

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, call Frontier at 800-794-4741 to review the program and eligibility rules. Should you choose to apply, we will inform the California LifeLine Administrator to mail you an application form in a **PINK** envelope, which will include a Personal Identification Number (PIN). You can apply online at www.californialifeline.com by using your PIN, or you can complete, sign, and mail the application form and any required proof of eligibility by the response date indicated on the form. If you do not return the completed application form, or fail to provide the required documentation, your application will be denied and you will not receive the California LifeLine discounts. You will continue to pay the regular rates for your phone service. If you apply to be in California LifeLine, you will pay the regular rates for your phone service until your application is approved. To help you pay the up-front costs of establishing your phone service, such as the service installation/connection fee, service conversion fee, or applicable deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator, you will be refunded the difference between the regular rates and the California LifeLine discounted rates for your phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from Frontier. Otherwise, the refund will appear as a credit on your account.

ELIGIBILITY GUIDELINES

You may qualify for the California LifeLine Program via one of two methods, Program-Based OR Income-Based.

1) Program-Based Qualification Method:

You can qualify for California LifeLine if you or another person in your household is enrolled in any one of these qualifying public assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)

- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSLP)
- Federal Veterans and Survivors Pension Benefit Program
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations
- Temporary Assistance for Needy Families (TANF)
 - 1. California Work Opportunity and Responsibility to Kids (CalWORKs)
 - 2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
 - 3. Welfare-to-Work (WTW)
 - 4. Greater Avenues for Independence (GAIN)
- Tribal TANF

2) Income-Based Qualification Method:

You can also qualify for California LifeLine if your household's total annual gross income is at or less than these annual income limits:

LifeLine Income Guidelines*	
Household Size	Annual Income Limit
1-2	\$28,500
3	\$33,100
4	\$40,300
Each Additional Member	\$7,200
* Effective June 1, 2021, to May 31, 2022	

ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED

Each household must choose to get the discount either on a primary residence home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Only one California LifeLine discount per household is allowed, except for TTY users for Deaf and Disabled Telecommunications Program participants, in which case a second phone line for use with the TTY equipment may

be discounted. Households that do not follow the California LifeLine one-discounted-service-per-household rule will lose their discounts and may be prosecuted by the U.S. government.

Individuals can also be punished for giving false information to get the discounts. Penalties can include losing the discounts, monetary fines and/or being banned from the California LifeLine Program, or imprisonment. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another. California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from Frontier to another California LifeLine provider, then Frontier will charge retail rates for you to continue using your phone service.

HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS

You must renew your California LifeLine participation annually. The California LifeLine Administrator will mail you a renewal form in a PINK envelope with a Personal Identification Number (PIN). You can renew online at www.californialifeline.com by using your PIN, or by mail, or by calling the California Lifeline Administrator. If you do not renew before the response date, you will lose the California LifeLine discounts and will be charged the regular rates. If you would like to renew by phone or have questions about your renewal, contact the California LifeLine Administrator at 877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. PST, Monday through Friday. If you believe your household no longer qualifies for the discounts, or if your household is getting more than one discount by mistake, you must inform Frontier or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

DE-ENROLLMENT RULES

Your household may lose the California LifeLine discounts if your household no longer qualifies, is already receiving the discounts (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

CALIFORNIA RELAY SERVICE (CRS)

If you have limitations hearing or speaking, dial 711 to reach the CRS or one of the listed toll-free numbers for assistance relaying telephone conversations. CRS is available nationwide 24-hours-a-day, every day.

TTY/VCO/HCO to Voice 1-800-735-2929 Spanish 1-800-855-3000

Voice to TTY/VCO/HCO 1-800-735-2922 Spanish 1-800-855-3000

Speech to Speech 1-800-854-7784

There's no charge for dialing 711 or the 800 numbers listed above or in your Frontier Directory for the CRS. A second California Lifeline line is available if you or another person in your household is disabled and uses a teletypewriter (TTY) or CapTel equipment.

TTY equipment may be available to you through state programs. For more information, call the California Telephone Access Program toll-free at 1-800-806-1191 (voice) or 1-800-806-4474 (TTY) Monday through Friday between 8 a.m. to 6 p.m. For Spanish, call 1-800-949-5650.

For more information, visit the Deaf and Disabled Telecommunications Program web site at ddtp.cpuc.ca.gov.

