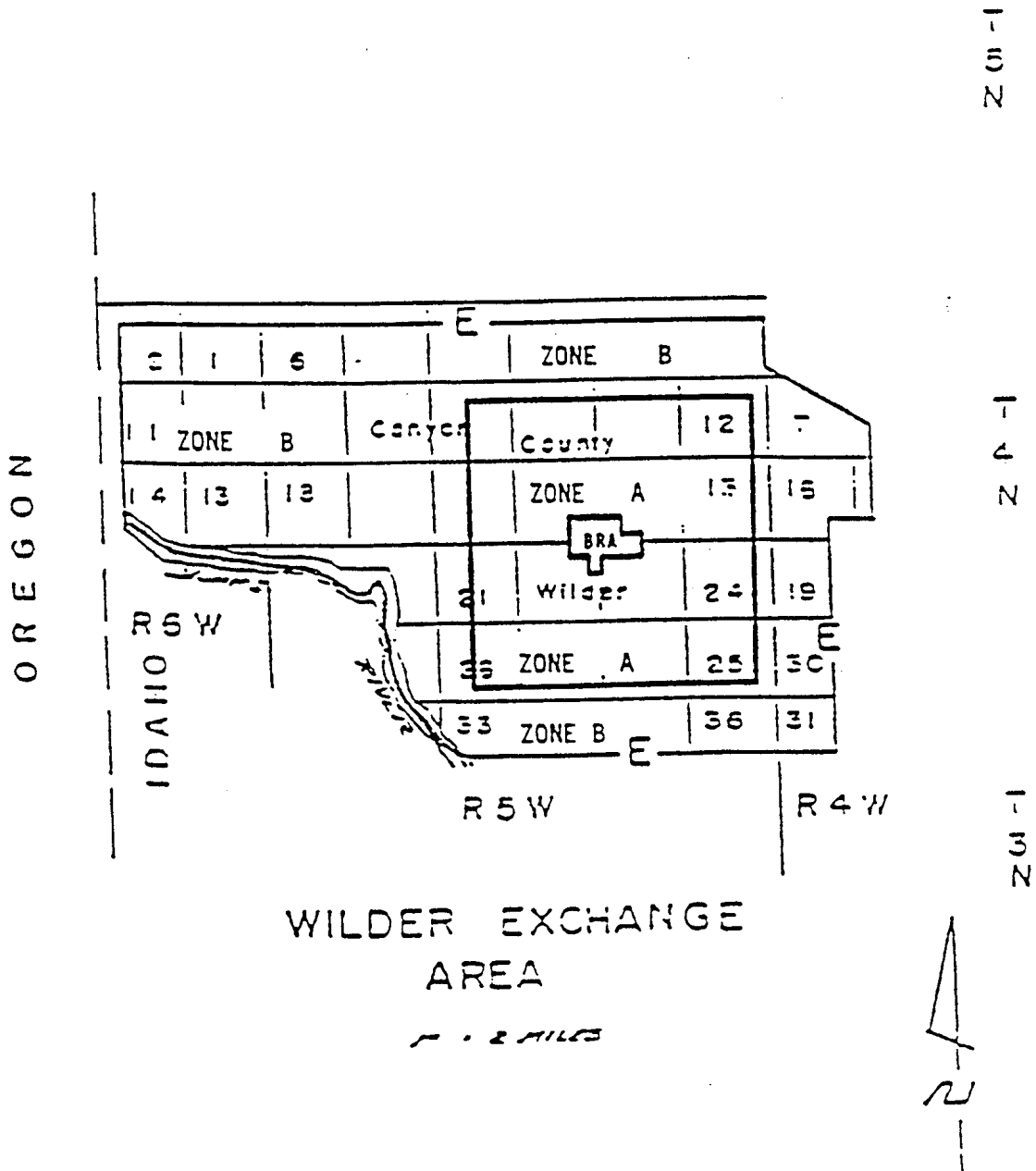
Effective: March 1, 2007

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Canceling Original Sheet No. 43
 Sheet No.

SCHEDULE NO. AB
WILDER EXCHANGE AREA MAP



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Canceling 8th Revised Sheet No. 1
7th Revised Sheet No. 1

SCHEDULE NO. AC
 RULES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 42 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	8th Revised	21	1st Revised	39	Original
2	Original	21.1	4th Revised	40	Original
3	Original	22	1st Revised	41	Original
4	Original	23	1st Revised	42	Original
5	1 st Revised	24	Original		
6	Original	25	Original		
7	2nd Revised	26	Original		
8	1 st Revised	27	Original		
9	Original	28	Original		
10	1 st Revised	29	Original		
11	Original	30	Original		
12	Original	31	Original		
13	Original	32	Original		
14	Original	33	Original		
15	Original	34	Original		
16	Original	35	Original		
17	Original	36	Original		
18	Original	37	Original		
19	1 st Revised	38	Original		
20	Original				

Issued: June 29, 2017

Issued By
 Allison Ellis
 Senior Vice President
 Regulatory Affairs

Effective: July 10, 2017

Advice Letter No. ID-17-05

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 July 10, 2017
 Boise, Idaho

	<u>1st Revised</u>	Sheet No.	<u>4</u>
Canceling	<u>Original</u>	Sheet No.	<u>4</u>

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

BUSINESS SERVICE - Exchange service furnished to customers whose actual or obvious use of the service is for conducting a business, trade, or profession or whose use of the service is obviously not confined to domestic use. Customers moved from residential to business will be notified by the company of their right of appeal with the Idaho Public Utilities Commission.

(D)

(D)

CALL FORWARDING - A function, which allows incoming calls to be advanced to another telephone number in the same or different exchange. The number the calls are advanced to may be changed as required by the subscriber.

CALL WAITING - A tone provided to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through hook switch operation.

CENTRAL OFFICE - A telephone utility's switching office unit by means of which one telephone station may be connected to another by means of access lines.

CHANNEL - A path for communication or signaling between two or more locations which provide service to the general public having the necessary equipment and interconnecting customer lines and trunks.

COMMISSION - The utility regulatory body of the State of Idaho.

COMMUNICATION SYSTEM - A combination of equipment and facilities, which fulfill the communication requirement of a customer.

COMPANY - Name of company (Citizens Telecommunications Company of Idaho).

COMPLEX SERVICE - Key equipment and switching system services including, KTS, PBX, Centrex, TAS associated with flat and measured, WATS, local, extended and foreign exchange services.

Issued: March 27, 2007

Issued By
Aloa J. Stevens
Director
Government & External Affairs

Effective: April 6, 2007

Advice Letter No. ID-07-05

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	<u>1st Revised</u>	Sheet No.	<u>5</u>
Canceling	<u>Original</u>	Sheet No.	<u>5</u>

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

CONFORMING ANSWERING DEVICE - A customer-provided device which automatically answers incoming calls, transmits a prerecorded voice message or appropriate audible signal to the calling party, records a voice message from the calling party if so designed and arranged, and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

CONNECTING ARRANGEMENT - The equipment provided by the utility to accomplish the direct electrical connection of customer-provided facilities with the outside plant facilities of the utility.

CONTINUOUS PROPERTY - Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CONTRACT - The service application agreement between a customer and the company under which service and/or facilities are furnished in accordance with the provisions of applicable Price Lists or individual contract. (C)
(C)

CUSTOM CALL FEATURES - A term describing special features provided from a digital central office.

CUSTOMER - A person or legal entity who has applied for, has been accepted, and is currently receiving service.

CUSTOMER-OWNED PAY TELEPHONE (COPT) SERVICE - A customer-provided pay telephone service (coin or coinless) for public or nonpublic use. This service is provided on an instrument-implemented basis rather than central office basis and must be connected to a network access line (PAL, XCOT, COT1, COTR).

CUSTOMER PREMISES EQUIPMENT - Devices or apparatus and/or their associated wiring provided by a customer for use at the customer's premises.

CUSTOMER REQUEST CHARGE - A charge for recording and processing information necessary to execute customers' requests pertaining to telephone service.

Issued: February 8, 2010

Issued By
Jack D. Phillips
Director

Effective: February 18, 2010

Advice Letter No. ID-10-01

Government & External Affairs

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February 18, 2010
Boise, Idaho

Original Sheet No. 6
Canceling _____ Sheet No. _____

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

DATE OF PRESENTATION - The date upon which a bill or notice is mailed to the customer.

DEPOSIT - A cash payment made by the customer to establish or reestablish credit with the company.

DIGITAL CHANNEL SERVICE (DCS) – The term “Digital Channel Service” denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer’s premises. The service enables customers to channelize up to 24 voice grade DSOs on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer’s premises.

DIRECTORY LISTINGS - Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

DISCONNECT - A discontinuance of service in which the outside plant facilities used in the service are immediately made available for use for another service.

DISTRIBUTION FACILITIES - The utility's cables, wires, and associated supporting structures and appurtenances located in dedicated streets and utility easements designed to serve more than one property and extending from the serving central office to the points of connection with service connection.

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP) - Electronic Bill Presentment Program (EBPP) is an optional service provided by the utility that allows customers to view and or pay their telephone bill on-line.

EMERGENCY - A situation which exists when serious sickness, public safety, necessity, or war conditions are involved.

EXCHANGE - A specified area established for the furnishing of communication service. It usually embraces a city, town, village, or unincorporated community and surrounding area and may consist of one or more central offices together with the associated plant used in furnishing service within that area.

EXCHANGE MESSAGE - A completed telephone call between telephones in the same local service area.

EXCHANGE SERVICE - Telephone service furnished within an exchange.

EXTENDED AREA SERVICE (EAS) - Interexchange telephone service furnished between one or more exchanges.

FACILITIES - Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary to, or furnished in connection with, telephone service.

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Issued By
Aloa J. Stevens
Director

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Boise, Idaho

	<u>2nd Revised</u>	Sheet No.	<u>7</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>7</u>

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

FLAT RATE SERVICE - Exchange service furnished at a fixed periodic charge.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from a central office located in an exchange other than that in which the customer's primary station is located.

GRANDFATHERED SERVICE - Existing service not available to new customers.

HARM - Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-provided equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer-provided inductor external to the utility equipment.

INTEREXCHANGE CARRIER - Any service company which provides toll service to customers between LATAs or states.

INTERFACE - The point of interconnection between terminal equipment and telephone network access lines.

KEY TELEPHONE ACCESS SERVICE - Exchange service furnished by means of network access lines.

LATE PAYMENT CHARGE - A charge applicable to an unpaid balance not received at the Utility or one of its authorized payment locations by the "late payment date" printed on the bill. (T)

LIFELINE - See Telephone Assistance Program

LOCAL NON-NETWORK ACCESS TELEPHONE SERVICE - A service furnished for the customer's own use by means of a circuit to which are permanently connected two or more telephones and which shall not be connected for exchange service.

LOCAL PRIVATE LINE - A dedicated non-switched line located wholly within an exchange.

LOCAL SERVICE - See Exchange Service.

	<u>1st Revised</u>	Sheet No.	<u>8</u>
Canceling	<u>Original</u>	Sheet No.	<u>8</u>

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

MILEAGE - Term used in measuring and charging for outside plant facilities in relation to off-premises extensions.

NETWORK ACCESS LINE - An outside plant facility from the telephone company's central office to a customer's premises which provides direct access to the local exchange and/or the toll switching networks.

NONLISTED SERVICE - A customer-requested arrangement omitting a customer's number from the telephone directory but not from the information records.

NON-PUBLISH SERVICE - A customer-requested arrangement omitting the customer's number from both the telephone directory and the information records. (T)

NONRECURRING CHARGE - A one-time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly rates.

OFF-PREMISES STATIONS AND EXTENSIONS - The wire facility used in providing an off-premises access line.

ONE-PARTY SERVICE - A network access line and outside plant facility assigned for the use of one customer only.

OUTSIDE PLANT FACILITIES - The connecting facilities over which telephone service is provided a customer, and includes but is not restricted to, open wire, aerial, and underground cable and wire.

PARTY LINE SERVICE - A network access line serving two or more customers.

	<u>1st Revised</u>	Sheet No.	<u>10</u>
Canceling	<u>Original</u>	Sheet No.	<u>10</u>

SCHEDULE NO. AC
RULE NO. 1
DEFINITIONS

RESIDENCE SERVICE - Exchange telephone service furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RECONNECT CHARGE - A charge applicable when service that has been temporarily disconnected is restored. (T)

SERVICE CONNECTION - See Access Line Service Charges. (T)

SERVICE CHARGE - See Access Line Service Charges. (T)

SPEED CALLING - A feature allowing a telephone user to reach frequently called numbers by abbreviated dialing.

STANDARD NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities.

SUPERSEDURE - The transfer of service, including the telephone number, from one customer to another with the express written consent of both the relinquishing customer and the new customer. The new customer assumes responsibility for all charges outstanding.

SURCHARGE - A special rate designed to recoup revenues for program(s) which are approved by the PUC and are billed to all customers who are not participating in the program.

TELEPHONE ASSISTANCE PROGRAM - A program, which provides reduced monthly rates for low income residential customers who meet eligibility requirements established by the Commission.

TEMPORARY DISCONNECT - The suspension of telephone service at the request of the customer or on the initiative of the company without permanent disconnect of service. Written notice of suspension of service is required if done at the initiative of the company.

Issued: September 21, 2016

Issued By
Steve Crosby
Senior Vice President
Regulatory Affairs

Effective: October 3, 2016

Advice Letter No. ID-16-04

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Boise, Idaho

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 Original Sheet No. 13

SCHEDULE NO. AC
RULE NO. 2
DESCRIPTION OF SERVICE

A2 Service (continued)

B3 Grades of service

In general, the following grades of service are furnished:

<u>Grade of Service</u>	<u>Area Applicable</u>
One-party	B.R.A.
Key line exchange service	B.R.A.
Private branch exchange service	B.R.A.
B.R.A. - Base Rate Area	Z.A. - Zone A Z.B. - Zone B

Miscellaneous services, including private line, are furnished by the utility in accordance with the Price List schedules.

Unless specifically identified as such, two and four wire circuits provided in this Price List are not intended to support high-speed data applications.

Exchange service generally consists of:

- C1 Network access service lines.
- C2 Facilities between company central office and customer location.
- C3 Extended area service.

B4 Termination or Re-origination of Calls Received Over a Data Service

Other than for incidental usage, use of basic local service for the purposes of originating calls on behalf of a third party is an inappropriate use of service. If the Company finds basic residential service is being used for this purpose, then the Company will contact the Customer and notify the customer in writing of: (a) the Company's finding and (b) the potential that the Customers access line(s) may no longer be classified as basic residential service. Upon receiving such notification, the Customer will be given the opportunity to either: (a) dispute the Company's finding, or (b) take corrective measures before the reclassification takes place. If the Customer does not dispute the Company's finding and elects to take corrective measures, then the Customer will be given at least 15 business days from the time of written notification to implement such corrective measures. During this period, the Customer's access line(s) will be continued to be classified as basic local service. If the Customer disputes the findings of the Company, such dispute will be resolved in accordance with the Company's Rule No. 3, item A12 in Schedule AC.

(N)

(N)

Issued: March 15, 2007

Issued By
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Director

Effective: March 26, 2007

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 Original Sheet No. 18

SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A1 Application For Service (continued)

B3 Limit of conversation and emergency use

Exchange calls of a customer of party line service may be limited; under the law of the State of Idaho a person is guilty of a misdemeanor if he shall

C1 Willfully refuse to immediately relinquish a party line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service;

C2 Secure the use of a party line by falsely stating that such line is needed for an emergency call.

B4 Responsibility for payment of bills

The customer for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the Price List schedules.

A2 Application Of Business And Residence Rates

B1 Business or residence classification of customer service is determined by the character of use to be made of the service.

B2 Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

(D)

|

(D)

B3 Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental.

B4 When it is determined that a customer to residence service is using the service in such a manner that it should be reclassified as business service under the above provisions, the utility will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

Issued: March 27, 2007

Issued By
Aloa J. Stevens
Director

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SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A3 Obligation To Provide Service

The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits, and equipment.

A4 Establishment Of Credit

"We adopt by reference the Rules and Regulations For All Telephone Companies Under the Jurisdiction of The Idaho Public Utilities Commission promulgated in Order No. 15290 in Case No. P-300-6 by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.

Copies of these Rules and Regulations are on file in every business office and are available for public inspection."

A5 Reestablishment Of Credit

"We adopt by reference the Rules and Regulations For All Telephone Companies Under the Jurisdiction of The Idaho Public Utilities Commission promulgated in Order No. 15290 in Case No. P-300-6 by the Idaho Public Utilities Commission and all amendments to those rules, which may be hereafter adopted by the Idaho Public Utilities Commission.

Copies of these Rules and Regulations are on file in every business office and are available for public inspection."

A6 Advance Payments

B1 An applicant for telephone service may be required to pay in advance at the time application for service is made, the service charges applicable, together with at least one month's charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the utility, the estimated amount of construction and installation charges.

(T)

B2 The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for service connection, move and change charges, and for toll messages.

	<u>1st Revised</u>	Sheet No.	<u>21</u>
Canceling	<u>Original</u>	Sheet No.	<u>21</u>

SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A9 Billing And Payment Of Bills

- B1 All bills for utility services are due and payable no later than fifteen (15) days from the date the bill is presented. Any payment not received within this time frame shall be considered past due.
- B2 All delinquent bills for which payment has not been received within seven (7) days shall be subject to the provisions of the utility's termination procedures. The only exception to this policy pertains to the provisioning of the Residence Telecommunications Assistance Program (Lifeline), where the customer cannot be disconnected for the nonpayment of Toll charges. Installment billing and Call Restriction Service are available.
- B3 All payments shall be made at or mailed to the office of the utility or to the utilities duly authorized representative.
- B4 Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Price List Schedule A-8 for rates and special conditions.
- B5 Failure to receive bills or notices, which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- B6 Unless otherwise specified in this Price List, all charges for exchange service, equipment, and facilities, exclusive of charge for local messages in excess of the monthly allowance and toll messages, are payable monthly in advance. Charges for local messages in excess of the monthly allowance and toll messages are payable monthly except that the utility reserves the right to require payment of such charges at more frequent intervals.
- B7 In the event that payment from a customer is less than the total amount of all charges owing to the utility and the customer does not specifically designate the manner in which he wishes to apply said payment, then the utility may apply all or any part of the payments received to such accounts or indebtedness in any manner that the utility desires. The only exception to this policy pertains to the provisioning of the Residence Telecommunications Assistance Program (Lifeline), where partial payments are first applied to Local Service charges with the remainder applied to Toll Service charges.

(L) Material relocated to Sheet No. 22.

(L)
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(L)

	<u>4th Revised</u>	Sheet No.	<u>21.1</u>
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SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A10

- B1 Late Payment Charge - Also see Definition of Terms shown in this Schedule. (T)
- B2 A Late Payment Charge of 1.5% or \$9.00 (whichever is greater) applies to each customer's bill on unpaid balances of \$20.00 or more. The 1.5% or \$9.00 (whichever is greater) charge is applied to the total amount that is unpaid. The late payment charge will be included in the total amount due on the subsequent bill. (T)(l)
(l)
(T)
(T)
- B3 The late payment charge will apply if payment in full is not received by the Utility or at one of its authorized payment locations, as specified in Section B4. (T)
- B4 The due date of the bill will not be less than 15 days from the bill mailing date, and the late payment charge will be applied not less than one day after the due date. (T)
- B5 If a late payment charge appears on a customer's bill even though the payment was received by the Utility or an authorized payment location by the due date, the fee will be reversed and a credit will appear on the customer's bill. (T)
- B6 Upon notification of disputed charges on the bill, the Utility may temporarily suspend the application of the late payment charge to the disputed portions of the bill that are unpaid. If the Utility resolves the billing dispute in favor of the customer, no late payment charge will apply to the disputed amount. (T)
(T)

A11 Discontinuance Of Service

"We adopt by reference the Rules and Regulations For All Telephone Companies Under the Jurisdiction of The Idaho Public Utilities Commission promulgated in Order No. 15290 in Case No. P-300-6 by the Idaho Public Utilities Commission and all amendments to those rules, which may be hereafter adopted by the Idaho Public Utilities Commission.

Copies of these Rules and Regulations are on file in every business office and are available for public inspection."

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Canceling	Original	Sheet No.	22

SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A12 Grounds For Refusal Of Service

(T)

B1 A utility may refuse to establish service if any of the following conditions exist:

- C1 The applicant has an outstanding amount due for former utility services, and the applicant is unwilling to make arrangements with the utility for payment.
- C2 A condition exists which in the utility's judgment is unsafe or hazardous to the applicant, the general population, or the utility's personnel or facilities.
- C3 Refusal by the applicant to provide the utility with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements. Deposits are not required for Residence Telecommunications Assistance Program (Lifeline) customers who choose to add optional Call Restriction Service at no charge.
- C4 Customer is known to be in violation of the Utility's Price Lists filed with the Commission or of the Commission's Rules and Regulations.
- C5 Failure of the customer to furnish such funds, service, trench, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the utility as a condition for providing service.
- C6 Service which has been disconnected for nonpayment at the premises will not be reestablished for another applicant, married or otherwise, if the delinquent customer still resides on the premises.

B2 Legal requirements

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the utility receives other evidence that such service is being or will be so used.

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SCHEDULE NO. AC
RULE NO. 3
CUSTOMERS' REQUIREMENTS FOR SERVICE

A13 Disputed Bills (T)

In the event of dispute between the customer and the utility respecting any bill, the utility shall promptly make such investigation as shall be required by the particular case, and report the result to the customer. In the event that the complaint is not reconciled, the utility or the customer may make application to the Commission for review of the complaint. The utility will maintain a record of all complaints and the results thereof for six months.

A14 Supersedure (T)

An applicant who otherwise qualifies for immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the same premises where that service is being rendered when a written notice to that effect from both the customer and applicant is presented to the utility and where an arrangement acceptable to the utility is made to pay outstanding charges against the service. Special services network access charge is applicable.

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SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 40 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	24th Revised	21	Original		
2	3 rd Revised	22	Original		
3	Original	23	Original		
4	Original	24	Original		
5	5 th Revised	25	2 nd Revised		
6	8 th Revised	26	2 nd Revised		
7	Original	27	2 nd Revised		
8	6 th Revised	28	2 nd Revised		
9	2 nd Revised	29	1 st Revised		
10	6 th Revised	30	1 st Revised		
11	7th Revised	31	Original		
12	6th Revised	32	Original		
13	2 nd Revised	33	Original		
14	1 st Revised	34	1 st Revised		
15	Original	35	2 nd Revised		
16	Original	36	2 nd Revised		
17	4 th Revised	37	2 nd Revised		
18	1 st Revised	38	3 rd Revised		
19	Original	38.1	1 st Revised		
20	Original	39	8th Revised		
		40	Original		

Canceling 3rd Revised Sheet No. 2
2nd Revised Sheet No. 2

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

<u>SUBJECT</u>	<u>INDEX SHEET NO.</u>
Call Restriction Service	10
Conditions	24
Centrex Advanced Private Line Termination Trunks	12
Conditions	31
Combination of Lines Service	9
Conditions	14
Conditional Party Line Service	14
Custom Calling Features	11
Conditions	25
Customer Owned Pay Telephone (COPTS) Service	5
Conditions	18
Customized Local Area Signaling Service (CLASS)	34
Direct-Inward-Dialing	13
Conditions	32
Directory Assistance	10
Conditions	17
Directory Assistance Call Completion	10
Distinctive Ring	26
EAS Increments	5
Exchanges, List of	3
Extended Area Service Calling Area	4
Foreign Exchange Service	10
Conditions	15
Local Exchange Network Access Line Service	5
Message Charges	9
National Directory Assistance	10
New Number Referral Service (Intercept Services)	13
Conditions	33
Optional Features	9
Optional Network Access Line Service	12
Remote Call Forward	12
Conditions	28
Idaho Telephone Service Assistance Program (ITSAP) also known as (Lifeline) (also see Lifeline Surcharge, Schedule No. Z)	8
Conditions	30
Rotary Hunting	9
Seasonal Service	8
Conditions	16
Touchtone Service	15
Trouble Isolation	9

(T)

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Cancelling Sheet No.

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicable to lines which provide direct access to the local and long distance exchange switching network via a circuit provided between a telephone company central office and the customer's premises.

TERRITORY

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

LIST OF EXCHANGES

A1 Exchanges

Aberdeen	Marsing
Cascade	McCall
Carey	New Meadows
Donnelly	Parma
Elk City	Riggins
Fairfield	Springfield
Garden Valley	Sweet
Homedale	White Bird
Horseshoe Bend	Wilder

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4th Revised Sheet No. 5

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES

A1 Local Exchange Network Access Line ¹

B1 Business	Monthly <u>Rate</u>	
Each network access line		
One Party and Centrex	\$39.50	(l)
PBX Trunk	65.45	
Key Line and Centrex	54.00	
Multi-Line	45.75	
Budget Measured Service ²	33.50	
Public Access Line ³	39.00	(l)
Coin Supervision/Transmission	2.25	

¹ In addition to the rates stated above, surcharges in Schedule No. Z, trouble isolation charge under Rates A3 B9, and Service Charges in Schedule No. A-5 also apply.

² Plus usage, see RATES A3 B3 where facilities are available.

³ See Condition A8.

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7th Revised Sheet No. 6

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A1 Local Exchange Network Access Line ¹ (Continued)

B2	Residence	Monthly <u>Rate</u>	
	Each network access line		
	One Party	\$25.50	(I)
	Key Line	30.00	
	Multi-Line	25.50	
	Budget Measured Service ²	18.25	(I)

¹ In addition to the rates stated above, surcharges in Schedule No. Z, trouble isolation charge under Rates A3 B9, and Service Charges in Schedule No. A-5 also apply.

² Plus usage, see RATES A3 B3 where facilities are available.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

RATES (continued)

A3 Local Exchange Network Access Line (continued)

B3 Budget measured service

C1 Usage allowance

A usage allowance of twenty (20) completed calls per month will apply before any usage charge is applicable.

C2 Usage charge

In addition to the monthly rate a usage charge of \$.15 per call will apply after the monthly usage allowance of twenty (20) calls. There will be no increment charge for length of a call.

C3 Change charge

Subsequent requests for a change in service (i.e., from measured to flat rate service) will be charged as shown in Schedule No. A-5.

C4 Business limitations

Business budget measured service is not available to the general business public. It is limited to organizations, which do not conduct business over the telephone but require a telephone for the health and welfare of the public. Examples of such businesses are community halls, volunteer fire departments, and gun clubs requiring safety phones. Business budget measured service must be used as the primary service and cannot be used as a second line. If a customer for business budget measured service adds an additional line(s), the business one-party flat rate will apply to all lines, including the business budget measured line.

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Canceling	<u>5th Revised</u>	Sheet No. <u>8</u>

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A3 Local Exchange Network Access Line ¹ (Continued)

B4 Idaho Telephone Service Assistance Program (ITSAP) (Lifeline) ²

Monthly
Credit

A monthly credit on residence primary network access lines will be given to qualified customers.

Federal and State Lifeline Credits for a One-Party Line:

- | | |
|---|--------|
| a. Federal Lifeline Support Credit
(includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service) | \$9.25 |
| b. State Credit | 2.50 |

B5 Seasonal service ³

Seasonal service for residence one-party service within the exchange areas of Garden Valley, Riggins, Cascade, Donnelly, McCall, and New Meadows.

Monthly
Rate

One party	\$19.13	(l)
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¹ In addition to the rates stated above, applicable surcharges in Schedule No. Z, trouble isolation charge under Rates A3 B8, and Service Charges in Schedule No. A-5 also apply.

² See Condition A14.

³ See Condition A8.

Canceling 2nd Revised Sheet No. 9
 1st Revised Sheet No. 9

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A3	Local Exchange Network Access Line ¹ (Continued)	<u>Monthly Rate</u>	(T)
B6	Optional features		
	C1 Combination of lines service		
	D1 Business	One-party access line rates	
	D2 Residence	One-party access line rates	
B7	Rotary hunting additional charge per line arranged in rotary group	\$1.00	
B8	Message charges		
	C1 Nonlocal	<u>Charge</u>	
	D1 Toll calling	See Schedule No. B-1	
	D2 Wide area telephone calling	See Schedule No. B-2	
	D3 Thrift calling	See Schedule No. B-3	
B9	Trouble isolation charge, per access line ²	\$.20	(T)

¹ In addition to applicable Service Charges in Schedule No. A-5. (T)

² See Condition A2. (T)

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SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A4	Foreign Exchange Service ²				
		<u>Per</u>		<u>Monthly</u>	(T)
		<u>Call</u>		<u>Rate</u> ¹	(T)
	Business and residence one-party and PBX trunk, network access line service.			Network access line rate applicable in the foreign exchange.	
A5	Directory Assistance Service(s) ³				(T)
	B1 Local and/or intrastate, per call		\$1.50		
	B2 Additional charge for each operator assisted (no direct dialed) directory assistance call		.50		
	B3 National Directory Assistance, per call		1.50		
	B4 Directory Assistance Call Completion (DACC) Usage Charge		1.00 .10 ⁴		(T)
A6	Call Restriction Service (CRS) ²				(T)
	B1 CRS 1 - Maximum restriction				
	C1 Single line business			\$3.00	
	C2 Single line residence			3.00	
	B2 CRS 2 - Limited restriction				
	C1 Single line business			\$0.00	
	C2 Single line residence			0.00	

¹ In addition to applicable Service Charges as shown in Schedule No. A-5.
² See Condition A11.
³ See Condition A9.
⁴ See Condition A9, B8.

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6th Revised Sheet No. 11

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A7 Custom Calling Service ¹

		<u>Monthly Rate</u>		<u>Pay Per Use</u>	
		<u>Business</u>	<u>Residence</u>		
B1	Individual features				
C1	Call Waiting/Cancel Call Waiting	\$9.50	\$9.00		(l)
C2	Call Forward				
	D1 Basic Call Forward	9.00	8.25		(l)
	D2 Call Forward Busy	9.00	8.25		
	D3 Call Forward No Answer	9.00	8.25		
	D4 Call Forward Busy/No Answer	9.00	8.25		(l)
C3	3 Way Calling	9.50	8.75	\$3.00 ²	
C4	Speed Call 8 ³	5.99	6.50		
C5	Speed Call 30	6.99	6.50		
C6	Distinctive Ring	7.50	6.99		

¹ In addition to applicable Service Charges as shown in Schedule No. A-5. See all Conditions A14.

² The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 6th Revised Sheet No. 12
5th Revised Sheet No. 12

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (continued)

A8 Optional Network Access Lines Services

		<u>Monthly Rate</u>		
		<u>Business</u>	<u>Residence</u>	
B1	Remote Call Forward			
C1	First network access line equipped	\$28.00	\$26.00	(I)
C2	Additional network access line equipped, each	28.00	26.00	(I)
B2	Remote Activated Call Forward	6.99	6.50	
B3	Fire alarm group ringing ⁽¹⁾	19.75	19.75	

A9 Centrex Advanced Private Line Termination Trunks ⁽²⁾

		<u>Installation Charge</u>	<u>Monthly Rate</u>	
B1	Centrex paging trunk	\$100.00	\$18.00	
B2	Centrex TIE trunk	100.00	18.00	

⁽¹⁾ See Condition A15.

⁽²⁾ See Condition A16.

Canceling 2nd Revised Sheet No. 13
1st Revised Sheet No. 13

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

RATES (Continued)

A10	Direct-Inward-Dialing (DID) ¹			(T)
		<u>Installation Charge</u>	<u>Monthly Rate</u>	
B1	Each trunk arranged for DID	\$250.00	\$12.00 ²	(T)
B2	First block of 100 directory numbers ³	-	100.00	
B3	Additional block of 100 directory numbers ³	-	100.00	
B4	20 directory numbers ³	-	40.00	(T)
A11	New Number Referral Service (Intercept Services) ⁴	-	-	(T)

¹ See Condition A17.

² In addition to applicable PBX exchange network access line rate.

³ Installation subject to Service Charges as shown in Schedule No. A-5 if not ordered with DID trunks.

⁴ See Condition A18.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS

- A1 Service under this schedule will be provided within the exchange area at the preceding rates plus applicable Service Charges as shown in Schedule No. A-5. (T)
- A2 The rates and charges for network access line service do not include utility maintenance of inside wire and associated jacks located on the customer side of the Point of Demarcation or exchange access line termination associated with the exchange service.
- Trouble isolation charge applies to all access lines.
- A3 A District Area is a specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.
- A4 Conditional Party-Line Service
- Where central office or outside plant facilities are near total capacity conditions, and the utility deems it necessary to require the freezing of all requests for one-party service to the affected area of that exchange, the utility will provide four-party service within the exchange area until such time facilities become available for customers to be upgraded to one-party service. See Schedule No. X-1 for two and four-party line rates.
- A5 Combination of Lines Service
- In cases where selective ringing is requested by the customer, additional equipment necessary to provide this service will be the responsibility of the customer.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

- A9 Directory Assistance Service(s)
- B1 Local Directory assistance service is to provide the calling party with telephone numbers, information that a customer has requested that the number not be provided, or that the requested party has no telephone listing from the records of the utility's Directory Assistance operator. Customers may also request National Directory Assistance for telephone numbers outside their LATA.
- B2 The rate listed in A5 B2 preceding does not apply to the following:

Requests originating from telephone services which the utility has determined are used on a continuing basis by a person or persons incapable of using a published Telephone Company directory because of visual, physical, or a functional disability. Also exempted are calls originating from public, WATS, mobile, hospital, or residential health care service telephones and emergency calls placed to "O" operators or 911.
- B4 When a customer requests the assistance of a long-distance operator to obtain a listing from the directory assistance operator, a surcharge of \$.50 per listing requested will apply. This operator surcharge is in addition to the \$.30 charge per call.
- B5 The utility shall establish practices and procedures to administer exceptions to the charge for directory assistance, verify disabilities, and prevent abuse thereof.
- B6 National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's LATA.
- B7 National Directory Assistance Service provides the calling party with the requested telephone number or information that the requested telephone number cannot be found from the National Directory Assistance records.
- B8 Directory Assistance Call Completion (DACC) allows customers the option to have their local or intralata calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory number.

The calling party will incur a \$.10 usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

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	<u>1st Revised</u>	Sheet No.	<u>18</u>
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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (Continued)

A10 Customer-Owned Pay Telephone (COPTS) Service

- B1 This service is available on a flat rate basis only.
- B2 COPTS are allowed at any location.
- B3 Applicable Service Charges, as specified in Schedule No. A-5, apply in addition to rates specified in Schedule No. A-1. (T)
- B4 The COPTS owner shall be responsible for compliance with the Price List conditions, the installation, operation, and maintenance of any COPTS.
- B5 The COPTS owner shall be responsible for payment of charges for all local and toll billings originating from or accepted at this type of paystation. A mandatory security deposit may be required as a condition of connection pursuant to Telephone Customer Relations Rule IDAPA 31.D.2.
- B6 The COPTS owner shall be responsible for the payment of Time and Material Charges as provided in Schedule No. A-5 for visits by a utility employee to the customer's COPTS when a service difficulty or trouble report results from the connection of the COPTS to the local network.
- B7 Directory listings for subscribers to public access line (PAL) service are provided under conditions for furnishing business listings.
- B8 A directory will be provided free of charge at initial installation and each time the directory is reissued by the utility.
- B9 COPTS may be connected only to public access line (PAL).

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Steve Crosby
Senior Vice President
Regulatory Affairs

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Advice Letter No. ID-16-04

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Canceling	<u>2nd Revised</u>	Sheet No.	<u>25</u>
	<u>1st Revised</u>	Sheet No.	<u>25</u>

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A12 Custom Calling Service

B1 Custom calling service requires special central office equipment and will be provided only where facilities are available.

B2 Custom calling service will not be provided in connection with private branch exchange trunk line service.

B3 Description of service

C1 Call Forward

D1 Basic Call Forward - This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

D2 Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

D3 Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

D4 Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

(T)

(T)

	<u>2nd Revised</u>	Sheet No.	<u>26</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>26</u>

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A12 Custom Calling Service (continued)

B3 Description of service (continued)

C2 Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. (T)

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature. (T)

C3 3 Way Calling

3 Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls. (T)

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)

C4 Speed Call

Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity. (T)

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity. (T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 2nd Revised Sheet No. 27
1st Revised Sheet No. 27

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A12 Custom Calling Service (continued)

B3 Description of service (continued)

C5 Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

(T)
|
(T)

B4 The call forward service customer is responsible for the payment of applicable charges for each completed call between his call forwarding equipped station and the station to which the call is forwarded. This charge, dial station toll, applies to all forwarded calls that are answered at the station to which the calls are forwarded.

Charges between the originating station and the call forward equipped station are applicable in accordance with regularly filed Price Lists, dial station, operator station, or person toll.

B5 The quality of transmission of calls, which are forwarded or on 3 Way Calling may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call or 3 Way Call.

Canceling	<u>2nd Revised</u>	Sheet No.	<u>28</u>
	<u>1st Revised</u>	Sheet No.	<u>28</u>

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A13 Remote Call Forward

- B1 The preceding rates are for the Remote Call Forward (RCF) feature and are in addition to EAS charges, if applicable.
- B2 RCF is not offered where the terminating station is a public coin telephone.
- B3 The utility will not provide identification of the originating telephone number to the Remote Call Forward customer. (T)
- B4 Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- B5 RCF is not suitable for satisfactory transmission of data.
- B6 Call Forward is not available as a feature at the RCF terminating station.
- B7 Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forward features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination.
- B8 Remote Call Forward is offered subject to availability of suitable facilities.

	<u>1st Revised</u>	Sheet No.	<u>29</u>
Canceling	<u>Original</u>	Sheet No.	<u>29</u>

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A13 Remote Call Forward (continued)

(T)

B9 The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:

C1 A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this Price List or any other applicable Price List for the type of call involved.

C2 A charge for that portion of the call from the call forwarding location to the terminating station. This charge will be the charge specified in this Price List or any other applicable Price List for the type of call involved.

B10 To change the telephone number at the call forwarding location and/or to change the telephone number, to which calls are forwarded at the request of the customer, apply the appropriate nonrecurring charges from Schedule No. A-5.

B11 One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

	<u>2nd Revised</u>	Sheet No.	<u>30</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>30</u>

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A14 Idaho Telephone Service Assistance Program (ITSAP) (Lifeline)

- B1 The ITSAP (Lifeline) provides for a credit against the recurring monthly rate for certain low income customers. (C)
(C)
- B2 The Lifeline credit is only available to residential customers who meet eligibility requirements shown below set forth: (T)
(T)
- Medicaid
 - Supplemental Nutrition Assistance program
 - Supplemental Security income
 - Federal Public Housing Assistance (Section 8)
 - Veterans Pension (C)
 - Veterans Survivor Pension (C)
(D)
- B3 Income Eligible (Income cannot exceed 135% of the Federal Poverty guideline).
- B4 The ITSAP credit is available to residential customers whose income does not exceed 135% of the Federal Poverty guideline. (C)
(C)
- B5 The credit is shown in Schedule No. A-1, A3.
- B6 A surcharge applicable to all non participants to fund the credit is shown in Schedule No. Z.

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Cancelling Original Sheet No. 32
 Sheet No.

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A17 Direct-Inward-Dialing (DID)

- B1 Direct-Inward-Dial (DID) is a central office trunking feature and will be provided only where facilities are available.
- B2 The DID trunk terminating equipment provides a feature which allows an incoming call from the exchange network (not foreign exchange or WATS) to reach a specific station line without an attendant's assistance.
- B3 To convert from DID operation to a regular PBX-PABX operation will be at actual cost to install regular trunk circuits, but will not exceed the charge for a new installation.
- B4 The service must be provided on all lines in a trunk group arranged for inward service. Each trunk group shall be considered a separate service.
- B5 Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.
- B6 One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Schedule No. A-6.
- B7 The customer shall be responsible for providing interception of calls to vacant and nonworking assigned DID numbers by means of attendant intercept or recorded announcement service.
- All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.
- B8 DID numbers may be reserved for future use at rates specified herein. The utility does not guarantee to provide reserved numbers arranged in a consecutive manner. The customer will be responsible for interception and administration of these numbers.
- B9 If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
- B10 The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.

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Director

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Original Sheet No. 34

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS)

The service is subject to available facilities and limited to central offices specifically equipped to provide such service.

Operator assisted calls are designed to override the feature calls for emergency purposes.

Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.

B1 Description of service

Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement, which can provide one or more of the following features:

C1 Anonymous Call Block/Rejection (ACR)

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 blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber 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" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with 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.

(T)

(T)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Description of service (continued)

C2 *66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

C3 *69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Description of service (continued)

C4 Caller ID Number Only ⁽¹⁾

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

(T)

C5 Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

(L)

(T)(L)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(L) Material relocated from Sheet No. 37.

(N)

Canceling 2nd Revised Sheet No. 37
1st Revised Sheet No. 37

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Description of service (continued)

C6 Caller ID Blocking - per call

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

C7 Caller ID Blocking - per line

Caller ID Blocking - per line permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

C8 Call Trace

Call Trace allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

(L)
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(L)
(T)

(L) Material relocated to Sheet No. 36.

(N)

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2nd Revised Sheet No. 38

SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Description of service (continued)

C9 Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64" or "1164" on a rotary telephone.

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(T)

C10 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" for "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.

C11 Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "*63" or "1163" 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. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Description of service (continued)

C12 Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

C13 Enhanced Call Forward

Enhanced Call Forward 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. Enhanced 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. Enhanced 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.

B2 The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and Automatic Call Return services and other similar services identified in this Price List. Some calls may not display name and/or number information and/or Automatic Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and Automatic Call Return or other similar services identified in this Price List.

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7th Revised Sheet No. 39

SCHEDULE NO. A-1
 NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A19 Customized Local Area Signaling Service (CLASS) (continued)

B1 Rates

The following charges are for the features only and are in addition to applicable charges for service.

	Monthly – Per line		Usage – Per Call	
	Business	Residence	Business	Residence
Anonymous Call Rejection	\$6.50	\$5.50		
*66 Busy Number Redial	6.99	6.50	\$3.00 ⁽¹⁾	\$3.00 ⁽¹⁾
*69 Call Return	6.99	6.50	3.00 ⁽¹⁾	3.00 ⁽¹⁾
Caller ID Number Only ⁽³⁾	9.99	10.50		
Caller ID with Name	14.00	12.50		
Caller ID Blocking	0.00	0.00	0.00	0.00
Call Trace (Per Activation)			8.00 ⁽²⁾	7.25 ⁽²⁾
Selective Call Acceptance	6.00	6.50		
Selective Call Rejection	6.99	6.50		
Selective Call Forward	6.99	6.50		
Priority Call	6.00	6.50		
Enhanced Call Forward	11.00			
CLASS Value PAK ⁽³⁾ *69 Call Return, Caller ID with Name, Anonymous Call Block/ Rejection	13.99	10.99		
CID with Name Value PAK ⁽³⁾ *69 Call Return, Caller ID with Name, Anonymous Call Block/Rejection	13.99	10.99		

(I)

(I)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residence and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residence and business customers, regardless of the number of times the service is activated within a month.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 1st Revised Sheet No. 1
Original Sheet No. 1

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised				
2	1st Revised				
3	Original				
4	Original				
5	Original				
6	Original				
7	Original				
8	1st Revised				
9	Original				
10	Original				

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Original Sheet No. 2

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

INDEX

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 Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

RATES (continued)

		<u>Monthly Rate</u>	<u>Billing Code</u>
A2	Recurring Facility Rates - Network Access Lines Between Two Premises Locations Of The Customer(s)		
B1	Intraexchange off-premises facilities on continuous property*		
	C1 First one-quarter mile or fraction thereof	\$ 4.20	CPM
	C2 Each additional quarter mile	2.10	CPM1
B2	Intraexchange off-premises facilities on non-continuous property		
	C1 First one-quarter mile or fraction thereof	4.20	OPM1
	C2 Each additional one-quarter mile or fraction thereof	2.10	OPM2

*Applicable to service established prior to 12/28/01. See Rates A1 B4 for service established after 12/28/01.