THIRD-PARTY BILLING

Your monthly bill may contain charges for additional services purchased from companies other than Frontier. Such charges appear in a separate section of your bill along with the name of the service provider. Be certain that you are only being charged for services you've authorized. You can call Frontier or the service provider at the toll-free numbers provided on your bill with any questions about charges. You do not have to pay Frontier for any disputed third-party charges and Frontier will not pursue collections or adverse credit reports for such charges. If you want only charges from Frontier on your bill, call Customer Service to ask for a block on your account at no charge to you.

BILLING DISPUTES

Most billing problems can be reconciled by calling Customer Service at 1-800-921-8101. If you are not satisfied after speaking with a supervisor, you may contact Frontier Customer Relations at 1-800-426-6404, Monday through Friday, 8 a.m. – 8 p.m. EST. Or write to: Frontier Customer Relations, P.O. Box 5166, Tampa, FL 33675.

If you are unable to resolve your issue and wish to file a claim or register a complaint with the California Public Utilities Commission, Consumer Affairs Branch, you may do so by contacting:

The California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Avenue, Room 2003

San Francisco, CA 94102

Or call the toll free number 1-800-649-7570

Monday-Friday, 8:30 a.m. – 4:30 p.m. PST

You may also file a complaint online by visiting:

www.cpuc.ca.gov/consumer-support/file-a-complaint

To avoid discontinuance of service, a check for the disputed amount should be made payable to the California Public Utilities Commission and sent along with an explanation of the dispute. You must pay all basic local service charges to avoid basic local service disconnection.

CONTACT US

You may also visit our website at **www.Frontier.com**, which includes additional information on Frontier's family of products and services, including high speed internet, internet security, long distance services and other products not confined to our tariffs and published service catalogs.

If you have questions about this notice, Frontier, or our products and services, we can help you. Please call Customer Service at 1-800-921-8101 or write to us at: Frontier Communications, PO Box 5166, Tampa, FL 33675.



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Citizens Telecommunications Company of California (excluding West Coast)

2022 PRODUCT AND SERVICE INFORMATION FROM FRONTIER COMMUNICATIONS®

This Annual Notice includes details about Frontier's available services and other important information. All rates, terms and conditions included in this notice are current at the time of printing and are subject to change.

SERVICE AREAS

Frontier's Market Areas and Exchanges include area codes: 209, 408, 530, 707, 760, 916.

BASIC & LOCAL TOLL RATES

Frontier offers basic service on a month-to-month basis with no term contract. Residential customers have two basic service options: Flat Rate Service or Measured Rate Service. Flat Rate Service includes a monthly fee for unlimited, direct-dialed local calls. Measured Rate Service includes a reduced monthly fee and a charge for each outgoing local call after a \$3.00 calling allowance (there is no charge for incoming calls). Please note that the monthly rates below do not include charges for: network access to interstate calling; optional calling services; applicable long-distance or 700, 900 and 976 informational number charges; and taxes, fees and surcharges ordered by city, state and federal agencies or imposed by Frontier. As part of the program, California Lifeline customers do not pay certain California surcharges applicable to their basic service.

BASIC RATES FOR FRONTIER

PER MONTH

Applicable taxes and surcharges are additional.

One Party Service, Flat Rate \$22.50

Lifeline One Party Service, Flat Rate \$7.47-\$9.47

Measured Service (not available in all Market Areas)* \$18.50

*Measured Service includes a \$3.00 calling allowance (certain Market Areas) and applies a usage fee for local calls within 0-12 miles:

- \$0.04 for the first minute

- \$0.015 for each additional minute
- Additional discounts for evening, night and weekend calls

Please note that Federal Communications Commission interstate access charges apply to all basic rate charges. Customers are charged a monthly \$6.50 End User Access Charge per line and a monthly \$0.50 Access Recovery Charge per line (excluding LifeLine).

INSTALLATION (MULTI-ELEMENT) CHARGES FOR SINGLE LINE SERVICE

Requests for new service or changes to existing service include billable, non-recurring increments called elements. You are only charged for actual work done, in accordance with the elements that apply to the service request.

Non-Recurring Charges for Service Work: Charges vary by Market Area

Service Ordering Charge – Initial	\$29.00 - \$30.00
(for new or additional service, price does not include applicable \$22.00 - \$25.00 Central Office Charge)	
Service Ordering Charge – Subsequent	\$21.00-\$24.00
(moving or changing existing service)	
Central Office Charge	\$22.00-\$25.00
(connecting the line in the local switching office)	
Outside Facility Connection Charge (Service charge if technician comes to your home)	
(all areas, excluding Global Valley)	\$30.75
(Global Valley, excludes San Antonio)	\$46.25
(Global Valley San Antonio)	\$77.00
Service Connection, Lifeline	\$10.00

PACKAGES

Bundled services provide residential customers a combination of local services and features. Customers subscribing to these plans may select any or all of the detailed services for a monthly flat rate charge, plus additional selections made by individual preference and for additional pricing. Long distance service can be bundled for an additional fee. Feature packages are available for an additional \$5.99 per month.