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 Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

CONDITIONS (continued)

A1 Nonrecurring Facility Charges (continued)

B3 Actual cost determination

- C1 In those circumstances where extensions to outside plant facilities exceed the portion covered by the cost coverage allowance, the applicant, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the utility's construction that exceeds the cost coverage allowance as prescribed in a contract executed between the utility and the applicant.
- C2 The total cost of the utility's construction to extend outside plant facilities includes all related expenses, including such items as: government land crossings, forestry permits, right-of-way permits, and environmental impact studies.
- C3 A refund will be made within 60 days after completion of the utility's construction for any amount advanced by the customer, including any applicable processing fees, that exceeds the actual cost less the amount of the cost coverage allowance.
- C4 In no instance will the utility charge more than the actual cost, less the amount of the cost coverage allowance, at the closing of the job order.

B4 Collective application and grouping of applicants

- C1 When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers making bona fide applications for service at the time the project is initiated.
- C2 All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile.

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 Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

CONDITIONS (continued)

A1 Nonrecurring Facility Charges (continued)

B4 Collective application and grouping of applicants (continued)

C3 An applicant at any premises receives only one single line extension allowance regardless of the number of services ordered at that premises.

C4 Apportionment of charges to group of applicants

D1 Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to service them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The overall charge for the project is divided equally among all applicants in the second group.

D2 Exceptions to this are that no applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the utility.

B5 Temporary or speculative projects

C1 Outside plant facilities to provide service to an applicant engaged in temporary or speculative projects shall be provided in accordance with terms specified in a contract executed between the customer and the utility.

C2 Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.

B6 Contracts

Contracts covering periods of not to exceed three years of telephone service, may be required by the utility as a condition precedent to establishment of the service when extensions to outside plants are necessary.

B7 Charges to subsequent applicants

C1 When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the outside plant facility charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, and the time to be computed from the date service is established for the new applicant.

Canceling 1st Revised Sheet No. 9
Original Sheet No. 9

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES

CONDITIONS (continued)

A1 Nonrecurring Facility Charges (continued)

B10 Service provided to movable premises

- C1 When service is provided to movable premises by means of aerial plant, the customer shall provide a treated clearance pole which they will place, own, and maintain. However, if the customer elects, the utility will place, own, and maintain the pole and bill the customer the cost of placing the pole.
- C2 The clearance pole must comply with specifications determined to be applicable by the utility.
- C3 Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

B11 Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the nonrecurring facility charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

B12 Nonrecurring facility charges do not apply to:

C1 REA financed construction

The utility shall serve all persons included in the project for which the loan is made, to a maximum practical extent, without payment by said persons of any contribution in aid of construction for the lowest grade of service offered in each central office area.

C2 Commission order - To construct outside plant facilities to an applicant or group of applicants at no charge.

C3 Service, when at the option of the utility, is beneficial to both the customer(s) and the utility.

B13 Relocation of Utility Facilities

When an applicant, customer, association or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)

(N)

Canceling 1st Revised Sheet No. 1
 Original Sheet No. 1

SCHEDULE NO. A-3
COMPETITIVE RESPONSE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 in this schedule are effective as of the date shown on each sheet.

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1	1 st Revised				
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SCHEDULE NO. A-3
COMPETITIVE RESPONSE

A1 Residence Customer Incentive Program

(N)

B1 Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B2 Terms and Conditions

C1 This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

C2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

C3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

C4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

C5 The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in B3.C1, following.

C6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Price List and the amount does not exceed the maximum amount set forth in B3.C1, following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

Canceling Original Sheet No. 3
 Sheet No.

SCHEDULE NO. A-3
COMPETITIVE RESPONSE

A1 Residence Customer Incentive Program (Continued)

(N)

B2 Terms and Conditions (Continued)

C7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- D1 The sales channel through which the products are sold.
- D2 A specific geographic area.
- D3 Existing customers who request to have one or more products disconnected.
- D4 Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under B3.C1, following.
- D5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

C8 The Company reserves the right to discontinue this offer.

B3 Rates and Charges

C1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- D1 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
- D2 A waiver of up to three months of the recurring rate(s) or charge(s), or
- D3 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- D4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of B3.C1.D3 above, shall be used.

C2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

C3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

(N)

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 Sheet No.

SCHEDULE NO. A-3
COMPETITIVE RESPONSE

A2 Business Customer Incentive Program (Continued)

(N)

B2 Terms and Conditions (Continued)

C7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- D1 The sales channel through which the products are sold.
- D2 A specific geographic area.
- D3 Existing customers who request to have one or more products disconnected.
- D4 Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under B3.C1, following.
- D5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

C8 The Company reserves the right to discontinue this offer.

B3 Rates and Charges

C1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- D1 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
- D2 A waiver of up to three months of the recurring rate(s) or charge(s), or
- D3 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- D4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of B3.C1.D3 above, shall be used.

C2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

C3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 15 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
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2	1st Revised				
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6	Original				
7	1st Revised				
8	1st Revised				
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10	1st Revised				
11	1st Revised				
12	1st Revised				
13	1st Revised				
14	1st Revised				
15	1st Revised				
16	Original				
17	Original				
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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

APPLICABILITY

Applicable to 911 emergency reporting service furnished to political subdivisions and municipal corporations.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the Price List schedules.

RATES

			<u>Non Recurring Charge*</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
A1	911 Emergency Service					
	B1	Each 911 access line				
		C1	From a serving central office in this utility's exchange	\$ -	\$ #*	T9AL
		C2	From a serving central office in a connecting exchange	Applicable rate of connecting utility.		
	B2	ANI store and forward				
		C1	ANI common equipment, with call transfer capability	763.00	E91P	99.00 T9CF
		C2	ANI circuit with call transfer capability, each	86.00	E91Q	49.00 T9CC
		C3	Common equipment for secondary PSAP E-M to loop ringdown circuit	421.00	E91R	40.00 T92R
		C4	Secondary PSAP E-M to loop ringdown circuit	86.00	E91S	13.00 T92C
	B3	Digital Service				
		C1	911 trunk E-M appliqué requirements	49.00	E91C	5.00 T9EM
		C2	Digital 911 trunks	97.00	E91E	15.00 T9TT
		C3	911 software programming	97.00	E91D	- -

Current business 1 party access line rate.

* In addition to applicable service charges shown in Schedule No. A-5.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

RATES (continued)

		<u>Non Recurring Charge</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
A1	911 Emergency Service (continued)				
	B4 Analog Service				
	C1 Call diverter common equipment per 600 lines	\$ 1,304.00	E91G	\$ 70.00	T9CE
	C2 Call diversion per 100 lines	151.00	E91H	61.00	T9CD
	C3 Analog trunks				
	D1 911 trunk each	75.00	E91J	16.00	T9PT
	D2 911 trunk common equipment	1,304.00	E91K	47.00	T9TC
	C4 ANI common equipment	38.00	E91L	15.00	T9AE
	C5 ANI control card per trunk	129.00	E91M	13.00	T9AN
	C6 Re-ring option per trunk	38.00	E91N	4.00	T9PE

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

RATES (Continued)

A1 911 Emergency Service (Continued)

B5 The monthly rate for CPE provided by Citizens shall be based on the engineered, equipped, and installed costs minus the down payment and then multiplied by the revenue requirement factor as shown in the formula below:

$$\text{Monthly Rate} = \left(\frac{\text{engineered, equipped and installed costs} - \text{down payment}}{\text{down payment}} \right) \times \text{requirement factor}$$

Based on the customer's down payment, the monthly revenue requirement factors are as follows:

no down payment	3.61%
10% down payment	3.74%
25% down payment	4.00%
50% down payment	4.77%

A2 911 Dedicated Facilities

Rates and charges are as filed in Citizens' intrastate Price List for dedicated services.

A3 911 Foreign Exchange

Citizens Telecommunications Company of Idaho adopts and concurs in the Foreign Exchange Access Service Price List (Section 13. Switched Private Line Access Service, pages 9, 10, and 11) of US West Communications, Inc. in the state of Idaho, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption and concurrence by formal and official notice of revocation with the Public Service Commission of the State of Idaho.

	<u>Monthly Rate</u>	(N)
A4 E911 Subscriber Record Data	\$496.00	(N)

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS

General

(T)

- A1 The utility provides 911 Service solely for the benefit of the ESA operating the PSAP. The provision of 911 Service by the utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any utility obligation toward any third person or legal entity other than the ESA.
- A2 The utility does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
- A3 Temporary suspension of service is not provided for any part of the 911 Service.
- A4 This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.
- A5 911 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. (Except as indicated in A6 following.)
- A6 The 911 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number associated with the originating station location is furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.
- A7 The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the utility in the event the system is not functioning properly.
- A8 Because the utility serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.
- A9 Any terminal equipment used in connection with 911 Service shall be configured so that it is unable to extract any information from the ALI database other than information relating to a number (identified through the Automatic Number Identification (ANI) feature as the source) of an in progress 911 call. PSAP equipment must be compatible with the utility's facilities.
- A10 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing two-party or greater grade of service.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

General

(T)

A11 The ESA must furnish the utility, in writing, with its agreement to the following terms and conditions:

B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.

B2 That the ESA accepts responsibility for dispatching or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.

B3 That the ESA will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.

B4 That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the utility to be installed. (Applies to 911 Service only).

B5 The ESA has read, understands, and agrees to all the terms and conditions in this Price List.

B6 Basic termination liability formula

If the service is canceled in whole or in part by the customer or is terminated for cause by the Utility prior to expiration of the agreed to five-year period, the customer shall be required to pay a sum determined by the application of the following formula.

(T)

Termination = Monthly Rate x # of Months Remaining
Charge For All In Five-Year Basic
 Services Termination Liability
 Agreement

A12 It will be the intent of the utility to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

General

(T)

- A13 When the use of service or facilities furnished by the utility is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed. Where allowances on monthly charges for service features of 911 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.
- A14 When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA. The ESA will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 911 serving area. The following terms define the ESA's responsibility in providing this information:
- B1 Initial and subsequent ESN assignments by street names, address ranges, and areas or other mutually agreed upon routing criteria to specific ESNs shall be furnished by the ESA on the MSAG.
- B2 After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- B3 The ESA has an obligation to verify law enforcement, fire, and ambulance PSAP routing destinations once they have been reformatted by the utility at the request of the ESA.
- B4 Changes, deletions, and additions in the MSAG are the responsibility of the ESA. Notification to the utility should be made as the changes occur. After such notification, the utility will furnish a printed copy to the ESA for verification showing each change, deletion, and addition to the MSAG.
- B5 The utility's sole responsibility in respect to the MSAG is to reformat it and provide a printout of it on request to the ESA.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

General

(T)

A15 The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the utility undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the utility in the event the system is not functioning properly.

A16 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 911 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.

A17 Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the utility cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 Service.

(L)

|

(L)

A18 The ESA agrees to provide trained personnel for 24-hour coverage and receive all 911 calls routed to the PSAP. The ESA recognizes that addresses must first be verified from a calling party. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.

(T)

A19 Under normal circumstances, work will not be performed on 911 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.

(T)

A20 No charge will be made to a calling party for calls to the 911 service.

(T)

A21 The ESA may use the subscriber records to create and maintain a 911 location database that is used to assist in the process of dispatching public safety agencies.

(N)

A22 Subscriber Record information provided by the Utility is proprietary and the ESA will not duplicate and transfer such records to a third party except with the Utility written authorization. Duplicate copies can be made by the ESA for database back up to protect the integrity of the system. Upon termination of Subscriber Records, the records will be returned to the Utility or upon the utility's approval, records may be destroyed by the ESA.

(N)

(L) Material relocated to Sheet No. 13.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

(N)

General

- A23 If two or more ESA request distribution of the same scrubbed Subscriber Records, both ESA's will be required to pay the full rates and charges for Subscriber Records. If two or more ESA request distribution of the same unscrubbed Subscriber Records, all ESA will be charged the rate for unscrubbed Subscriber Records.
- A24 Data format will be in the NENA recommended data exchange format.
- A25 Method of delivery is electronic download utilizing NENA recommended protocols for data exchange.
- A26 The Utility recommends daily data delivery of Subscriber Records but will negotiate other frequency options with the ESA.
- A27 If the ESA elects to have Subscriber Records data delivered by other than computer file transfer, there may be additional costs assessed to the ESA.
- A28 The Utility will deliver Subscriber Records information to the ESA or an entity designated by the ESA to perform 911 database services.
- A29 Subscriber Record data has been validated with a MSAG provided by the ESA or assigned database agent.

Utility Responsibilities

- A1 Creation of an initial copy of the Utility's subscriber records on a full NXX basis only.
- A2 Creation of daily update files.
- A3 Providing Subscriber Records for Utility exchanges, initially and as changes to Utility service occur.
- A4 Storage of backup copy for ten calendar days of the Subscriber Records provided to the ESA.
- A5 Correction of Utility's customer records with valid assigned addresses based on standard addressing as determined by the Utility, the ESA and the addressing authority for the jurisdiction. The ESA will communicate the valid addresses to the Utility and the Utility will update the telephone number the records and the Utility SAG to agree with the ESA's MSAG if one is utilized.

(N)

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

(N)

Utility Responsibilities (Continued)

- A6 Maintaining a point of contact to verify source systems.
- A7 Performing daily error correction activities on Utility Subscriber Records within 48 hours of notification on errors resulting from processing of updates to ESA's database.
- A8 Monitoring the Utility Subscriber Records database quality for the affected NXX's and initiating corrective actions. Activities include but are not limited to: monitoring the timeliness of updates and error correction, error levels and error types.
- A9 Maintaining the Utility's SAG to agree with the ESA's standard addressing system reflected in the MSAG for the Utility affected NXX areas. The Utility will validate their Subscriber Records to the SAG prior to delivering the 911 records to the ESA.
- A10 Creation of an annual refresher file consisting of a copy of the current subscriber records for the exchanges previously requested by the ESA.
- A11 Resolving ANI/ALI inquiries supplied by the ESA or database agent within five business days of receipt. Quantities of over 60 ANI/ALI inquiries received in one day from one customer will be considered other than normal workload. When quantities above normal workload are received, the Utility will contact the ESA to negotiate a completion timeline.
- A12 Distributing the Utility's Street Address Guide (SAG) in MSAG format to the ESA to facilitate the build of the MSAG.

Customer Responsibilities

- A1 Entering into an agreement with the Utility. The agreement will define the means of delivering Subscriber Records data from the Utility to the ESA.
- A2 When file transfer is utilized the ESA is responsible for providing compatible computer hardware and software to receive Subscriber Records via dial-up line connection or other agreeable transmission means (i.e. FTP or NDM) to the Utility computer if electronic means of deliver is chosen. The ESA is responsible for providing the line for receiving the subscriber data.
- A3 Designating an individual to administer the data, and act as a single point of contact to the Utility.

(N)

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

(N)

Customer Responsibilities (Continued)

- A4 Developing methods and procedures to facilitate receiving and loading data. Creating methods and procedures to ensure that the ESA's computer is available to receive Utility data at a mutually agreeable time.
- A5 Monitoring transmission of data for successful completion.
- A6 Notifying the Utility within one business day of assigned receipt time if transmission is not successful.
- A7 Specifying the geographical area for which Subscriber records information is required. Subscriber Records will not be provided for less than an entire NXX service area.
- A8 Assuming the responsibility that Utility Subscriber Records information shall not be used or disclosed by 911 system agencies or their employees for criminal investigations or civil discover, except under court order.
- A9 Providing a single point of contact to the Utility for MSAG and Subscriber Records addressing issues.
- A10 Providing the Utility access to verify the 911 records of their subscribers as submitted to the ESA.
- A11 Providing written verification to the Utility within 72 hours of update of each addition, change or deletion of information in the MSAG as made by the ESA.
- A12 Providing a complete electronic copy of the MSAG to the Utility on a quarterly basis without charge.

Liability

General Liability

- A1 The utility, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 911 call in an emergency situation where no name, address, or location of the 911 caller is available.

(N)

(L)

(L)

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

(N)

Liability of the Utility

- A1 The Utility's entire liability to the ESA or any person for interruption or failure of any aspect of ECS shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of ECS by the Utility. ECS is offered solely to assist the ESA in providing ECS in conjunction with applicable fire, police, and other public safety agencies. By providing ECS to the ESA, the Utility does not create any relationship or obligation, direct or indirect, to any third party other than the ESA.
- A2 The Utility shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission of the Utility or its employees, agents or contractors, in the design, development, installation, maintenance, or provision of any aspect of ECS other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Utility's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption to service or facilities continues, after notice by the ESA to the Utility. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA. In no event shall the Utility be held liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of ECS.
- A3 The ESA shall indemnify and hold harmless the Utility from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Utility as a result of any act or omission of the ESA or any of its employees, directors, officers, contractors or agents except for Utility acts of negligence, gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of ECS or for releasing subscriber information, including non-published or unlisted information in connection with the provision of ECS Service.
- A4 The Utility shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of ECS when any 9-1-1 call originates from a system or line which makes the provision of special location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.

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SCHEDULE NO. A-4
911 EMERGENCY REPORTING SERVICE

CONDITIONS (Continued)

(N)

Liability of the Utility (Continued)

- A5 The Utility accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Utility by a SP. At the rates set forth herein, the Utility will integrate any records provided to it by the PSP in a Utility-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Utility makes no representation or warranty regarding the accuracy of the data provided to it by a PSP and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this government agency, or other entity against the Utility. The Utility shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of ECS when there is a failure of or interruption of ECS due to the attachment of any equipment by a ESA to the Utility's facilities. The ESA may, with the prior written consent of the Utility, which consent shall not be unreasonably withheld, attaché features, devises, or equipment of other vendors to the equipment or network facilities provided by the Utility. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Utility reserves the right to refuse attachments if the Utility determines that said attachments will degrade ECS ordered by the ESA, Utility facilities, or otherwise affect its telephone operations.
- A6 The Utility shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Utility in the good faith release of information not in the public record, including non-published or non-listed subscriber information to Emergency Response Agencies responding to calls placed to an ECS or Host Providers using such information to provide an ECS Service.
- A7 The Utility shall have no liability whatsoever to any person arising from its provision of, or failure to provide, ECS to any subscriber to a non-regulated telephone service (e.g., shared tenant service). It is the obligation of the ESA to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all ECS telephone calls that originate from telephones within the ESA's service area. Neither the ESA nor the Utility shall have any responsibility for ECS calls that carry foreign dial tone, whether they originate within or outside of the ESA's service area.
- A8 The Utility shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Utility, or arising from the use of ESA provided facilities or equipment.

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SCHEDULE NO. A-5
SERVICE CHARGES

LIST OF EFFECTIVE SHEETS

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

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SCHEDULE NO. A-5
 SERVICE CHARGES

(T)

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4th Revised Sheet No. 3

SCHEDULE NO. A-5
 SERVICE CHARGES

APPLICABILITY

Applicable to Utility Service Charges.

TERRITORY

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

RATES

		<u>Business</u>	<u>Residence</u>	
A1	Service Order Charge - Initial, per line	\$32.00	\$26.50	(l)
A2	Service Order Charge – Subsequent	\$21.00	\$15.50	
A3	Central Office Connection Charge, per line	\$40.00	\$26.00	(l)
	Idaho Telecommunications Service Assistance Program (ITSAP), Residence Lifeline Service Conversion Allowance	-	\$(5.50)	
A4	Access Line Work Charge	\$15.00	\$15.00	(l)
A5	Reconnect Charge	445.00	\$45.00	(l)

¹ See Condition A3 B2 C6.

Canceling 1st Revised Sheet No. 4
Original Sheet No. 4

SCHEDULE NO. A-5
SERVICE CHARGES

(T)

CONDITIONS

A1 The preceding charges are applicable to all installations and moves and changes of services and facilities of the utility.

A2 The Nonrecurring Service Charges shown are in addition to charges shown in the applicable Price List schedules.

(T)

A3 Service Charges apply as follows:

(T)

B1 Service Order Charge - Initial

Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.

B2 Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.

B3 Central Office Connection Charge

Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

B4 Residence Lifeline Conversion Allowance

A residence lifeline conversion allowance applies to each qualified lifeline recipient request in addition to the special service network access charge.

(T)(L)

B5 Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

(T)

(T)(L)

(L) Material relocated from Sheet No. 5.

(N)

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SCHEDULE NO. A-5
SERVICE CHARGES

(T)

CONDITIONS (Continued)

A4 Service Charges do not apply as follows:

(T)(L)

- B1 When a move or change is initiated by the utility.
- B2 To the disconnection of a network access line or other services.
- B3 To a change in grade of service.
- B4 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
- B5 When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
- B6 When the customer's name has been changed by marriage or court order.
- B7 When a change in billing address is required.
- B8 To directory listing service.
- B9 When a number change is made due to annoyance calls.
- B10 To existing customers subscribing to touchtone and/or custom calling services. This offer is limited to a sixty (60) day promotional period, specified by the utility.

(L)

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SCHEDULE NO. A-5
SERVICE CHARGES

CONDITIONS (Continued)

A5 Reconnect Charge

The non-pay Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate Service Charges will apply.

A6 Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

(T)

(L)

(L)

(T)

(T)

(L) Item A4 relocated to Sheet No. 5.

(N)

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SCHEDULE NO. A-5
SERVICE CHARGES

(T)

CONDITIONS (Continued)

A7 Customer Premises Inside Wiring

(T)

B1 Customer premises inside wire and standard jacks associated with basic exchange services will be provided and maintained by the customer in accordance with the technical standards furnished to the Idaho Public Utilities Commission by the utility.

B2 Customer premises inside wire is defined as that wire including connectors, blocks and jacks within a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.

A8 Time and Material Charges

Time and Material Charges will be applied on a non-regulated basis.

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SCHEDULE NO. A-6
DIRECTORY LISTINGS

LIST OF EFFECTIVE SHEETS

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SCHEDULE NO. A-6
DIRECTORY LISTINGS

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SCHEDULE NO. A-6
 DIRECTORY LISTINGS

RATES

		<u>MONTHLY RATES</u>		
		<u>BUSINESS</u>	<u>RESIDENCE</u>	
A1	Primary Listing	No Charge	No Charge	
A2	Additional Listing	\$6.00	\$5.00	(I)
A3	Foreign Exchange Listing	6.50	5.50	
A4	Extra Lines of Information	6.00	5.50	
A5	Non-Listing	6.50	6.50	
A6	Non-Publish	6.00	6.00	(I)
A7	Each personalized telephone number (PTN)	3.50	1.50	

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SCHEDULE NO. A-6
DIRECTORY LISTINGS

GENERAL

The following applies to light faced listings in the white pages (alphabetical section of the directory).

- A1 Only information necessary to identify the customer is included in these listings.
- A2 The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.
- A3 The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.
- A4 Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- A5 A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- A6 Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- A7 Incoming calls to Non-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.
- A8 The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
- A9 Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

(T)

(C)

(C)

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SCHEDULE NO. A-6
DIRECTORY LISTINGS

COMPOSITION OF LISTINGS

- (T)
- A1 Name (C)
- B1 Business Service
 - (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)
 - C1 The name of a subscriber
 - C2 The name of each business enterprise, which the subscriber conducts
 - C3 The name of a corporation, which is the parent or subsidiary of the subscriber
 - B2 Residence Service
 - C1 The name of the subscriber
 - C2 Another authorized residential name
 - C3 Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
 - C4 Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile
- A2 Designation
 - A designation can be used on a business service to assist the public in calling but not to advertise the business.
- A3 Address
 - Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.
- (C)

Personalized Telephone Number Service (PTN) relocated to Sheet No. 6. (N)

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SCHEDULE NO. A-6
DIRECTORY LISTINGS

TYPES OF LISTING

- A1 Primary Listing – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
- A2 Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
- A3 Foreign Exchange Listing – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.
- A4 Extra Lines of Information – descriptive text that does not have a telephone number.
- A5 Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.
- A6 Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory.

(N)

(N)

PERSONALIZED TELEPHONE NUMBER SERVICE (PTN)

(L)

- A1 Personalized Telephone Number Service (PTN) provides the customer with a telephone number that the customer specifically requested.
- A2 The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it necessary in the conduct of its business.
- A3 If the utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the service charge.
- A4 All customer requested telephone numbers are subject to availability and provided at the discretion of the utility.
- A5 PTN will not be offered to business (800) service.
- A6 All personalized telephone numbers will appear as a numeric listing in the telephone directory.

(L)

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SCHEDULE NO. A-7
CITIZENS CENTREX DIGITAL SERVICE

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SCHEDULE NO. A-7
CITIZENS CENTREX DIGITAL SERVICE

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SCHEDULE NO. A-7
 CITIZENS CENTREX DIGITAL SERVICE

RATES (continued)

A5	Basic Features and Services	Monthly <u>Rate</u>	(T) (T)	
B1	Basic Centrex feature and service package per Centrex Access Line and Intragroup Calling Service Line			
C1	2 - 100 lines, each line	\$ 3.75	(T)	
C2	101 to 200 lines, each line	3.50		
C3	Additional features or services, each	.25	(T)	
B2	Each basic centrex feature and service package (IBNA or IBNB) may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 (IBAF) each:			
C1	Standard Features			
D1	Automatic Line			
D2	Call Forward (includes the following)			
E1	All Calls (with remote activation)			
E2	Busy			
E3	No Answer			
D3	Call Pickup			
D4	Call Transfer			
D5	Call Waiting including:			
E1	Cancel Call Waiting			
D6	Call Hold			
D7	Speed Call 8 ⁽¹⁾			(T)
D8	Speed Call 30			
D9	3 Way Calling			
D10	Consultation Hold			
D11	Make Set Busy			
D12	Distinctive Ring			(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>1st Revised</u>	Sheet No.	<u>6</u>
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SCHEDULE NO. A-7
 CITIZENS CENTREX DIGITAL SERVICE

RATES (continued)

A5 Basic Features and Services (continued)

B2 Each basic centrex feature and service package (IBNA or IBNB) may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 (IBAF) each: (continued)

C2 Standard Services

- D1 Fully Restricted - Class of Service
- D2 Semirestricted - Class of Service
- D3 Toll Restricted - Class of Service
- D4 Unrestricted Service - Class of Service
- D5 Dictation Access and Control (DTMF only)
- D6 Hunting
- D7 Loudspeaker to Radio Paging Access
- D8 Night Service - Flexible
- D9 Storing of 24 Dialed Digits
- D10 Tie Line Access
- D11 WATS Access

A6	Enhanced Features and Services	Monthly <u>Rate</u>	(D) (D)
	B1 Individual enhanced features and services, each line		
	C1 Virtual Facility Group*	\$.75	(D)
	C2 Line Arranged for Electronic Business Set	1.50	

* The Virtual Facility Group rate applies only to those lines designated as centrex access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

LIST OF EFFECTIVE SHEETS

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

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	6th Revised				
2	2 nd Revised				
3	1 st Revised				
4	1 st Revised				
5	3 rd Revised				
6	2 nd Revised				
7	1st Revised				

	<u>2nd Revised</u>	Sheet No. <u>2</u>
Canceling	<u>1st Revised</u>	Sheet No. <u>2</u>

SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

(T)

INDEX

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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

(T)

A1 Number Reservation Service

(N)

APPLICABILITY

Applicable to number reservation service furnished in connection with business and residence services as provided in Schedule No. A-1.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the Price List schedules.

RATES

Monthly
Rate*

(D)

Number Reservation Service - each telephone

\$3.50

(D)

* In addition to special service charge as shown in Schedule No. A-5.

	<u>1st Revised</u>	Sheet No.	<u>4</u>
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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

(T)

A1 Number Reservation Service

CONDITIONS

- B1 Number Reservation Service is provided to reserve exchange telephone number(s) for a period not to exceed nine months per year.
- B2 The subscriber may request that the reservation period be extended beyond what he specified before the reservation became effective. The request for such an extension of the reservation period shall be treated as a new application for this service (except that the maximum of the reservation period shall continue to be measured from the date the reservation originally became effective), and all non-recurring charges and monthly rates for the period of the extension are to be paid at the time the request for the extension is made.
- B3 When a telephone number is reserved, the telephone number and associated listing(s) will appear in the next regularly published directory, if the applicant requests.
- B4 The charges specified in this schedule shall not apply to the reservation of a telephone number that is part of an application for the establishment or reestablishment of service, to be accomplished within thirty days of the date on which the application is made. The monthly rates specified shall apply to each calendar month, or portion thereof, during which the service is furnished.
- B5 Number Reservation Service does not guarantee the availability of necessary facilities to reestablish a working telephone number.

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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

(T)

A2 Electronic Bill Presentment and Payment (EBPP)

B1 APPLICABILITY

EBPP provides residential and business customers an option to receive their telephone bill electronically and pay their bill online.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing EBPP Services as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business Customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

B4 RATES

Monthly Rate

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

B5 CONDITIONS

1. The EBPP is an optional Service.
2. The utility will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Charges as specified in the Price List, Schedule A-5 do not apply to this service. (T)
5. Bill Inserts will be provided separately either electronically or via U.S. Mail service.

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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

(T)

A3 Business Traffic Study Service

B1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

B2 TERRITORY

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

B3 GENERAL

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

B4 RATES

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

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

B5 CONDITIONS

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):
 - Line or Trunk Study
 - Remote Call Forward Study
 - Multiline Hunt Group Study

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SCHEDULE NO. A-8
MISCELLANEOUS SERVICE

A4 Convenience Fee

B1 GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

B2 RATES

	<u>Nonrecurring Charge</u>	
Convenience Fee, per occurrence	\$10.00	(l)

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SCHEDULE NO. A-9
INTEREXCHANGE RECEIVING SERVICE

LIST OF EFFECTIVE SHEETS

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SCHEDULE NO. A-9
INTEREXCHANGE RECEIVING SERVICE

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the Price List schedules.

RATES	<u>Rate Per Month</u>	<u>Billing Code</u>
Each interexchange receiving service	\$19.60	ETC

CONDITIONS

- A1 Interexchange receiving service is available to customers with business individual line service (except coin box service), business private branch exchange service, or order receiving equipment service at the receiving exchange.
- A2 The customer to interexchange receiving service will be billed for all interexchange messages to him for patrons in the exchange area. Regular station-to-station rates are applicable to interexchange messages under this schedule.
- A3 A telephone number designation will be assigned to each service subscribed for and will be listed in the Company's telephone directory. Only calls to this number and which originate in the exchange area will come within the scope of the service under this schedule, and then only where an interexchange rate is applicable from the calling telephone to the service in the receiving exchange.
- A4 Interexchange receiving service will be available until connecting companies discontinue the offering of this service.
- A5 Interexchange receiving service will not be provided in connection with foreign exchange service.

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SCHEDULE NO. A-10
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
AND
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE

LIST OF EFFECTIVE SHEETS

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SCHEDULE NO. A-10
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

(N)

APPLICABILITY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), as said exchanges are defined on the maps contained in this Price List.

TERRITORY

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

GENERAL

- A1 ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
- A2 ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
- B1 ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- B2 Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in the Rules and Regulations of this Price List.
- B3 ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability.

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SCHEDULE NO. A-10
 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

RATES

- A1 All usual and applicable Service Charges as specified in the Schedule No. A-5, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. (T)
- A2 ISDN-PRI Service Components
- B1 The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line	Per ISDN Circuit		
(per PRI Link)			
-Month-To-Month	1-4	\$1,500.00	\$230.00
-One Year Contract	1-4	1,500.00	220.00
-Two Year Contract	1-4	1,500.00	215.00
-Three Year Contract	1-4	1,500.00	210.00
Primary Rate Interface	Per ISDN Circuit		
(per PRI Link)			
-Month-To-Month	1-4	*	\$ 940.00
-One Year Contract	1-4	*	875.00
-Two Year Contract	1-4	*	830.00
-Three Year Contract	1-4	*	810.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Sheet 3 are all inclusive for ISDN circuits.

** In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

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SCHEDULE NO. A-10
 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

RATES (Continued)

A3 Optional Feature

B1 The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

A4 Service Charges (T)

B1 Service Installation Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.

B2 Service Order Charge - Subsequent is applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Order Charge - Subsequent is applicable for each PRI Link associated with the customer request (in lieu of a Service Installation Charge). (T)

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SCHEDULE NO. A-10
 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

RATES (Continued)

A4	Service Charges (Continued)		(T)
	B3	Access Line Work Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Access Line Work Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.	(T)
	B4	Charges for ISDN-PRI Service	
	C1	Service Change Charge per PRI Link	
			<u>Nonrecurring Charge</u>
		Changes in 'D' channel or Trunk Group configurations	\$350.00
	C2	Access Line Work Charge per PRI Link	(T)
			<u>Nonrecurring Charge</u>
		Access Line Work Charge (Per Visit)	See Note 1 (T)

Note 1 – Refer to Schedule No. A-5, Sheet 3 of this Price List for applicable rates.

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SCHEDULE NO. A-10
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)

SPECIAL CONDITIONS

- A1 ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- A2 The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- A3 The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
- A4 Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
- A5 Temporary suspension of service is not available with ISDN-PRI.
- A6 Minimum subscription period is month-to-month.
- A7 Reserved For Future Use. (T)
- A8 Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this Price List.
- A9 In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
- A10 Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

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SCHEDULE NO. A-10
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE (Continued)

CONDITIONS

- A1 ISDN PRI Bundle Service is available where technically feasible.
- A2 The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- A3 A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Service Order Charge - Subsequent as specified in Schedule A-10 of this Price List for the change and will pay the current rates in effect for the term commitment chosen. (T)
(T)
- A4 When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- A5 ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge - Initial and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office. (T)
(T)
- A6 Ports will be provided at the T-1 level only.
- A7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- A8 The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- A9 The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Price List.
- A10 Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates preceding.

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SCHEDULE NO. A-11
PROMOTIONAL OFFERINGS

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SCHEDULE NO. A-11
PROMOTIONAL OFFERINGS

GENERAL PROVISIONS

- A1 Occasionally, the Company may run promotions, or conduct market research on selected services. During these periods the Company may provide designated Price Listed services at rates lower than those listed in this Price List. These offers are temporary in nature and will not constitute price changes.
- B1 For local network exchange access line services, the Company may offer a full or partial waiver of non-recurring charges.
- B2 For services other than local network exchange access line services, the Company may waive or reduce the monthly rate for the duration of the promotion or market research trial. Customers will be notified of the availability and duration of such offerings.
- A2 These promotional offerings shall be generally available to all similarly-situated customers during the term of the offer. However, such offers may be limited for certain subscribers based on facilities and service availability.
- A3 For any basic local exchange service promotional offer, the Company shall file with the Commission a description of the offer fifteen working days before its commencement.
- A4 The Company's notification to customers and the Commission will specifically describe any geographic or other reasonable limitations to the promotion. Notification to the Commission will also specifically explain why such limitations, if any, are included in each promotion.

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Issued By
Aloa J. Stevens
Director

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32nd Revised Sheet No. 1

SCHEDULE NO. A-12
 BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 92 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
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3	12th Revised	36	1 st Revised	66	2 nd Revised
4	7th Revised	37	Original	67	2 nd Revised
4.1	3 rd Revised	38	Original	68	2 nd Revised
5	2 nd Revised	39	6th Revised	69	2 nd Revised
6	1 st Revised	40	8th Revised	70	1 st Revised
7	Original	41	4th Revised	71	1 st Revised
8	2 nd Revised	42	3 rd Revised	72	1 st Revised
9	2 nd Revised	43	2 nd Revised	73	1 st Revised
10	2 nd Revised	44	5th Revised	74	1 st Revised
11	2 nd Revised	45	5th Revised	75	1 st Revised
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13	Original	46.1	2nd Revised	77	2 nd Revised
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Canceling 1st Revised Sheet No. 2
Original Sheet No. _____

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 BUNDLED SERVICES

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 1st Revised Sheet No. 5

SCHEDULE NO. A-12
BUNDLED SERVICES

A1 Citizens Select

 B1 General

 C1 Citizens Business Select Service

Citizens Business Select does not include an access line. Customers subscribing to this plan may select up to five (5) of the following services/features.

- Anonymous Call Block/Rejection (T)
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID Name Only ⁽²⁾ (T)
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Rejection
- Speed Call 8 ⁽²⁾
- 3 Way Calling
- Priority Call
- *69 Call Return (T)
- *66 Busy Number Redial (T)

⁽¹⁾ May select only one Caller ID feature

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>1st Revised</u>	Sheet No.	<u>6</u>
Canceling	<u>Original</u>	Sheet No.	<u>6</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A1 Citizens Select (Cont'd)

B1 General (Cont'd)

C2 All rules, regulations and limitations as specified elsewhere in this Price List for the respective services/features requested in a Citizens Business Select plan shall apply.

B2 Rates and Charges

C1 The Company reserves the right to waive the Service Order Charge - Subsequent as specified in Schedule A-5 for a period of ninety (90) days from the effective date of this Price List. The waiver applies to the initial request for a Citizens Business Select plan in association with an existing, additional or move from one location to another for a residential or business individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Business Select plan. (T)
(T)

C2 Service Charges are not applicable for a Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.

C3 Service Charges as specified in Schedule A-5 of this Price List do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Select plan.

C4 Existing Citizens Business Select customers cannot take advantage of promotions for any of the individual services/features specified in Schedule A-12, A1.B1 C2, C3 and C4, preceding unless specifically allowed by the terms and conditions of the promotion.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A2 Frontier Feature5 Pack Package

B1 General

- C1 Frontier Feature5 Pack Package includes Caller ID with Name and, Call Forward⁽¹⁾ features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- C2 In addition to Caller ID with Name, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting/Cancel Call Waiting
 - *66 Busy Number Redial
 - *69 Call Return
 - 3 Way Calling
 - Hunting
 - Speed Call 8 ⁽²⁾
- C3 All rules, regulations and limitations as specified elsewhere in this Price List for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- C4 A description of services and special conditions pertaining to the features as specified in General C1, C2 and C3, preceding are listed in Schedule A-1 of this Price List.

(T)
(T)

* May select only one Speed Call feature.

⁽¹⁾ Customers may select their Call Forward features from the following: Basic Call Forward, Call Forward Busy, Call Forward No Answer and Call Forward Busy/No Answer.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A2 Frontier Feature5 Pack Package (Continued)

B2 RATES

- C1 The Frontier Feature5 Pack Package is provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- C2 The Company reserves the right to waive the Service Order Charge – Subsequent as specified in Schedule A-5 for a period of ninety (90) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center. (T)
(T)
- C3 Service Charges as specified in Schedule A-5 of this Price List do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package. (T)
- C4 Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in General C1, C2, and C3), preceding unless specifically allowed by the terms and conditions of the promotion.
- C5 Frontier Feature5 Pack Package is provided at the following rates:

MONTHLY
RATE

Frontier Feature5 Pack Package and three additional features

- Per individual business line - Includes two constants and 3 additional features as specified in General C1 and C2, preceding. \$11.95

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	<u>1st Revised</u>	Sheet No.	<u>10</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A3 Frontier Choices

B1 APPLICABILITY

Applicable to residence service.

B2 GENERAL

C1 Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

C2 Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Anonymous Call Block/Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID with Name ⁽¹⁾
- Priority Call
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ^(2, 3)
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 10 local Directory Assistance Calls

(T)

(T)

(T)

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 2nd Revised Sheet No. 11
 1st Revised Sheet No. 11

SCHEDULE NO. A-12
BUNDLED SERVICES

A3 Frontier Choices (Continued)

B2 GENERAL (Continued)

C3 Frontier Choices - Enhanced Line with Second Line

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

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>2nd Revised</u>	Sheet No.	<u>12</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>12</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A3 Frontier Choices (Continued)

B3 RATES

- C1 The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- C2 The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- C3 Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- C4 Service Charges as specified in Schedule A-5 of this Price List do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle. (T)
- C5 When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
- C6 Frontier Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$37.00
Frontier Choices - Enhanced Line with Second Line	\$72.00

Canceling	<u>1st Revised</u>	Sheet No.	<u>15</u>
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SCHEDULE NO. A-12
BUNDLED SERVICES

A4 FrontierWorkssm Small Business Solutions (Continued)

B3 GENERAL (Continued)

- C2 Bundle 2 - Frontier Works – Enhanced Line (T)
- D1 One Business Access Line⁽¹⁾, including Call Forward Busy, Call Forward No Answer and local exchange service usage that would be otherwise subject to local budget measured service usage charges. (T)
- (D)
- D2 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Price Listed) (T)
- D3 Frontier® DSL Max Internet Service (Non-regulated) (T)
- D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Price Listed or Price-Listed) (T)
- C3 Bundle 3 – Frontier Works – Enhanced Line with Second Line
- D1 Two Business Access Lines⁽¹⁾, including Call Forward Busy, Call Forward No Answer and local exchange service usage that would be otherwise subject to local budget measured service usage charges. (T)
- (D)
- D2 Frontier dial-up Internet Service (Non-regulated) (T)
- D3 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Price Listed or Price-Listed) (T)

⁽¹⁾ The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A4 FrontierWorkssm Small Business Solutions (Continued)

B3 GENERAL (Continued)

C4 Bundle 4 - Frontier Works – Enhanced Line with Second Line

D1 Two Business Access Lines⁽¹⁾, including Call Forward Busy, Call Forward No Answer and local exchange service usage that would be otherwise subject to local budget measured service usage charges. (T)

(D)

D2 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Price Listed) (T)

D3 Frontier® DSL Max Internet Service (Non-regulated) (T)

D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Price Listed or Price-Listed) (T)

C5 Bundle 5 - Frontier Works – Enhanced Line with Second Line

D1 Two Business Access Lines⁽¹⁾, including Call Forward Busy, Call Forward No Answer and local exchange service usage that would be otherwise subject to local budget measured service usage charges. (T)

(D)

D2 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Price Listed) (T)

D3 Frontier® 512 Kbps Business DSL Internet Service (Non-regulated) (T)

D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Price Listed or Price-Listed) (T)

⁽¹⁾ The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

Canceling	<u>1st Revised</u>	Sheet No.	<u>17</u>
	<u>Original</u>	Sheet No.	<u>17</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A4 FrontierWorkssm Small Business Solutions (Continued)

B3 GENERAL (Continued)

C6 Bundle 6 - Frontier Works – Enhanced Line with Second Line

- D1 Two Business Access Lines⁽¹⁾, including Call Forward Busy, Call Forward No Answer and local exchange service usage that would be otherwise subject to local budget measured service usage charges. (T)
- D2 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Price Listed) (T)
- D3 Frontier® 1 Mbps Business DSL Internet Service (Non-regulated) (T)
- D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federal and State Price Listed or Price-Listed) (T)

(D)
|
(D)

⁽¹⁾ The business access line does not include PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.