Please note that the \$6.50 Federal Subscriber Line Charge and \$0.50 Access Recovery Fee are additional fees and apply to each line. Applicable State taxes and surcharges are also additional. The Frontier Unlimited Offerings bill month-to-month.

The following are examples of Frontier's premier family of bundled services. Call Customer Service at 1-800-921-8101 for more information on any of these or other services.

Frontier Unlimited Voice Service

Frontier Unlimited Voice Service for residential customers provides a complete telephone package of unlimited* local, domestic US, Canada and Mexico calling and our most popular calling features that include Voice Mail, Caller ID Name & Number, Call Waiting/Cancel Call Waiting, and Anonymous Call Rejection.

Frontier Unlimited Voice - Voice-only Subscriber, per month \$43.00*
Price includes available Frontier Communications of America, Inc. long distance service.

Frontier Unlimited Voice - with Frontier Internet Service, per month \$20.00*
Price includes available Frontier Communications of America, Inc. long distance service. (additional charges applicable for Frontier Internet Service)

*Taxes, Surcharges and Activation fees are additional. Frontier's Acceptable Use Policy for local and long distance calling apply. Other terms and service eligibility conditions apply. Call for details.

Digital Phone Unlimited Leader (one flat rate access line) / Digital Phone Unlimited Plus Leader (two flat rate access lines), per month \$42.99

Frontier Digital Phone Unlimited bundles include your choice of one or two flat-rate access lines, along with Unlimited Extended Area Service, Voice Mail, and a selection of calling features – Call Waiting/ Cancel Call Waiting, *66 Busy Number Redial, *69 Call Return, Caller ID with Name.

An optional feature package is available for an extra fee.

Price includes Frontier Communications of America, Inc. long distance service.

Digital Phone Unlimited Challenger (one flat rate access line)/ Digital Phone Unlimited Plus Challenger (two flat rate access lines), per month \$32.99

Frontier Digital Phone Unlimited Challenger bundles include your choice of one or two flat-rate access lines, along with Unlimited Extended Area Service, Voice Mail, and a selection of calling features – Call Waiting/Cancel Call Waiting, Caller ID with Name.

An optional feature package is available for an extra fee.

Price includes Frontier Communications of America, Inc. long distance service.

Digital Phone Essentials, per month \$29.99
Includes a flat rate access line, Caller ID with Name and Call Waiting/Cancel Waiting. Extended Area Service and/or Zone Usage Measurement is included in areas where specifically applicable. Additional features from an unlimited feature pack may be selected in any combination for an additional fee.

Price includes 30 minutes per month of Frontier Communications of America, Inc. long distance service.

CUSTOM CALLING SERVICES

Custom Calling Features allow you to select specific, digital offerings to customize your basic service to better suit your individual needs. Frontier's Custom Calling Features are also available in other, multi-feature combinations, at cost savings, and Frontier's bundled offerings include custom calling options. When ordered individually, order processing element charges normally apply. The following list specifies some of the most commonly chosen features.

Popular Calling Features	PER MONTH
Charges vary by Market Area	
Basic Call Forward.....	\$8.50
Anonymous Call Block/Restriction.....	\$5.50
(A one-time activation fee of \$14.00 is in addition to monthly fee, excludes Global Valley, Golden State, Tuolumne markets.)	
Call Return, Pay Per Use.....	\$3.00
Call Waiting/ Call Waiting ID/ Cancel Call Waiting	\$8.00-\$9.00
Caller ID with Name	\$11.00-\$11.75
Three-Way Calling.....	\$9.25
Three-Way Calling, Pay Per Use	\$3.00

VOICE MAIL – replaces the answering machine, plays your personal greeting, takes messages and handles unanswered calls. This service works with any touch-tone phone and requires no other special equipment.

Basic Voice Mail, per month	\$4.95
Premium Voice Mail, per month.....	\$8.95
A one-time set up fee of \$7.00 applies except in Global Valley market. Global Valley one-time setup fee is \$15.00	

DIRECTORY ASSISTANCE (411) – provides operator assistance for obtaining published phone numbers and addresses of customers in your area code and service area. If you notify the 411 operator **at the beginning** of the call, you may receive up to three listings within your Service Area per call.