	<u>2nd Revised</u>	Sheet No.	<u>18</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>18</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A4 FrontierWorkssm Small Business Solutions (Continued)

B3 GENERAL (Continued)

C8 Optional Services

The following services may be added to any of the bundles above:

D1 FrontierWorkssm Select5

Choice of five of the following:

Caller ID with Name

Basic Call Forward ⁽¹⁾

Call Waiting/Cancel Call Waiting

Speed Call 8 ⁽³⁾ or 30

3 Way Calling

*66 Busy Number Redial

*69 Call Return

Hunting⁽²⁾

(T)

(T)

(T)

⁽¹⁾ In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Basic Call Forward" is the name for "Call Forward" in some markets. They are functionally the same.

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Price List. Call Forward Busy cannot be used with Hunting.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 1st Revised Sheet No. 19
 Original Sheet No. 19

SCHEDULE NO. A-12
BUNDLED SERVICES

A4 FrontierWorkssm Small Business Solutions (Continued)

B3 GENERAL (Continued)

C8 Optional Services (Continued)

The following services may be added to any of the bundles above: (Continued)

D3 Citizens Conference on Demand (Non-regulated)

D4 Citizens Webexchange (Non-regulated)

D5 FrontierPagessm free one-inch Yellow Pages advertisement (Non-regulated)

B4 RATES

C1 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List schedule A-5 apply to the installation of individual components of the bundles. (T)

C2 Service Charges apply if the customer switches from a bundle to an unbundled service. (T)

C3 Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

C4 The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge. (T)

Canceling	<u>1st Revised</u>	Sheet No.	<u>23</u>
	<u>Original</u>	Sheet No.	<u>23</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections

B1 APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Business Connections.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Basic Call Forward, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally Price Listed or price-listed services. Listing of the non-regulated services and federally Price Listed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The prices listed herein are those for the regulated local and general exchange service portion of the bundles. (T)

C1 Bundle 1

D1 One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, Caller ID Name and Number and local exchange service usage that would be otherwise subject to local measured service usage charges (D)

D2 Frontier High Speed Internet Service, a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non- regulated) (T)

D3 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed) (T)

D4 White Page Bold Ad (Non-regulated) (T)

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Director

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B3 GENERAL (Continued)

C2 Bundle 2

D1 One Business Access Line, including Basic Call Forward, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges (T)
(T)

(D)

D2 Business Digital Subscriber Line (BDSL), a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated) (T)

D3 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed) (T)

D4 White Page Bold Ad (Non-regulated) (T)

C3 Bundle 3

D1 Two Business Access Line, including Call Forward Busy, Call Forward No Answer, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges (T)
(T)

(D)

D2 Frontier High Speed Internet Service, a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated) (T)

D3 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed) (T)

D4 White Page Bold Ad (Non-regulated) (T)

D5 Two-Line Business Set (Non-regulated) (T)

D6 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated). (T)

Canceling 1st Revised Sheet No. 25
 Original Sheet No. 25

SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B3 GENERAL (Continued)

C4 Bundle 4

- D1 Two Business Access Line, including Call Forward Busy, Call Forward No Answer, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges (T)
(T)
(D)
- D2 Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated) (T)
- D3 Business Digital Subscriber Line (BDSL), a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (Non-regulated) (T)
- D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed) (T)
- D5 White Page Bold Ad (Non-regulated) (T)
- D6 Two-Line Business Set (Non-regulated) (T)
- D7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated) (T)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B3 GENERAL (Continued)

C5 Bundle 5

- | | | |
|----|---|------------|
| D1 | Two Business Access Line, including Basic Call Forward, Caller ID with Name and local exchange service usage that would be otherwise subject to local measured service usage charges | (T)
(T) |
| | | (D) |
| D2 | Frontier High Speed Internet Service and 10 Email Boxes (Non-regulated) | (T) |
| D3 | Business Digital Subscriber Line (BDSL), a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes plus a Wireless Router (Non-regulated) | (T) |
| D4 | One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed) | (T) |
| D5 | White Page Bold Ad (Non-regulated) | (T) |
| D6 | Two-Line Business Set (Non-regulated) | (T) |
| D7 | Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated) | (T) |

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

 B3 GENERAL (Continued)

 C6 Bundle 6

 D1 Two Centrex lines, including the following features and local exchange service usage that would be otherwise subject to local measured service usage charges

 D2 The included features are:

 Basic Call Forward

(T)

 Call Transfer

(T)

 Caller ID with Name

 Hunting

 3 Way Calling

(T)

 Abbreviated Dialing (Where Available)

(D)

 D3 Frontier High Speed Internet Service, a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services and 8 Email Boxes (Non-regulated)

(T)

 D4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed)

(T)

 D5 White Page Bold Ad (Non-regulated)

(T)

 D6 Two-Line Business Set (Non-regulated)

(T)

 D7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated)

(T)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B3 GENERAL (Continued)

C7 Bundle 7

- D1 Two Centrex lines, including the following features and local exchange service usage that would be otherwise subject to local measured service usage charges
- Basic Call Forward (T)
 - Call Transfer (T)
 - Caller ID with Name (T)
 - Hunting (T)
 - 3 Way Calling (T)
 - Abbreviated Dialing (Where Available) (D)
- D2 Business Digital Subscriber Line (BDSL), a bundle of Federally Price Listed Asymmetrical Digital Subscriber Line Service and non-regulated Internet services with Static IP and 10 Email Boxes (non-regulated) (T)
- D3 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle (Federally Price-Listed) (T)
- D4 White Page Bold Ad (Non-regulated) (T)
- D5 Two-Line Business Set (Non-regulated) (T)
- D6 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID Boxes (Non-regulated). (T)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

 B3 GENERAL (Continued)

 C8 Optional Services

 D1 The following services may be added to Bundles 1-5 described above:

 a. FrontierWorks Optional Business Feature Package.

 Choice of five of the following:

 Call Waiting/Cancel Call Waiting

(T)

 Speed Call 8 ⁽¹⁾ or 30

 3 Way Calling

 *66 Busy Number Redial

(T)

 *69 Call Return

(T)

 Hunting

 Basic Call Forward

 D2 The following features may be added to Bundles 6 and 7. (Centrex Bundle):

 a. Optional Centrex Features

 Choice of any or all of the following:

 Call Waiting/Cancel Call Waiting

(T)

 Speed Call 8 ⁽¹⁾ or 30

 *66 Busy Number Redial

(T)

 *69 Call Return

(T)

 Basic Call Forward

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 1st Revised Sheet No. 30
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SCHEDULE NO. A-12
 BUNDLED SERVICES

A5 FrontierWorksSM Business Connections (Continued)

B4 RATES

- C1 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundles. (T)
- C2 Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C3 Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- C4 The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Charge. (T)
- C5 Monthly Rates
 - D1 Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$99.99	\$94.99	\$89.99
Bundle 2	\$144.99	\$139.99	\$129.99
Bundle 3	\$144.99	\$139.99	\$129.99
Bundle 4	\$194.99	\$184.99	\$169.99
Bundle 5	\$214.99	\$199.99	\$189.99
Bundle 6	\$159.99	\$154.99	\$144.99
Bundle 7	\$208.99	\$199.99	\$184.99

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B4 RATES (Continued)

C5 Monthly Rates (Continued)

	D2	Optional Features	Monthly <u>Rate</u>
	a.	FrontierWorks Optional Business Feature Package line	\$9.99
	b.	Optional Centrex Features, per line	\$1.99

(D)
|
(D)

B5 CONDITIONS

- C1 The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- C2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
 - D1 If the Price Listed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - D2 The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - D3 To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A5 FrontierWorkssm Business Connections (Continued)

B5 CONDITIONS (Continued)

- C7 The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- C8 All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C9 In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
- C10 The business access line does not include Key lines or PBX trunks or other business lines that are separately Price Listed with different rates from the regular Business One-Party access line.
- C11 FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
- C12 In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A6 Frontier Small Business Advantage

B1 APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

C2 Bundle 1 – Basic Bundle 200 Minutes

Two Basic Business lines

Basic Call Forward

Call Transfer

Caller ID with Name

Hunting (where available)

3 Way Calling

Abbreviated Dialing (where available)

(T)

(T)

(T)

(D)

200 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A6 Frontier Small Business Advantage (Continued)

B3 GENERAL (Continued)

C3 Bundle 2 – Basic Bundle 400 Minutes

Two Basic Business lines
Basic Call Forward
Call Transfer
Caller ID with Name
Hunting (where available)
3 Way Calling
Abbreviated Dialing (where available)

400 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

C4 Bundle 3 – Basic Bundle 600 Minutes

Two Basic Business lines
Basic Call Forward
Call Transfer
Caller ID with Name
Hunting (where available)
3 Way Calling
Abbreviated Dialing (where available)

600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

C5 The following services may be added to the bundle and will be billed on a per feature basis as defined in A6.B4.C4.

Additional Features:

*66 Busy Number Redial (T)
*69 Call Return (T)
Call Forward Busy
Call Forward No Answer
Speed Call 8 ⁽¹⁾
Distinctive Ring
Call Waiting/Cancel Call Waiting (T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A6 Frontier Small Business Advantage (Continued)

B4 RATES

- C1 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundles. (T)
- C2 Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C3 The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge. (T)

C4 Monthly Rate

Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 200 Minutes	\$84.99
Bundle 2 – Basic Bundle 400 Minutes	\$94.99
Bundle 3 – Basic Bundle 600 Minutes	\$104.99
Additional Features (per feature)	\$1.99

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SCHEDULE NO. A-12
BUNDLED SERVICES

A7 Frontier Digital Phone Service – Grandfathered as of May 6, 2019 (C)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

C2 Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/Call Forward No Answer
Unlimited Extended Area Service

Call Waiting/Cancel Call Waiting
Caller ID with Name

C3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-12, item A7.B4.C3.

Basic Call Forward	Selective Call Rejection
*69 Call Return	Selective Call Acceptance
*66 Busy Number Redial	Anonymous Call Block/Rejection
Speed Call 8 or 30	Priority Call
3 Way Calling	Call Trace
Selective Call Forward	Caller ID

This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A7 Frontier Digital Phone Service – Grandfathered as of May 6, 2019 (Continued) (C)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$39.99
Stay Connected Seasonal Offering See Special Condition (C7)	\$9.99
Digital Phone Enhanced Feature Pack	\$4.99

B5 CONDITIONS

- C1 The bundles are available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.
- C3 Call Detail for Extended Area Service and Budget Measured Service will not be displayed on the customer’s monthly telephone bill.
- C4 Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility’s Rules and Regulations pertaining to non-payment or partial payment.

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Canceling	<u>3rd Revised</u>	Sheet No.	<u>41</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A7 Frontier Digital Phone Service – Grandfathered as of May 6, 2019 (Continued) (C)

B5 CONDITIONS (Continued)

- C5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- C6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.
- C7 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this Price List.
 2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 3. The applicable Service Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The Federal Subscriber Line Charge is included in the monthly rate.
- C8 Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- C9 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A8 Frontier Business Unlimited Service

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

C2 Basic Bundle

Single Party Flat Rate Access Line
Extended Area Service
Call Forward Busy
Call Forward No Answer
Caller ID with Name
Two features from the feature package listed in item C3 following

C3 Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item B4.C3.

Call Waiting/Cancel Call Waiting	Distinctive Ring	(T)
Anonymous Call Block/Rejection	Speed Call 8 ⁽¹⁾	
*66 Busy Number Redial	3 Way Calling	(T)
*69 Call Return	Caller ID Blocking	
Selective Call Rejection	Hunting	
Priority Call		
Basic Call Forward		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Canceling	<u>1st Revised</u>	Sheet No.	<u>43</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A8 Frontier Business Unlimited Service

B4 RATES

C1 All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

C2 Unless otherwise stated elsewhere in this schedule, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle. (T)

C3 Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

B5 CONDITIONS

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.

C3 Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

C4 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

C5 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.

C6 The bundle rate will appear as a single line item on the customer's bill.

C7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

C8 The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(D)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone 100 – Grandfathered as of May 6, 2019 (C)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

C2 The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service Calling
Speed Call 8

C3 Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List.

Basic Call Forward	*66 Busy Number Redial
Call Forwarding Busy Line	3 Way Calling
Call Forwarding No Answer	Speed Call 30
Call Waiting/Cancel Call Waiting	nous Call Block/Rejection
Caller ID with Name	ve Call Acceptance
*69 Call Return	Call Trace
Caller ID	

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SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone 100 – Grandfathered as of May 6, 2019 (Continued) (C)

B4 Rates and Charges

C1 Unless otherwise stated elsewhere in this Section, Nonrecurring Charges as specified in the Price List, Schedule A-5 to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$23.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

B5 Conditions

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Price list Rules.
- C4 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C5 The bundle is offered on a month to month basis.

	<u>7th Revised</u>	Sheet No.	<u>46</u>
Canceling	<u>6th Revised</u>	Sheet No.	<u>46</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

- A9 Frontier Digital Phone 100 – Grandfathered as of May 6, 2019 (Continued) (C)
- B5 Conditions
- C6 The bundle will appear as a single line item on the bill.
- C7 The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- C8 Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- C9 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- C10 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone 100 for a minimum period of one month and up to nine months during a 12-month period.
- D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
- D2 The applicable Service Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D3 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

	<u>2nd Revised</u>	Sheet No.	<u>46.1</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>46.1</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone 100 – Grandfathered as of May 6, 2019 (Continued) (C)

B5 Conditions

D4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.

D5 The Federal Subscriber Line Charge is included in the monthly rate.

D6 All applicable taxes and surcharges apply.

Canceling 3rd Revised Sheet No. 47
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SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Business Essentials

B1 APPLICABILITY

Applicable to Business Flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

C2 Features and Services

Flat Rate Business Line
Unlimited Local Measured Service
Extended Area Service
Basic Call Forward

One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month
Three features from the feature package listed in item C4 following

C3 Optional Features Package*

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 ⁽¹⁾
Basic Call Forward

(T)
(T)

* This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>4th Revised</u>	Sheet No.	<u>48</u>
Canceling	<u>3rd Revised</u>	Sheet No.	<u>48</u>

SCHEDULE NO. A-12
 BUNDLED SERVICES

A9 Frontier Business Essentials (Continued)

B3 GENERAL (Continued)

C4 Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item B4.C3.

Caller ID with Name	Priority Call
Call Waiting/Cancel Call Waiting	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
*66 Busy Number Redial	Call Forward No Answer
*69 Call Return	Distinctive Ring
Selective Call Rejection	Speed Call 8 ⁽¹⁾
3 Way Calling	Hunting
Caller ID Blocking	

B4 RATES

C1 Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

C2 Unless otherwise stated elsewhere in this Section, Service Charges as specified in the Price List Schedule A-5 apply to the installation of individual components of the bundle. (T)

C3 Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of November 1, 2010.

⁽¹⁾This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Canceling 5th Revised Sheet No. 49
4th Revised Sheet No. 49

SCHEDULE NO. A-12
BUNDLED SERVICES

A8 Frontier OneVoice

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 TERRITORY

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

B3 GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Anonymous Call Block/Rejection	(T)
Call Forwarding Busy/No Answer	Call Forward	
Unlimited Extended Area Service	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	
Caller ID		

Premium Feature Package

*69 Call Return	Selective Call Forward	(T)
Call Transfer	Selective Call Acceptance	
Distinctive Ring	Selective Call Rejection	
*66 Busy Number Redial	Speed Call 30	(T)
Priority Call		

B4 CONDITIONS

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

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	<u>6th Revised</u>	Sheet No.	<u>50</u>
Canceling	<u>5th Revised</u>	Sheet No.	<u>50</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A8 Frontier OneVoice (Continued)

B4 CONDITIONS (Continued)

- C5 Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- C6 Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- C7 The bundle rate will appear as a single line item on the customer's bill.
- C8 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- C9 The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- C10 The bundle is offered on a month-to-month, one, two or three year term basis.
- C11 Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- C12 Term plans will auto renew unless notification is received from the customer sixty days in advance.

B5 RATES AND CHARGES

- C1 Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C2 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of the bundle. (T)

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

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Canceling	<u>4th Revised</u>	Sheet No.	<u>51</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A8 FRONTIER COMMERCIAL VOICE UNLIMITED¹ – Grandfathered as of January 20, 2018 (C)

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 GENERAL

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
3 Way Calling
Hunting

B3 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.
- C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- C5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

¹ This service offering is limited to existing subscribers.

(N)

	<u>4th Revised</u>	Sheet No.	<u>51.1</u>
Canceling	<u>3rd Revised</u>	Sheet No.	<u>51.1</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A8 FRONTIER COMMERCIAL VOICE UNLIMITED¹ – Grandfathered as of January 20, 2018 (C)
(Continued)

B3 CONDITIONS (Continued)

- C6 The bundle rate will appear as a single line item on the customer's bill.
- C7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- C8 The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- C9 The bundle is offered on a month-to-month, one or two year term basis.
- C10 Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- C11 At the end of the one or two year term, customers will be moved to the month to month pricing.

B4 RATES

- C1 Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C2 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

¹ This service offering is limited to existing subscribers.

(N)

	<u>4th Revised</u>	Sheet No.	<u>52</u>
Canceling	<u>3rd Revised</u>	Sheet No.	<u>52</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone X1 Service – Grandfathered as of May 6, 2019 (C)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2 TERRITORY

Applicable to the territory within the Cascade, Donnelly, Garden Valley, Horseshoe Bend, McCall, New Meadows, Riggins and Sweet exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone X1 Bundle as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Digital Phone X1 Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

C2 Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/Call Forward No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name

C3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-12, item A9.B4.C3.

Basic Call Forward	Selective Call Block/Rejection
*69 Call Return	Selective Call Acceptance
*66 Busy Number Redial	Anonymous Call Block/Rejection
Speed Call 8 or 30	Priority Call
3 Way Calling	Caller ID
Selective Call Forward	Call Trace

This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>6th Revised</u>	Sheet No.	<u>53</u>
Canceling	<u>5th Revised</u>	Sheet No.	<u>53</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone X1 Service – Grandfathered as of May 6, 2019 (Continued) (C)

B4 RATES

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.

C3 Frontier Digital Phone X1 Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone X1 Service	\$29.99
Stay Connected Seasonal Offering See Special Condition (C7)	\$9.99
Digital Phone Enhanced Feature Pack	\$4.99

B5 CONDITIONS

C1 The bundles are available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.

C3 Call Detail for Extended Area Service and Budget Measured Service will not be displayed on the customer's monthly telephone bill.

C4 Frontier Digital Phone X1 service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

	<u>4th Revised</u>	Sheet No.	<u>54</u>
Canceling	<u>3rd Revised</u>	Sheet No.	<u>54</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A9 Frontier Digital Phone X1 Service – Grandfathered as of May 6, 2019 (Continued) (C)

B5 CONDITIONS (Continued)

- C5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- C6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.
- C7 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Service for a minimum period of one month and up to nine months during a 12-month period.
7. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this Price List.
 8. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 9. The applicable Service Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 10. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 service will be temporarily deactivated.
 11. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone X1 features and services will be reactivated and billed at the applicable rates.
 12. This service does not change any other terms and conditions of the product.
 13. All applicable taxes and surcharges apply.
 14. The Federal Subscriber Line Charge is included in the monthly rate.
- C8 Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- C9 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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3rd Revised Sheet No. 55

SCHEDULE NO. A-12
 BUNDLED SERVICES

A10 Frontier Digital Phone X1 Plus Service – Grandfathered as of May 6, 2019 (C)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2 TERRITORY

Applicable to the territory within the Cascade, Donnelly, Garden Valley, Horseshoe Bend, McCall, New Meadows, Riggins and Sweet exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone X1 Plus bundle as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 The Frontier Digital Phone X1 Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

C2 Basic Bundle

Two Single Party Flat Rate Access Lines
 Call Forward Busy/Call Forward No Answer
 Unlimited Extended Area Service

Call Waiting/Cancel Call Waiting
 Caller ID with Name

C3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-12, item A10.B4.C3.3.

Basic Call Forward	Selective Call Rejection
*69 Call Return	Selective Call Acceptance
*66 Busy Number Redial	Anonymous Call Block/Rejection
Speed Call 8 or 30	Priority Call
3 Way Calling	Caller ID
Selective Call Forward	Call Trace

This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>7th Revised</u>	Sheet No.	<u>56</u>
Canceling	<u>6th Revised</u>	Sheet No.	<u>56</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A10 Frontier Digital Phone X1 Plus Service – Grandfathered as of May 6, 2019 (Continued) (C)

B4 RATES

C1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.

C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in the Price List, Schedule A-5 apply to the installation of the bundle.

C3 Frontier Digital Phone X1 Plus Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone X1 Plus Service	\$29.99
Stay Connected Seasonal Offering See Special Condition (C7)	\$9.99
Digital Phone Enhanced Feature Pack	\$4.99

B5 CONDITIONS

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.

C3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

C4 Frontier Digital Phone X1 Plus Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

C5 The custom calling features included in the Frontier Digital Phone X1 Plus bundle will be activated on only one of the access lines designated by the customer.

C6 Customers may add or delete any features offered in the bundle without incurring a Service Charge.

	<u>3rd Revised</u>	Sheet No.	<u>57</u>
Canceling	<u>2nd Revised</u>	Sheet No.	<u>57</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A10 Frontier Digital Phone X1 Plus Service – Grandfathered as of May 6, 2019 (Continued) (C)

B5 CONDITIONS (Continued)

C7 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

C8 Customers must designate Frontier Communications of America, Inc., as their primary Interexchange Carrier for both their Intra and InterLATA long distance services and select Frontier's residential nationwide long distance plan for each bundle ordered.

C9 The bundle will appear as a single line item on the bill.

C10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Plus Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this Price List.
2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 Plus service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone X1 Plus features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A10 Frontier Digital Phone X1 Plus Service – Grandfathered as of May 6, 2019 (Continued) (C)

B5 CONDITIONS (Continued)

C12 Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

C13 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Canceling 2nd Revised Sheet No. 58
1st Revised Sheet No. 58

SCHEDULE NO. A-12
BUNDLED SERVICES

A11 Frontier Business Metro Service

B1 APPLICABILITY

Applicable to Single Party Business flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

C2 Basic Line Bundle:

Flat Rate Business Line
Unlimited Local Measured Service
Caller ID with Name
Call Waiting/Cancel Call Waiting
Basic Call Forward

(T)

C3 Add-on Feature Pack:

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Call Forward Busy/No Answer

(T)

(T)

	<u>2nd Revised</u>	Sheet No.	<u>59</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>59</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A11 Frontier Business Metro Service (Continued)

B4 RATES

C1 Unless otherwise stated elsewhere in this Section, Service Charges as specified in Price List, Schedule A-5 apply to the installation of individual components of the bundle. (T)

C2 Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
D1 Frontier Business Metro Bundle	\$39.99
D2 Add-on Feature Pack	3.99

B5 CONDITIONS

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.

C3 The bundle is offered on a monthly basis.

C4 Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

C5 The customer may add or delete the services or features of the package bundle without incurring a Service Charge.

C6 The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.

C7 Service Charges apply if the customer switches from a bundle to an unbundled service.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A11 Frontier Business Metro Service (Continued)

B5 CONDITIONS (Continued)

C8 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.

C9 All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

C10 Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.

(D)

C11 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

(T)

Canceling 3rd Revised Sheet No. 61
2nd Revised Sheet No. 61

SCHEDULE NO. A-12
 BUNDLED SERVICES

A12 Frontier UnlimitedID – Grandfathered as of May 6, 2019 (C)

B1 Applicability

Applicable to Single-party Residential Flat rate service.

B2 Territory

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

B3 GENERAL

C1 The Frontier UnlimitedID is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

C2 The Basic Line Bundle includes the following:

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

C3 The following enhanced features may be added to the bundle at the rates listed in the rate section of this Price List:

- | | |
|---------------------------|--------------------------------|
| Basic Call Forward | *66 Busy Number Redial |
| Call Forward Busy | 3 Way Calling |
| Call Forwarding No Answer | Speed Call 30 |
| Caller ID ⁽¹⁾ | Anonymous Call Block/Rejection |
| Caller ID with Name | Selective Call Acceptance |
| *69 Call Return | Call Trace |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>1st Revised</u>	Sheet No.	<u>62</u>
Canceling	<u>Original</u>	Sheet No.	<u>62</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A12 Frontier UnlimitedID – Grandfathered as of May 6, 2019 (Continued)

(C)

B4 RATES AND CHARGES

C1 Unless otherwise stated elsewhere in this Section, Nonrecurring Charges as specified in Price List, Schedule A-5 apply to the installation of individual components of the bundle.

C2 Frontier UnlimitedID is provided at the following rates:

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

B5 CONDITIONS

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.

C3 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Price List Rules.

C4 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C5 The bundle is offered on a month-to-month basis.

C6 The bundle will appear as a single line item on the bill.

C7 The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

	<u>4th Revised</u>	Sheet No.	<u>63</u>
Canceling	<u>3rd Revised</u>	Sheet No.	<u>63</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A12 Frontier UnlimitedID – Grandfathered as of May 6, 2019 (Continued)

(C)

B5 CONDITIONS (Continued)

- C8 Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- C9 New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- C10 Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedID Service while they are away, a minimum of one month and up to nine months during a 12 period.
- D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
- D2 The applicable Service Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D3 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
- D4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedID bundle and services will be reactivated and billed at the applicable rates.
- D5 The Federal Subscriber Line Charge is included in the monthly rate.
- D6 All applicable taxes and surcharges apply.

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A13 Frontier Digital Phone Unlimited (Challenger)

(N)

B1 GENERAL

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call

B2 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price List rates.
- C4 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- C5 Customers may add or delete any features offered in the bundle without a service order charge.
- C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C7 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

(N)

	<u>2nd Revised</u>	Sheet No.	<u>65</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>65</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A13 Frontier Digital Phone Unlimited (Challenger) (Continued)

(N)

B2 CONDITIONS (Continued)

- C8 The bundle is offered on a month-to-month basis.
- C9 The bundle will appear as a single line item on the bill.
- C10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C11 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C12 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C13 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
- D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
- D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
- D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- D5 The cost of the service includes the Subscriber Line Charge.
- D6 This service does not change any other terms and conditions of the product.
- D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- D8 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- D9 All other applicable taxes and surcharges apply.

(N)

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A13 Frontier Digital Phone Unlimited (Challenger) (Continued)

(N)

B3 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- C2 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(N)

Canceling 2nd Revised Sheet No. 67
1st Revised Sheet No. 67

SCHEDULE NO. A-12
 BUNDLED SERVICES

A14 Frontier Digital Phone Unlimited Plus (Challenger)

(N)

B1 GENERAL

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Unlimited Extended Area Service
 Caller ID with Name
 Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

B2 CONDITIONS

- C1 The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- C2 The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- C4 Customers may add or delete any features offered in the bundle without a service order charge.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 The bundle is offered on a month-to-month basis.
- C7 The bundle will appear as a single line item on the bill.

(N)

	<u>2nd Revised</u>	Sheet No.	<u>68</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>68</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A14 Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

(N)

B2 CONDITIONS (Continued)

- C8 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C12 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
- D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
- D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D3 Customer's line will be available for 911 calls only at the time of suspension.
- D4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- D5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- D6 The cost of the service includes the Subscriber Line Charge.
- D7 This service does not change any other terms and conditions of the product.
- D8 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
- D9 All other applicable taxes and surcharges apply.

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A14 Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

(N)

B3 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(N)

	<u>1st Revised</u>	Sheet No.	<u>70</u>
Canceling	<u>Original</u>	Sheet No.	<u>70</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A15 Reserved For Future Use

(T)

(L)

(L)

(N)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A15 Reserved For Future Use

(T)

(L)

(L)

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(N)

	<u>1st Revised</u>	Sheet No.	<u>72</u>
Canceling	<u>Original</u>	Sheet No.	<u>72</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A15 Reserved For Future Use

(T)

(L)

(L)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A16 Reserved For Future Use

(T)

(L)

(L)

(N)

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Canceling	<u>Original</u>	Sheet No.	<u>74</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A16 Reserved For Future Use

(T)

(L)

(L)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A16 Reserved For Future Use

(T)

(L)

(L)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II² – Grandfathered as of January 20, 2018 (C)
(C)

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

C2. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Six features from the feature package listed below

C3 Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection
Selective Call Acceptance	

¹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

² This service offering is limited to existing subscribers.

(N)

Canceling 2nd Revised Sheet No. 77
1st Revised Sheet No. 77

SCHEDULE NO. A-12
BUNDLED SERVICES

A17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II¹ – Grandfathered as of January 20, 2018 (Continued) (C)

B4 RATES

- C1 All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.
- C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C5 Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- C6 Customers may add or delete any features offered within the bundle without incurring a Service Charge.

¹ This service offering is limited to existing subscribers.

(N)

	<u>1st Revised</u>	Sheet No.	<u>78</u>
Canceling	<u>Original</u>	Sheet No.	<u>78</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II¹ – Grandfathered as of January 20, 2018 (Continued) (C)

B5 CONDITIONS (Continued)

- C7 The bundle rate will appear as a single line item on the customer's bill.
- C8 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- C9 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- C10 The bundle is offered on a month-to-month basis.
- C11 Up to eleven additional bundles can be purchased at a discount rate.
- C12 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

	<u>3rd Revised</u>	Sheet No.	<u>79</u>
Canceling	<u>2nd Revised</u>	Sheet No.	<u>79</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A18 FRONTIER BUSINESS LOCAL UNLIMITED II² – Grandfathered as of January 20, 2018 (C)

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 TERRITORY

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

B3 GENERAL

C1 Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

C2 Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C3 Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID with Name
Distinctive Ring	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Block/Rejection	Basic Call Forward
Call Forward No Answer	Call Forward Busy
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

¹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

² This service offering is limited to existing subscribers.

(N)

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1st Revised Sheet No. 80

SCHEDULE NO. A-12
BUNDLED SERVICES

A18 FRONTIER BUSINESS LOCAL UNLIMITED II ¹ – Grandfathered as of January 20, 2018 (C)
(Continued)

B4 RATES

- C1 All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Local Unlimited II bundle	\$35.99
Optional Features Package	4.99

B5 CONDITIONS

- C1 The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- C2 The bundles are offered on a month to month basis.
- C3 The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- C4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C5 All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- C6 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- C7 Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
- C8 Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- C9 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

	<u>2nd Revised</u>	Sheet No.	<u>81</u>
Canceling	<u>1st Revised</u>	Sheet No.	<u>81</u>

SCHEDULE NO. A-12
 BUNDLED SERVICES

A19 FRONTIER DIGITAL PHONE ESSENTIALS

B1 GENERAL

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customers can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name	
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting	(T)

Feature Package

3 Way Calling	Call Forward No Answer	
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾	
*69 Call Return	Distinctive Ring	(T)
Anonymous Call Block/Rejection	Call Forward Busy	
Basic Call Forward	Selective Call Rejection	(T)
	Priority Call	

B2 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price Listed rates.
- C4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
- C5 Customers may add or delete any features offered in the bundle without a service order charge.
- C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Canceling	<u>Original</u>	Sheet No.	<u>82</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A19 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B2 CONDITIONS (Continued)

- C7 The bundle is offered on a month-to-month basis.
- C8 The bundle will appear as a single line item on the bill.
- C9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C12 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - D5 The cost of the service includes the Subscriber Line Charge.
 - D6 This service does not change any other terms and conditions of the product.
 - D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - D8 The Federal Subscriber Line Charge is included in the monthly rate.
 - D9 All applicable taxes and surcharges apply.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A19 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B3 RATES

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle.

C3 Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials	\$21.99	
Feature Package	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A20 FRONTIER DIGITAL PHONE UNLIMITED

B1 GENERAL

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name	
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	
*66 Busy Number Redial	*69 Call Return	(T)
Call Waiting/Cancel Call Waiting		(T)

Feature Package

Call Forward No Answer	3 Way Calling	
Distinctive Ring	Anonymous Call Block/Rejection	(T)
Priority Call	Basic Call Forward	
Call Forward Busy	Selective Call Rejection	

B2 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- C4 Customers may add or delete any features offered in the bundle without a service order charge.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 The bundle is offered on a month-to-month.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

	<u>1st Revised</u>	Sheet No.	<u>85</u>
Canceling	<u>Original</u>	Sheet No.	<u>85</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A20 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B2 CONDITIONS (Continued)

- C7 The bundle will appear as a single line item on the bill.
- C8 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C9 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C10 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C11 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - D5 The cost of the service includes the Subscriber Line Charge.
 - D6 This service does not change any other terms and conditions of the product.
 - D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - D8 The Federal Subscriber Line Charge is included in the monthly rate.
 - D9 All applicable taxes and surcharges apply.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A20 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B3 RATES

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle.

C3 Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

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Canceling	<u>1st Revised</u>	Sheet No.	<u>87</u>

SCHEDULE NO. A-12
 BUNDLED SERVICES

A21 FRONTIER DIGITAL PHONE UNLIMITED PLUS

B1 GENERAL

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Caller ID with Name	
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	
*66 Busy Number Redial	*69 Call Return	(T)
Call Waiting/Cancel Call Waiting		(T)

Feature Package

Call Forward No Answer	3 Way Calling	
Anonymous Call Block/Rejection	Distinctive Ring	(T)
Call Forward Busy	Priority Call	
Basic Forward Variable	Selective Call Rejection	

B2 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Price Listed rates.
- C4 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price List rules.
- C5 Customers may add or delete any features offered in the bundle without a service order charge.
- C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A21 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B2 CONDITIONS (Continued)

- C7 The bundle is offered on a month-to-month basis.
- C8 The bundle will appear as a single line item on the bill.
- C9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Price List.
- C12 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
 - D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - D5 The cost of the service includes the Subscriber Line Charge.
 - D6 This service does not change any other terms and conditions of the product.
 - D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - D8 The Federal Subscriber Line Charge is included in the monthly rate.
 - D9 All applicable taxes and surcharges apply.

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SCHEDULE NO. A-12
BUNDLED SERVICES

A21 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B3 RATES

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2 Unless otherwise stated elsewhere in this section, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle.

C3 Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

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Canceling	<u>2nd Revised</u>	Sheet No.	<u>90</u>

SCHEDULE NO. A-12
BUNDLED SERVICES

A22 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER² – Grandfathered as of January 20, 2018 (C)

B1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

C2 Basic Bundle

Single Party Flat Rate Access Line
Unlimited Extended Area Service
Call Forward Busy
Call Forward No Answer

Caller ID with Name
Eight features from the feature package listed in item C3 following

C3 Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item B4.C3.

Call Waiting/Cancel Call Waiting	Call Forward Busy
Anonymous Call Block/Rejection	Call Forward No Answer
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	Speed Call 8 ⁽¹⁾ or 30
Selective Call Rejection	3 Way Calling
Priority Call	Caller ID Blocking
Basic Call Forward	Multiline Hunt Service

¹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

² This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-12
 BUNDLED SERVICES

A22 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER¹ – Grandfathered as of January 20, 2018 (C)
 (Continued)

B4 RATES

- C1 The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- C2 Unless otherwise stated elsewhere in this schedule, Service Charges as specified in Price List Schedule A-5 apply to the installation of individual components of the bundle.
- C3 Frontier Simply Unlimited Service-Leader is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4-12 lines)	33.99
Frontier Business All In Feature Package	4.99

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.
- C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- C5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- C6 The bundle rate will appear as a single line item on the customer's bill.
- C7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-12
BUNDLED SERVICES

A22 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (C)
(Continued)

B5 CONDITIONS (Continued)

C8 The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

C9 The bundle is offered on a month-to-month basic.

C10 Bundles four through twelve are given an additional discount.

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised				
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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

GENERAL

This Price List applies to local exchange telephone service customers. Exchanges served by Citizens have two types of Optional Calling Plans; Local Calling Plans (LCPs) and Regional Local Calling Plans (RLCPs). Under these optional calling plans customers may choose from one of the two types of service listed below:

- 1) Premium Flat Rate Service.
- 2) Measured Rate Service.

REGULATIONS

Citizens LCPs / RLCPs are available to Residence One-Party (including Budget Measured and Seasonal Service), Residence Key line, Residence Multi-Line, Business One-Party (including Budget Measured Service), Business Key Lines and PBX Trunks, Business Multi-Line, Centrex, and Public Access Line customers.

The Premium Flat Rate Service option provides unlimited toll-free calling to specified exchanges for a fixed monthly rate.

The Measured Rate Service option provides unlimited calling to specified exchanges for a monthly recurring charge plus a measured usage rate per minute.

Customers who refrain from selecting either the Premium Flat Rate Service option or the Measured Rate Service option will by default have their calls on these routes billed at long distance toll rates.

The Premium Flat Rate Service option is limited to voice calling only. Data transmission, including accessing the Internet with a dial up number, or any other activity that would be inconsistent with normal voice applications is prohibited. Customers' use will be determined by Frontier based on average minutes of use of the plan by representative customers served by Frontier who subscribe to the plan. If a customer has substantially more than average customer use. Frontier will provide the customer a minimum of 5 days notice that acceptable usage has been exceeded. Thereafter, Frontier will remove the customer from the optional plan and begin charging applicable normal long distance rates.

(N)
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(N)

Customers who have Budget Measured Service for local service must select the Measured Service option for any and all optional calling plans selected, either the Local Calling Plan (LCP), the Regional Local Calling Plan (RLCP) or both, subject to availability. Likewise, customers who have Flat Rate local service must select the Premium Flat Rate option for any and all optional calling plans selected, either the Local Calling Plan (LCP), the Regional Local Calling Plan (RLCP) or both, subject to availability.

Customers in certain Originating Exchanges may select either the Local Calling Plan (LCP) option, a Regional Local Calling Plan (RLCP) option or both the Local Calling Plan (LCP) option and the Regional Local Calling Plan (RLCP) option, subject to availability. Customers who select more than one option will pay the sum of each of the individual plans charges per month.

(L)
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(L)

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

REGULATIONS (continued)

A customer may subscribe to a Citizens LCP/RLCP or change Citizens LCPs/RLCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a Citizens LCP/RLCP is initially furnished to the customer, or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Schedule No. A-5 of this Price List. (L)

The Measured Service option provides for calling to specified exchanges where each call is measured on a per-minute of use basis only. The Usage Rate per Minute of Use is not affected by time-of-day, day-of-week, or distance called.

Premium Flat Rate Service and Measured Rate Service calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable Price Lists.

Premium Flat Rate or Measured Rate Services will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, or Party-Line Services.

Hotel/motel customers may subscribe to a Citizens LCP/RLCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

For the purpose of determining usage charges for Measured Rate Service, the following applies:

- A1 A charge per minute or fraction thereof, applies for duration of call. Monthly billing is based on cumulative minutes of usage with the total fraction rounded to the next higher minute.
- A2 Chargeable time for all calls begins when connection is established between the calling line and the called line or branch exchange, and ends when the calling line "hangs up", thereby releasing the network connection. If the called line "hangs up", but the calling line does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

REGULATIONS (continued)

The Terminating Exchange Calling Plan Area for each Originating Exchange is listed by calling plan chosen, either the LCP plan area, a RLCP plan area or, where offered, a combination of plan areas.

Originating Exchange	TERMINATING EXCHANGES BY CALLING PLAN	
	Local Calling Plan Area (LCP)	Regional Local Calling Plan Area (RLCP)
Aberdeen	N/A	American Falls Bancroft Blackfoot Downey Grace Idaho Falls Lava Hot Springs McCammon Montpelier
Carey	N/A	Hailey Ketchum/Sun Valley
Cascade	N/A	N/A
Donnelly	N/A	N/A
Elk City	Grangeville	N/A

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

REGULATIONS

The Terminating Exchange Calling Plan Area for each Originating Exchange is listed by calling plan chosen, either the LCP plan area, a RCP plan area or, where offered, a combination of plan areas.

Originating Exchange	TERMINATING EXCHANGES BY CALLING PLAN		
	Local Calling Plan Area (LCP)	Regional Local Calling Plan Area (RLCP)	
Fairfield	N/A	Bliss Buhl Castleford Dietrich Eden-Hazleton Gooding Hagerman	Jerome Kimberly Murtaugh Shoshone Twin Falls Wendell
Garden Valley	N/A	Boise Caldwell Emmett Idaho City Kuna Lowman	Melba Meridian Middleton Nampa Star
Homedale	N/A	Boise Caldwell Emmett Idaho City Kuna Melba Meridian	Middleton Nampa New Plymouth Payette Star Weiser
Horseshoe Bend	N/A	Boise Caldwell Emmett Idaho City Kuna Lowman	Melba Meridian Middleton Nampa Star

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CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

REGULATIONS

The Terminating Exchange Calling Plan Area for each Originating Exchange is listed by calling plan chosen, either the LCP plan area, a RCP plan area or, where offered, a combination of plan areas.

TERMINATING EXCHANGES BY CALLING PLAN

Originating Exchange	Local Calling Plan Area (LCP)	Regional Local Calling Plan Area (RLCP)	
Marsing	N/A	Boise Caldwell* Emmett Idaho City Kuna Melba Meridian	Middleton Nampa New Plymouth Payette Star Weiser
		*already included in EAS calling scope	
McCall	N/A	N/A	
New Meadows	Council	N/A	
Parma	N/A	Boise Caldwell Emmett Idaho City Kuna Melba Meridian	Middleton Nampa New Plymouth Payette Star Weiser
Riggins	Council	N/A	

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CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

REGULATIONS

The Terminating Exchange Calling Plan Area for each Originating Exchange is listed by calling plan chosen, either the LCP plan area, a RCP plan area or, where offered, a combination of plan areas.

TERMINATING EXCHANGES BY CALLING PLAN

Originating Exchange	Local Calling Plan Area (LCP)	Regional Local Calling Plan Area (RLCP)	
Springfield	N/A	American Falls Bancroft Blackfoot* Downey Grace Idaho Falls Lava Hot Springs McCammon Montpelier	Pocatello Preston Rexburg Rigby Ririe Roberts Shelley Soda Springs
*already included in EAS calling scope			
Sweet	N/A	Boise Caldwell Emmett* Idaho City Kuna Lowman	Melba Meridian Middleton Nampa Star
*already included in EAS calling scope			
White Bird	N/A	N/A	
Wilder	N/A	Boise Caldwell Emmett Idaho City Kuna Melba Meridian	Middleton Nampa New Plymouth Payette Star Weiser

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

RATES (Continued)

Rate Schedules (Continued)

REGIONAL LOCAL CALLING PLANS - Charges are Per Plan Selected.

Routes: All Originating Exchanges

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE OPTION</u>		<u>MEASURED SERVICE OPTION</u>		
	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Usage Rate Per Minute of Use</u>
Residence One Party*	\$8.10		\$4.05		\$.05
Residence Key Line (per line)	8.10				
Residence Multi-Line (per line)	8.10				
Business One Party/Centrex*	12.15		6.20		.05
Business Key Line/Centrex (per line)	12.15				
Business PBX Trunk (per trunk)	12.15				
Business Multi-Line (per line)	12.15				
Business Public Access Line (per line)*	12.15		6.20		.05

*Measured service option only applies to One Party line

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SCHEDULE NO. A-14
CITIZENS OPTIONAL LOCAL AND REGIONAL CALLING PLANS

RATES (Continued)

Detail Message Billing

The monthly rates for Citizens Premium Flat Rate and Measured Service Plans do not include the provision of monthly billing detail. When billing detail is furnished, the following charge will apply. Appropriate non-recurring charges as shown in Schedule No. A-5 of this Price List also apply if detail message billing is requested beyond six months (180 days) after the date Citizens LCPs/RLCPs are initially offered, or after a customer first requests telephone service from Citizens. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Flat Rate Option.

Detailed Message Billing

Per Customer, per month \$1.75

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SCHEDULE NO. A-15
OPERATOR SERVICES

LIST OF EFFECTIVE SHEETS

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SCHEDULE NO. A-15
OPERATOR SERVICES

GENERAL (Continued)

A5 Operator Assisted - Corrections (T)

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

A6 Billed to Third Number (T)

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

RATES

A1 Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Operator Assisted Station to Station	\$3.50	(D)
Collect	\$3.50	(D)
Operator Assisted Person to Person	\$4.90	
Operator Time and Charges	\$2.00	
Operator Assisted - Corrections	\$3.50	
Billed to Third Number	\$3.50	

	<u>4th Revised</u>	Sheet No.	<u>1</u>
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SCHEDULE NO. B-1
 MESSAGE TELECOMMUNICATIONS SERVICE

LIST OF EFFECTIVE SHEETS

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1	4th Revised*	21	1st Revised		
2	Original	22	3rd Revised*		
3	Original	23	Original		
4	Original				
5	Original				
6	Original				
7	Original				
8	Original				
9	Original				
10	Original				
11	Original				
12	Original				
13	Original				
14	Original				
15	Original				
16	Original				
17	3rd Revised*				
18	3rd Revised*				
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SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service

B1 Class of Calls

Charges apply according to the class of calling a customer selects as defined below.

C1 Dial Station-to-Station

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. This does not include calls placed from Public Telephone and Coinless Public Telephones except as specified below. Dial Station-to-Station also applies when the operator:

- D1 Records the calling telephone numbers for areas without recording equipment.
- D2 Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- D3 Places a call for a calling party who is identified as being disabled and is unable to dial the call because of the disability.
- D4 Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

C2 Pay Phone Dial Station-to-Station

Applies to MTS cash calls placed from payphones when calls are dialed by the customer with no assistance from the operator. This charge applies in addition to MTS charges.

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(L)

(L) Material relocated to Schedule No. A-15.

(N)

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SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B1 Reserved For Future Use

(T)

(L)

(L)

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(N)

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SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B2 Timing of Calls

- C1 For dial station-to-station and operator assisted station to station calls, the timing of a call begins when the calling and called stations are connected. (T)
- C2 When exchange telephone service used for MTS is directly connected, i.e., not connected through a Multiline Terminating System, at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.
- C3 MTS service rates are quoted in terms of initial and additional minutes.
 - D1 The initial minute is the first minute or any fraction after connection is made.
 - D2 The additional minute is each minute or any fraction after the initial minute.
- C4 The timing of a call does not include time lost because of service faults or defects that are reported to the Company.
- C5 The time of day at the calling party rate center determines whether the day, evening or night/weekend rates apply.

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Regulatory Affairs

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	<u>1st Revised</u>	Sheet No.	<u>20</u>
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SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B3 Collection of Charges

Charges for all MTS calls are billed to the calling party, except where the calls are billed to:

- C1 The called party as a collect call, and the charge is accepted by the called party. This does not apply if the called station is a coin telephone. In this case, the charge may be accepted but must be billed to a third number; otherwise, the called station must originate a new call. (C)
- C2 A third telephone number, except for coin. The third number must be an authorized telephone number as determined by the Company.
- C3 An authorized Company credit card or special billing number.

B4 Hearing or Speech Impaired Persons Discount

A 50% rate reduction on calls originating from a certified hearing and/or speech impaired customer's residential line to any other teletypewriter in this State within the same LATA, will be extended to individual who are certified, in writing by a physician, or an audiologist, or the Department of Vocational Rehabilitation, that he or she is disabled to the extent that he or she is unable to communicate via the telephone by voice conversation. The department of Vocational Rehabilitation must also certify that any hearing and/or speech impaired person requesting this service has and uses teletypewriter equipment, before the rate reduction applies. This rate reduction applies only to a certified residential customer line.

B5 Charge Determination

- C1 The charge of MTS is determined by the:
 - D1 Distance between rate centers
 - D2 Time of day and day of week
 - D3 Duration of call
 - D4 Class of call

Canceling 1st Revised Sheet No. 21
Original Sheet No. 21

SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B5 Charge Determination (continued)

C2 The following per minute rates include the Universal Service Fund Surcharge of \$.003. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in fractional charge. (R)

Mileage	Day Rates		Evening Rates		Night/Weekend Rates		(R)
	Initial One Minute	Add'l Minute	Initial One Minute	Add'l Minute	Initial One Minute	Add'l Minute	
1-10	\$0.0978	\$0.0978	\$0.0593	\$0.0593	\$0.0487	\$0.0487	
11-16	\$0.1382	\$0.1382	\$0.0828	\$0.0828	\$0.0679	\$0.0679	
17-22	\$0.194	\$0.194	\$0.2029	\$0.2029	\$0.0981	\$0.0981	
23-30	\$0.2794	\$0.2794	\$0.178	\$0.178	\$0.1393	\$0.1393	
31-55	\$0.3317	\$0.3317	\$0.2111	\$0.2111	\$0.1656	\$0.1656	
56-124	\$0.3932	\$0.3932	\$0.2517	\$0.2517	\$0.1961	\$0.1961	
125 & over	\$0.457	\$0.457	\$0.3184	\$0.3184	\$0.2117	\$0.2117	(R)

C3 The evening rate applies to the holidays listed below unless a lower rate applies:

New Year's Day	January 1
Independence Day	July 4
Labor Day	
Thanksgiving Day	
Christmas Day	December 25

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SCHEDULE NO. B-1
 MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B5 Charge Determination (continued)

C4 The following table indicates the appropriate times for the day, evening and night/weekend rate periods.

	MON	TUE	WED	THU	FRI	SAT	SUN
8:00 AM to 5:00 PM ¹	Day Rate Period					Eve. Rate 35% Disc.	
	FULL RATE						
5:00 PM to 11:00 PM ¹	Evening Rate Period						
	35% Discount						
11:00 PM to 8:00 AM ¹	Night & Weekend Rate Period						
	50% Discount						

¹ To, but not including.

D1 In cases where a message begins in one rate period and ends in another, the initial period rate is the rate in effect at the time the connection is established. The rate for each additional period is the rate in effect at the beginning of each additional period.

(L)

(L)

(L) Material relocated to Schedule No. A-15.

(N)

	Original	Sheet No.	23
Canceling		Sheet No.	

SCHEDULE NO. B-1
MESSAGE TELECOMMUNICATIONS SERVICE

STANDARD SERVICE OFFERINGS

A1 Two-Point Message Telecommunication Service (continued)

B6 Determination of Airline Mileage

- C1 MTS rates between points within the same LATA (cities, towns, or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center. Certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.
- C2 Airline mileages are determined by using vertical and horizontal grid lines, which have been established across the United States. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. A four-digit vertical (V) and a four-digit horizontal (H) coordinate are computed for each rate center from its latitude and longitude location on a map. The intersection of the horizontal grid and the vertical grid identifies the V and the H coordinates. The distance between any two-rate centers is computed between their respective coordinate intersections. The rates applicable to mileage are provided in A1.B5.C2.
- C3 For the purpose of determining airline mileage, vertical and horizontal grid lines have been established for this State. Citizens Telecommunications Company of Idaho concurs with the tariff information shown in U.S. West's Exchange and Network Services Catalog for Southern Idaho, Section 6.2, pertaining to (V) and (H) coordinate listings and mileage calculations.

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 21 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
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			Sheet No.	

SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B1 Description (continued)

- C4 WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.
- C5 Intrastate Outward WATS and/or 800 Service may be provided jointly by the Company and the Interexchange Carrier on a shared basis. A shared WATS access line is where the Company provides the WATS access line, transports the intraLATA traffic and bills both the WATS access line and intraLATA usage to the end user as set forth in this Price List. The Interexchange Carrier transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The Interexchange Carrier shall order Switched Access Service under the terms and conditions of the Company's Access Service Price List.
- C6 Intrastate 800 Serviceline option may be provided jointly by the Company and the Interexchange Carrier on a complementary basis. A complementary service is where the Company provides the 8XX number to be associated with an individual line or trunk, transports the intraLATA traffic and bills both the 8XX number and intraLATA usage to the end user as set forth in this Price List. The interLATA traffic is transported and billed by the Interexchange Carrier as set forth in B1.C5 preceding.
- C7 A dual jurisdiction WATS access line is a facility used for the provision of interstate and intrastate WATS and is provided subject to the terms and conditions of the Company's Interstate Access Service Price List F.C.C. No. 1. Any intrastate intraLATA traffic retained and transported by the Company will be billed to the enduser at the usage rates set forth in this Price List. The interLATA traffic is transported and billed by the Interexchange Carrier as set forth in B1.C5 preceding.
- C8 Interstate interLATA Outward WATS and/or 800 Service will be provided by the Interexchange Carrier.
- C9 IntraLATA only 800 Service will not be provided by Company.
- C10 IntraLATA only Outward WATS and/or 800 Serviceline option will be provided by the Company.
- C11 Wire Center - a specified geographical location in an exchange from which charges for WATS extensions are determined.
- C12 Service Terminating Arrangement - Company provided equipment, which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B3 Limitations of Service

C1 WATS calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a Company operator.

C2 The design, maintenance and operation of WATS envision that communications will originate or terminate at a WATS station for the purpose of communicating with station in the specified service areas.

C3 Connection to Other Services

Connections of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.

C4 Priority of Services

D1 The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in the Access Service Price List.

D2 Subject to compliance with the above-mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other service. However, the duration of MTS calls may be limited when facility shortages are caused by emergency conditions.

C5 Company Liability

D1 In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavailability of errors incident to the service and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

D2 The liability of the Company for damages arising out of mistakes, omission, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission, or failure or defect in facilities occurs.

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B3 Limitations of Service (continued)

C5 Company Liability (continued)

D3 The customer indemnifies and saves the Company harmless claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and system of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

D4 When the lines of other telephone companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

D5 The Company shall not be liable for any defacement of, or damage to, customer's premises resulting from the existence of the Company's instrument, apparatus, or wiring, on such premise, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

D6 The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for loss, damage or destruction of any 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, condition, location or use of said equipment so provided.

E1 The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

E2 The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and point outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

Canceling Original Sheet No. 8
 Sheet No.

SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B3 Limitations of Service (continued)

C6 Transmission Quality

Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or service.

C7 Completion of 800 service or 800 Serviceline Option Messages

800 Service or 800 Serviceline option is furnished upon condition that the customer obtain adequate facilities to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish 800 Service or 800 Serviceline option to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the serve for such cause.

C8 Use of Service

WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

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SCHEDULE NO. B-2
 WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B4 Application of Monthly Rates and Usage

C1 General

WATS usage charges are for payment for the service between the WATS termination and another location.

C2 Service Group

D1 Service Group, as used in connection with Outward WATS, denotes one access line or two or more access lines appearing in the same multiline terminating system at the same customer premises.

D2 Service Group, as used in connection with 800 Service, denotes the access lines arranged in CO equipment furnished by the Company as part of a given hunting arrangement. (The term "hunting arrangement" denotes a grouping of 800 Service access lines at the same customer's premises arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

C3 Chargeable Time

D1 Chargeable time begins when connection is established between a station associated with the WATS termination and the calling or called station.

D2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

Canceling Original Sheet No. 11
 Sheet No.

SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B4 Application of Monthly Rates and Usage (continued)

C3 Chargeable Time (continued)

D3 When 800 Service or 800 Serviceline option is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service or 800 Serviceline option so that the chargeable time may begin.

D4 All calls completed in one billing period through 800 Serviceline will be billed a minimum of 30 seconds per call.

C4 Minimum Service Period

The minimum service period for WATS is one day.

C5 Payment of Charges

D1 The customer is responsible for payment of all charges for service furnished the customer. Service and equipment charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except additional hourly usage charges, which are payable upon rendition of a bill by the Company.

D2 Where a WATS application for service is canceled by the applicant prior to the start of installation of facilities, no charge applies. Where installation of facilities has been started prior to the cancellation, the service and equipment charges apply.

D3 Charges of less than a cent will be rounded to the nearest cent.

Canceling Original Sheet No. 12
 Sheet No.

SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B4 Application of Monthly Rates and Usage (continued)

C6 Fractional Periods

D1 The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.

D2 For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.

C7 Directory Listings

D1 Directory listings for 800 Service will be provided at rates applicable for business additional listings.

D2 One free Directory listing will be provided for 800 Serviceline Option. Additional Directory listings will be provided at applicable additional listing rates.

D3 Directory listings are not furnished with Outward WATS.

C8 Minimum Average Time Requirement (MATR) for Outward WATS

Usage is subject to an average of one minute per completed call in each rate period for each billing period This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A1 OUTWARD WATS, 800 SERVICE AND 800 SERVICELINE OPTION

B4 Application of Monthly Rates and Usage (continued)

C10 Minimum Average Time Requirement (MATR) for 800 Service

Usage is subject to an average of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

C11 Method of Determining Rates for 800 Service

D1 Determine the total number of calls for the service group.

D2 Determine the equivalent hours used by applying the minimum average time requirement of 30 seconds (1 call = 30 seconds of 1/2 minute).

D3 Determine the total actual hours used for the service group.

D4 Determine the chargeable hours, which is the greater of C11.D2 or C11.D3 preceding rounded to the nearest tenth (one decimal place).

D5 Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth two decimal places.

D6 Determine the average use per line in the service group by dividing the chargeable hours in D4 preceding by the number of access lines in D5 preceding.

D7 Determine the usage per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

D8 Determine the total usage charge in the service group by multiplying the usage charge per access line in D7 preceding by the number of access lines in D5 preceding.

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 Sheet No.

SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A2 OUTWARD WATS

B1 Rates and Charges

C1 Shared Outward WATS Access Line

MONTHLY RATE

Each, Interexchange Carrier (IC);
Company bills interLATA usage on
behalf of IC \$29.70

Each, Interexchange Carrier bills
own interLATA usage \$29.70

NON-RECURRING_
CHARGES

Install or connect new \$105.00

Change of Interexchange Carrier \$5.00

All other changes \$25.50

C2 IntraLATA Only Outward WATS Access Line

MONTHLY RATE

Each \$29.70

NON-RECURRING_
CHARGES

Install or connect new \$105.00

Change of Interexchange Carrier \$5.00

All other changes \$25.50

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A3 800 SERVICE

B1 Rates and Charges

C1 Shared 800 Service Access Line

MONTHLY RATE

Each, Interexchange Carrier
(IC);Company bills interLATA
usage on behalf of IC \$28.50

Each, Interexchange Carrier
bills own interLATA usage \$28.50

NON-RECURRING CHARGES

Install or connect new \$66.00

Change of Interexchange
Carrier \$15.00

All other changes \$25.50

C2 The hourly rates apply to the average use for each rate period, rounded to the
nearest tenth of an hour, for each access line within a service group.

Usage rate per access line,
per hour RATE

0 - 5 hours	\$13.87
5.1 - 15 hours	\$12.83
15.1 - 25 hours	\$11.78
25.1 - 40 hours	\$10.69
Over 40 hours	\$10.07

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SCHEDULE NO. B-2
WIDE AREA TELECOMMUNICATIONS SERVICE

A5 ANCILLARY WATS SERVICE

B1 Monthly Rates for Access Line Extensions

C1 Access line extensions are provided only within the same LATA in this State.

C2 The minimum service period for an access line extension is one month.

C3 When a WATS access line has more than one termination; one is designated as the access line main station. All other terminations of the same access line are designated as access line extensions.

Rates and charges for Exchange Service Extension Service, as specified in the Access Service Price List, apply.

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SCHEDULE NO. B-3
CALL THRIFT SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
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SCHEDULE NO. B-3
CALL THRIFT SERVICE

REGULATIONS (continued)

- A5 The use of the service is limited to the personal voice calls of occupants of the residence.
- A6 In cases where a Call Thrift call extends beyond the Call Thrift period, the normal long distance charges will apply to each additional minute beyond the Call Thrift period. In cases where a normal long distance call extends into the Call Thrift period, the Call Thrift charges will apply to each additional minute within the Call Thrift Period.
- A7 Each message is timed by minutes of use with a fraction of a minute being charged as a full minute. The initial calling period is a cumulative total of 60 minutes per month. Any additional time accumulated is charged for in increments of one minute or fraction thereof.
- A8 The billing information provided the customer is limited to the flat rate billing for the initial period and additional increments, if any. The Company is not required to provide information to the customer concerning the amount of unused initial period calling or additional increments of calling time remaining during the course of the normal billing period. Additional billing detail will not be provided.
- A9 The minimum service period for Call Thrift is one month.
- A10 The discount specified in Schedule B-1, Section A1.B5.C4. is not provided with Call Thrift.
- A11 Suspension of Call Thrift service is provided coincident with the suspension of associated exchange service.

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SCHEDULE NO. B-3
CALL THRIFT SERVICE

RATES AND CHARGES

- A1 The monthly rate for Call Thrift Service includes the initial period rate plus any additional period rate.
- A2 The monthly rate for Call Thrift service is in addition to all rates and charges for the associated telephone service.
- A3 If a period of service exceeds one month, the charges for a fractional part of a month, following and consecutive with a full month, will be a proportionate part of the monthly charges for the initial period of use.
- A4 The following service and equipment charge applies to establish Call Thrift service or to change from one plan to another.

		<u>Service Charge</u>	<u>Monthly Charge</u>
B1	60 MINUTE PLAN		
	- Initial period, first 60 minutes or fraction thereof	\$4.00	\$5.28
	- Additional period, each additional minute or fraction thereof	-	\$0.09
B2	120 MINUTE PLAN		
	- Initial period, first 120 minutes or fraction thereof	\$4.00	\$10.28
	- Additional period, each additional minute or fraction thereof	-	\$0.08

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 Sheet No.

SCHEDULE NO. B-4
TOLL-PAC

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SCHEDULE NO. B-4
TOLL-PAC

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Canceling Original Sheet No. 3
 Sheet No.

SCHEDULE NO. B-4
TOLL-PAC

APPLICABILITY

Applicable to outgoing direct dialed intrastate toll calls to a specific exchange.

TERRITORY

Outgoing direct dialed intrastate toll calls for the Rates shown below:

RATES

	<u>Originating Exchange</u>	<u>Terminating Exchange</u>	
	Homedale	Caldwell	
	Parma	Caldwell	
	Wilder	Caldwell/Nampa	
A1	30 Minute Plan		
	Mileage	Rate Per	Billing
	<u>11-22</u>	<u>Month*</u>	<u>Code</u>
	First 30 Minutes or Fraction Thereof Per Line	\$ 1.70	TP3M
	Each Additional Minute or <u>Fraction Thereof</u>	\$.05	OCVU
A2	60 Minute Plan		
	Mileage	Rate Per	Billing
	<u>11-22</u>	<u>Month*</u>	<u>Code</u>
	First 60 Minutes or Fraction Thereof Per Line	\$ 2.80	TP6M
	Each Additional Minute or <u>Fraction Thereof</u>	\$.05	OCVU

* In addition to applicable service connection charges as shown in Schedule No. A-5.

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	<u>Original</u>	Sheet No.	<u>1</u>

SCHEDULE NO. B-5
SPECIAL BILLING SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised				
2	Original				
3	1st Revised				
4	Original				
5	Original				

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	<u>1st Revised</u>	Sheet No.	<u>3</u>
Canceling	<u>Original</u>	Sheet No.	<u>3</u>

SCHEDULE NO. B-5
 SPECIAL BILLING SERVICES

APPLICABILITY

Applicable to OUTWATS Message Detail Special Billing Services to furnish message detail information pertaining to customer's outward WATS line(s).

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of this Price List.

RATES

A1 OUTWATS message detail service bill detail for:

			<u>Connection_</u> <u>Charge*</u>	<u>Monthly_</u> <u>Rate</u>	(D)
B1	Magnetic tape arrangement				
	C1	Preparation charge			
		D1 Interstate	\$120.00	-	(D)
		D2 Intrastate	120.00	-	
	C2	Each magnetic tape	-	\$30.00	
	C3	Per message	-	.02	(D)
B2	Paper printout arrangement				
	C1	Preparation charge			
		D1 Interstate	120.00	-	(D)
		D2 Intrastate	120.00	-	
	C2	Per message	-	.03	(D)

* In addition to applicable Service Charges as shown in Schedule No. A-5.

(T)

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 Sheet No.

SCHEDULE NO. B-5
SPECIAL BILLING SERVICES

CONDITIONS (continued)

- A7 A preparation charge will apply for each time message detail service is connected.
- A8 Each arrangement provides for one form of media, magnetic tape or paper printout provided for one billing and one mailing address.
- A9 Recreated extraction of tape or printout requested by the customer will be provided at the appropriate rate per message, if operating conditions permit. The customer must request the recreated extraction within one month of the WATS billing period. Partial extractions will not be possible.
- A10 The utility will determine the record description and reserves the right to change record format.
- A11 For each Outwats Message Detail arrangement on magnetic tape, the customer will specify one blocking size, one tape record size, and one data set name with format limits imposed by the utility.
- A12 Tape or paper printouts will not be packaged with the regular monthly bill.
- A13 Media will be mailed First Class with return receipt requested.
- A14 Charges for this service will be billed on a miscellaneous bill.
- A15 This service will be furnished only to the customer or his authorized representative.
- A16 Liability for errors in the media is limited to the monthly rate for the service during the month in which the error occurred.
- A17 This service is not represented to be a reconciliation of the utility's regular billing nor will the utility be responsible for any reconciliation between the media provided and its regular billing.

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 Sheet No.

SCHEDULE NO. G-1
INTRAEXCHANGE PRIVATE LINE SERVICE

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SCHEDULE NO. G-1
INTRAEXCHANGE PRIVATE LINE SERVICE

APPLICABILITY

Applicable to intraexchange (local) private line service.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the Price List schedules.

RATES

		<u>Monthly Rate*</u>	<u>Billing Code</u>
A1	Local channels		
	B1 Local loop		
	C1 Each signal grade circuit	\$ 8.00	LCLL
	C2 Each voice grade circuit	10.00	LCLV
	C3 Each data circuit	20.00	LCDL
	B2 Each extended loop outside BRA	16.00	LCLA
A2	Local channel mileage		
	B1 Channels on the same premises		
	C1 Same building	1.00	LCST LCC1
	C2 Different building, each 1/10 mile or fraction thereof	1.50	LCS3
A3	Local channel bridging		
	B1 Each channel bridged	\$ 3.00	LCBA
	B2 Each telephone bridged	1.00	LCBS
A4	Local channel conditioning		
	B1 Type "C" series	50.00	LDCA
	B2 Type "D" series	45.00	LDCD

* In addition to applicable element charges as shown in Schedule No. A-5.

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5th Revised Sheet No. 1

SCHEDULE NO. X-1
 DISCONTINUED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 41 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	6th Revised	35	Original		
2	1st Revised	36	2nd Revised		
2.1	Original	37	1 st Revised		
3	Original	38	Original		
4	Original	39	2nd Revised		
5	Original	40	Original		
6	Original	41	Original		
7	Original				
8	Original				
9	Original				
10	Original				
11	Original				
12	Original				
13	Original				
14	Original				
15	Original				
16	Original				
17	Original				
18	2nd Revised				
19	1st Revised				
20	Original				
21	Original				
22	Original				
23	Original				
24	Original				
25	Original				
26	Original				
27	2nd Revised				
28	Original				
29	Original				
30	Original				
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32	Original				
33	2nd Revised				
34	1 st Revised				

1st Sheet No. 2
Revised
Canceling Original Sheet No. 2

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Rates, charges, and conditions applicable to discontinued service under this schedule are provided under the respective subtitles as shown below.

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Frontier Digital Phone Bronze	17	(N)
Conditions	18	(N)

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Rates, charges, and conditions applicable to discontinued service under this schedule are provided under the respective subtitles as shown below.

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<u>SUBJECT</u>	<u>SHEET NO</u>	
Frontier Digital Phone Essentials 2-2010	26	(N)
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Frontier Digital Phone State with Essentials 2-2010	29	
Frontier Digital Phone Plus-2010 Service	38	(N)

Canceling Original Sheet No. 8
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

PARTY LINE SERVICE

APPLICABILITY

Applicable to party line service in connection with business and residence two-party and four-party service which will not be offered for new installations.

TERRITORY

Within the exchange areas as listed below.

RATES		<u>Business Service</u>		<u>Residence Service</u>	
		<u>Two-Party</u>	<u>Four-Party</u>	<u>Two-Party</u>	<u>Four-Party</u>
A1	Each network access line #				
	Base Rate Area	\$17.77	\$ -	\$ 8.86	\$ 7.87
	Zone A	19.46	17.77	9.71	8.86
	Zone B	22.84	17.77	13.09	8.86
A2	EAS increment - per each network access line				
	Aberdeen	-	2.10	.84	.84
	Cascade	8.75	8.75	3.50	3.50
	Donnelly	-	7.35	2.94	2.94
	Homedale	3.50	3.50	1.40	1.40
	Marsing	7.00	7.00	2.80	2.80
	McCall	6.65	6.65	2.66	2.66
	New Meadows	3.50	3.50	1.40	1.40
	Springfield	-	9.10	3.64	3.64
	Sweet	4.20	4.20	1.68	1.68
	Wilder	-	3.50	1.40	1.40
A3	Trouble isolation charge, per access line		.20		

In addition to applicable EAS increments above and surcharges in Schedule Z.

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

PARTY LINE SERVICE (continued)

SEASONAL SERVICE

Seasonal service for residence two- and four-party service within the exchange areas of Garden Valley, Riggins, Cascade, Donnelly, McCall, and New Meadows.

A1	Each local network access line #	<u>Two-Party</u>	<u>Billing Code</u>	<u>Four-Party</u>	<u>Billing Code</u>
	Base Rate Area	\$ 6.65	R2SE	\$ 6.42	R4SE
	Zone A	7.28	R2SA	6.65	R4SA
	Zone B	9.82	R2SB	6.65	R4SB

EAS increments per each network access line in Cascade, Donnelly, McCall, and New Meadows.

A2	EAS Increment		
	Cascade	2.62	SECS
	Donnelly	2.21	SEDN
	McCall	2.00	SEMC
	Garden Valley	N/A	
	Riggins	N/A	
	New Meadows	1.05	SENM
A3	Trouble isolation charge, per access line	.20	TIC

In addition to applicable EAS increments above and surcharges in Schedule Z.

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 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

RURAL ZONE CHARGE

APPLICABILITY

Applicable to all exchanges in connection with business and residential services. Rural Zone charges have been eliminated within the current exchanges.

RATES		ZONE A	ZONE B
		<u>RATE</u>	<u>RATE</u>
A1	Business		
	B1		
	Each network access line:		
	One Party and Centrex	\$ 22.28	\$ 26.51
	PBX Trunk	37.13	41.35
	Key Line and Centrex	32.18	36.41
	Multi-Line	27.23	31.46
	Budget Measured Service	17.75	21.11
	Public Access Line	22.28	26.51
A2	Residential		
	B1		
	Each network access line:		
	One Party	11.54	15.77
	Key Line and Centrex	16.47	20.70
	Multi-Line	14.01	16.47
	Budget Measured Service	9.22	12.60
A3	Seasonal (Residential)		
	B1		
	Each network access line:		
	One Party	8.61	11.82

CONDITIONS

Per the Idaho Public Utilities Commission Order No. 25651, Rural Zone charges were eliminated as exchanges (switches) were upgraded. The following exchanges and effective date of the elimination of this charge are listed below:

Carey, Cascade, Donnelly, Fairfield, McCall, New Meadows and Parma.	Sept. 1, 1994
Aberdeen and Springfield.	Nov. 1, 1994
Homedale, Marsing and Wilder.	Dec. 1, 1994
Garden Valley, Horeshoe Bend and Sweet.	Oct. 1995 Billing
Elk City.	Nov. 1995 Billing
Riggins and White Bird.	Jan. 1996 Billing

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 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

CUSTOM CALLING SERVICE

RATES

		<u>Monthly Rate</u>		<u>Billing</u>
		<u>Business</u>	<u>Residence</u>	<u>Code</u>
A1	Two feature packages			
	B1 Call Forwarding, Call Waiting	\$4.40	\$3.20	SCCWCFB/SCCWCFR
	B2 Call Forwarding, Three-Way Calling	\$4.40	\$3.20	SCCF3WB/SCCF3WR
	B3 Call Waiting, Three-Way Calling	\$4.40	\$3.20	SCCW3WB/SCCW3WR
	B4 Call Forwarding, Speed Calling	\$4.40	\$3.20	SCCF8B/SCCF8R
	B5 Call Forwarding, Speed Calling(8 code)	\$4.40	\$3.20	SCCW8B/SCCW8R
	B6 Three-Way Calling, Speed Calling (8 code)	\$4.40	\$3.20	SC3W8B/SC3W8R
A2	Three feature packages			
	B1 Call Forwarding, Calling Waiting Speed Calling (8 code)	\$6.60	\$4.80	SCCWCF8B SCCWCF8R
	B2 Call Forwarding, Call Waiting, Three-Way Calling	\$6.60	\$4.80	SCCWCF3WB SCCWCF3WR
	B3 Call Waiting, Three-Way Calling, Speed Calling (8 code)	\$6.60	\$4.80	SCCW3W8B SCCW3W8R
	B4 Call Forwarding, Three-Way Calling, Speed Calling (8 code)	\$6.60	\$4.80	SC3B/SC3R
A3	Four feature package			
	B1 Call Waiting, Call Forwarding, Three-way Calling, and Speed Calling (8 code)	\$ 6.95	\$4.95	SC5B/SC5R

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 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Bronze*(1)

(N)

A1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

A2 TERRITORY

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

A3 GENERAL

B1 Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B2 Basic Bundle

Flat Rate Access Line
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID

B3 Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Schedule No. A-12, item A4.B3.

Automatic Busy Redial
Automatic Call Return
Call Forward Variable
Speed Calling (8 code)
Three-way Calling

* This bundle was previously called Frontier Digital Phone Bronze.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

(N)

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1st Revised Sheet No. 18

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Bronze*(1) (Continued)

A4 RATES

- B1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.
- B3 Frontier Digital Phone Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone Bronze	\$24.99	
Digital Phone Enhanced Feature Pack	4.99	(I)
Voice Mail –add on: (Non-regulated)		
• Basic Voice Mail	3.99	
• Deluxe Voice Mail	4.99	
Stay Connected Seasonal Offering See Special Condition (B11)	9.99	

A5 CONDITIONS

- B1 The bundle is available only where facilities and operating systems are available and technically feasible.
- B2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- B3 When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually Price List rates.
- B4 Frontier Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- B5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

* This bundle was previously called Frontier Digital Phone Bronze.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

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Allison Ellis

Senior Vice President

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Essentials 2-2010 – Grandfathered as of July 14, 2012 (Continued)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Price List, Schedule A-5 apply to the installation of the bundle.
- C3 Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 2-2010	\$21.99	
Unlimited Feature Pack	\$4.99	(l)
Stay Connected Seasonal Service	\$9.99	

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of this Price List.
- C3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- C5 Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- C6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price Listed monthly rates.

Canceling Original Sheet No. 28
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Essentials 2-2010 – Grandfathered as of July 14, 2012 (Continued)

B5 CONDITIONS (Continued)

- C7 No discounts will be given to customers that do not use all the features or have some features turned off.
- C8 The bundle is offered on a month-to-month basis.
- C9 The bundle will appear as a single line item on the bill.
- C10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2-2010 Service for a minimum period of one month and up to nine months during a 12-month period.
- D1 Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this Price List.
- D2 The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
- D3 The applicable Service Connection Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D4 The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 2-2010 service will be temporarily deactivated.
- D5 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
- D6 This service does not change any other terms and conditions of the product.
- D7 All applicable taxes and surcharges apply.
- D8 The Federal Subscriber Line Charge is included in the monthly rate.

(N)

(N)

Canceling Original Sheet No. 29
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone State with Essentials 2-2010 Service – Grandfathered as of July 14, 2012

(N)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 2-2010 service as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Digital Phone State with Essentials 2-2010 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Voice Mail (Non-regulated) and Extended Area Service.

C2 Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Caller ID with Name	Repeat Dial
Call Forwarding	Call Return
Voice Mail – Basic (Non-regulated)	Call Waiting ID

C3 Feature Packages

The following features may be added to the bundle at the rates listed in Rates B4.C3 following.

Call Trace
Anonymous Call Acceptance
Anonymous Call Rejection

(N)

Canceling Original Sheet No. 30
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone State with Essentials 2-2010 Service – Grandfathered as of July 14, 2012
(Continued)

(N)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone State with Essentials 2-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone State with Essentials 2-2010	\$26.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
- C5 The bundles are offered on a month to month.
- C6 The bundle will appear as a single line item on the bill.
- C7 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

Canceling 1st Revised Sheet No. 31
Original Sheet No. 31

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone State with Essentials 2-2010 Service – Grandfathered as of July 14, 2012
(Continued)

B5 CONDITIONS (Continued)

C8 The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.

C9 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
(T)

D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

D4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.

D5 The Federal Subscriber Line Charge is included in the monthly rate.

D6 This service does not change any other terms and conditions of the product.

D7 All applicable taxes and surcharges apply.

Canceling Original Sheet No. 32
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Nationwide with Essentials 2-2010 Service – Grandfathered as of July 14, 2012

(N)

B1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B2. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 2-2010 service as said exchanges are defined on the maps contained in this Price List.

B3 GENERAL

C1 Frontier Digital Phone Nationwide with Essentials 2-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features and Extended Area Service and Voice Mail (Non-regulated). Customers may select any or all of the services and features listed below for a monthly rate charge.

C2 Basic Bundle

Flat Rate Access Line	
Extended Area Service	Three-Way Calling
Call Forward Busy/No Answer (Variable)	Repeat Dial
Caller ID - Name and Number	Speed Calling (8 code)
Call Waiting/Cancel Call Waiting	Call Return
Voice Mail with Message Waiting Indication (Non-regulated)	

C3 Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Rates B4.C3 following.

Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Selective Call Acceptance
Selective Call Rejection

(N)

Canceling 2nd Revised Sheet No. 33
1st Revised Sheet No. 33

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Nationwide with Essentials 2-2010 Service – Grandfathered as of July 14, 2012
(Continued)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	\$4.99
Stay Connected Seasonal Offering	\$9.99

(l)

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Customers may add or delete any features offered in the bundle without a service order charge.
- C4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
- C7 The bundles are offered on a month to month.
- C8 The bundle will appear as a single line item on the bill.

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Nationwide with Essentials 2-2010 Service – Grandfathered as of July 14, 2012
(Continued)

B5 CONDITIONS (Continued)

- C9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C10 The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C11 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service. (T)
 - D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - D4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
 - D5 The Federal Subscriber Line Charge is included in the monthly rate.
 - D6 This service does not change any other terms and conditions of the product.
 - D7 All applicable taxes and surcharges apply.

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service – Grandfathered as of July 14, 2012 (Continued)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Price List, Schedule A-5 apply to the installation of individual components of the bundle.
- C3 Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$4.99	(l)
Stay Connected Seasonal Offering	\$9.99	

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Customers may add or delete any features offered in the bundle without a service order charge.
- C4 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- C6 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Price List rules.
- C7 The bundles are offered on a month to month.

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service – Grandfathered as of July 14, 2012 (Continued)

B5 CONDITIONS (Continued)

- C8 The bundle will appear as a single line item on the bill.
- C9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- C10 The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Price List.
- C11 The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle will be activated on only one of the access lines designated by the customer.
- C12 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
- D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
(T)
- D2 A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
- D4 If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
- D5 The Federal Subscriber Line Charge is included in the monthly rate.
- D6 This service does not change any other terms and conditions of the product.
- D7 All applicable taxes and surcharges apply.

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SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Plus-2010 Service – Grandfathered as of July 14, 2012 (Continued)

B4 RATES

- C1 Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- C2 Unless otherwise stated elsewhere in this section, Service Connection charges as specified in the Price List, Schedule A-5 apply to the installation of the bundle.
- C3 Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Plus-2010 Service	\$39.99	
Stay Connected Seasonal Offering See Special Condition (C7)	\$9.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)

B5 CONDITIONS

- C1 The bundle is available only where facilities and operating systems are available and technically feasible.
- C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Price List.
- C3 Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- C4 Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- C5 The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- C6 Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Canceling Original Sheet No. 40
 Sheet No.

SCHEDULE NO. X-1
DISCONTINUED SERVICES

Frontier Digital Phone Plus-2010 Service – Grandfathered as of July 14, 2012 (Continued)

(N)

B5 CONDITIONS (Continued)

C7 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Price List monthly rates.

C8 The bundle is offered on a one, two or three year term.

1. If the Price Listed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.

C9 The bundle will appear as a single line item on the bill.

C10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C11 Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Plus-2010 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this Price List.
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Connection Charges listed in Schedule A-5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Plus-2010 service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Plus-2010 features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate.

(N)

Canceling Original Sheet No. 5
 Sheet No.

SCHEDULE NO. X-2
DISCONTINUED SERVICES

RATES

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Schedule No. A-1 of this Price List, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedules

Routes: Homedale to Caldwell
Parma to Caldwell
Wilder to Caldwell

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE OPTION</u>		<u>MEASURED SERVICE OPTION</u>		
	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Usage Rate Per Minute of Use</u>
Residence One Party	\$8.00	R1PFR	\$4.00	R1LCP	\$.05
Residence Key Line (per line)	8.00	RKPFR	4.00	RKLCP	.05
Residence Multi-Line (per line)	8.00	RMPFR	4.00	RMLCP	.05
Business One Party/Centrex	11.00	B1PFR BCPFR	5.50	B1LCP BCLCP	.05
Business Key Line/Centrex (per line)	11.00	BKPFR CXPFR	5.50	BKLCP CXLCP	.05
Business PBX Trunk (per trunk)	11.00	PBPFR	5.50	PBLCP	.05
Business Multi-Line (per line)	11.00	BMPFR	5.50	BMLCP	.05
Business Public Access Line (per line)	11.00	COPFR	5.50	COLCP	.05

Long Distance Toll Service rates are defined in Schedule No. B-1, Concurrences, Long Distance Message Telecommunications Service.

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SCHEDULE NO. X-2
DISCONTINUED SERVICES

RATES (Continued)

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Schedule No. A-1 of this Price List, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedules

Routes: Homedale to Nampa
Parma to Nampa
Wilder to Nampa

<u>CLASS OF SERVICE</u>	<u>PREMIUM FLAT RATE OPTION</u>		<u>MEASURED SERVICE OPTION</u>		
	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>	<u>Usage Rate Per Minute of Use</u>
Residence One Party	\$7.00	R1PFR	\$3.50	R1LCP	\$.05
Residence Key Line (per line)	7.00	RKPFR	3.50	RKLCP	.05
Residence Multi-Line (per line)	7.00	RMPFR	3.50	RMLCP	.05
Business One Party/Centrex	10.00	B1PFR BCPFR	5.00	B1LCP BCLCP	.05
Business Key Line/Centrex (per line)	10.00	BKPFR CXPFR	5.00	BKLCP CXLCP	.05
Business PBX Trunk (per trunk)	10.00	PBPFR	5.00	PBLCP	.05
Business Multi-Line (per line)	10.00	BMPFR	5.00	BMLCP	.05
Business Public Access Line (per line)	10.00	COPFR	5.00	COLCP	.05

Long Distance Toll Service rates are defined in Schedule No. B1, Concurrences, Long Distance Message Telecommunications Service.

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7th Revised Sheet No. 1

SCHEDULE NO. Z
SPECIAL SUPPLEMENTARY SURCHARGE(S)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	8th Revised*				
2	1 st Revised				
3	5 th Revised				
4	2nd Revised*				

*** Denotes Changes**

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4th Revised Sheet No. 3

SCHEDULE NO. Z
 SPECIAL SUPPLEMENTARY SURCHARGE(S)

APPLICABILITY

Applicable to surcharges applied to network access lines.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the Price List schedules.

RATES

		<u>Surcharge Rate</u>	
A1	Idaho Telecommunications Service Assistance Program (ITSAP) Surcharge	1	(C)
B1	Surcharge is applicable to all non-lifeline business and residential customers per access line per month.		
A2	Universal Service Fund (USF) Surcharge	2	(T)
B1	A monthly surcharge will be assessed on all access lines.		
B2	A MTS/WATS per minute surcharge will be assessed on all intrastate, intraLATA toll charges.		

CONDITIONS

A1	Idaho Telecommunications Service Assistance Program (ITSAP) Surcharge		
B1	As set by Idaho P.U.C. Order pursuant to Idaho Code § 56.904. As the Idaho P.U.C. issues orders, which increase or decrease the requirement, the surcharge amount(s) will be adjusted accordingly. ¹		(C) (C)
A2	Universal Service Fund		
B1	All monies collected from this surcharge will go to the Idaho Universal Service Fund.		
B2	As set by Idaho P.U.C. Order pursuant to IDAPA 31.46.01.104-106. As the Idaho P.U.C. issues orders, which increase or decrease the requirement, the surcharge amount(s) will be adjusted accordingly. ²		(C) (C)
			(D)
			(D)

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1st Revised Sheet No. 4

SCHEDULE NO. Z
SPECIAL SUPPLEMENTARY SURCHARGE(S)

FRONTIER ROAD WORK RECOVERY SURCHARGE

A1 GENERAL

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by a City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs. The surcharge will be billed monthly per account, and will be identified on the bill as a Frontier Road Work Recovery Surcharge.

A2 CONDITIONS

- B1 Surcharge will be assessed at the time of billing.
- B2 There will be no proration of charges.
- B3 There will be no discounts for vacation, seasonal or temporary suspension of service.
- B4 The surcharge will appear on the customer's bill as the "Frontier Road Work Recovery Surcharge".

A3 RATES

	<u>Monthly Rate Per Account</u>	
Business	\$1.21	(l)
Residence	\$1.21	(l)

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