Local and National Directory Assistance, per call	\$1.50
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Directory Assistance Call Completion - You may elect to have your Directory Assistance calls completed to the requested number by either the Directory Assistance Operator or Directory Assistance Audio Response System.

Directory Assistance Call Completion, per call.....	\$1.00
Directory Assistance Audio Response System, per call	\$1.00
Added usage charge for toll calls, per call	\$0.10

Directory Additional Listing..... \$5.00
List additional lines, cell phone and alternative phone numbers in Directory Assistance (411) and the local Frontier White Pages Directory.

Nonpublished Service \$5.25
Omit your number from the Frontier White Pages Directory and from Directory Assistance (411).

Non-listed Service \$6.00
Omit your number from the Frontier White Pages Directory. Your number will continue to be available through Directory Assistance (411).

FOUR-HOUR APPOINTMENT WINDOW

You have the right to a mutually agreed upon 4-hour appointment window if your presence is required for either service connection or repair. Frontier will confirm the 4-hour window with you before scheduling your appointment.

INSIDE WIRE (IW) INFORMATION

Inside Wire (IW) is that portion of the telephone line that connects the

jack at the customer's premises to Frontier's line at a demarcation point determined by Frontier in accordance with orders of the California Public Utilities Commission. In most cases, Frontier uses a Standard Network Interface (SNI) as its demarcation point.

IW is considered the property of the building owner. If the building owner is a landlord, he or she is responsible for installing one usable jack per rental unit, for placing and maintaining the IW in good working order, and for ensuring that the IW meets applicable industry standards. **Under state law, residential landlords–not tenants–are responsible for repairs to, and maintenance of, inside wire. You should always contact your landlord before authorizing any repairs.**

Frontier will install or repair IW. We will work with you to determine whether a malfunction in a telephone line is located with your IW or in the Frontier network and will inform you of your options if it is determined that your IW is at fault.

You are responsible for reporting malfunctions of the telephone line to Frontier. When you report trouble on your telephone line, you will be requested to perform a simple trouble isolation test of the IW at the SNI.

For customers who want to receive the peace of mind that Frontier will handle IW troubles, Frontier offers Wire Care for a small monthly fee. Frontier Wire Care is immediately available to new customers at the time service is installed or after a 30-day waiting period for existing customers. Existing customers may also elect to have the plan effective immediately by subscribing to Frontier Wire Care Alternative Offer with a one-year commitment and a \$39.99 activation fee (no additional element fees apply).

Frontier Wire Care
Rates vary per Market Area, per line, per month \$8.00 to \$8.50

Frontier Wire Care Alternative Offer
One year commitment, per line per month \$8.50
One time activation fee \$39.99
Early termination fee if you cancel this service in less than 12 months..... \$50.00

INSIDE WIRE SERVICES

When you report that your telephone line is malfunctioning, Frontier

will ask you to unplug the IW at the SNI and plug a phone that you know to be in working order into the SNI. If you do not have an SNI installed at your location or premise, Frontier will perform the trouble isolation free of charge. If the phone doesn't work at the SNI, the trouble is assumed to be in Frontier's network. At your request, Frontier will arrange for repair as soon as practical, at no charge. If your presence is required, you have the right, in accordance with state law, to a four-hour appointment window, to commence at a mutually agreed upon time. Be advised that if you decline to perform the test at the SNI, Frontier will perform the test upon arrival. **If the trouble is in your IW, you will be charged \$85.00 for the first 30 minutes or portion thereof, and \$42.50 for each additional 30 minutes or portion thereof, for the time Frontier spent performing the appropriate isolation tests, including travel time. This charge will also apply even if you decline to have Frontier complete your repair work.**

You have options to repair your IW: you can fix it yourself or hire a provider of your choice. Frontier offers several repair options described below.

For customers without a Frontier Wire Care (maintenance) plan, Frontier will perform one-time repair or related work at rate schedules that vary by day and time. **During regular business hours, Monday through Friday from 8 a.m. to 5 p.m., repair or related work will be performed at your request for \$91.00 for the first 30 minutes, including travel time. A fee of \$46.00 for each additional 30 minutes or portion thereof applies for the remaining work time. After Regular Business Hours, Monday through Friday from 5 p.m. until 8 a.m. and Saturday, fees are \$180.00 for the first 30 minutes or portion thereof, including travel time and \$90.00 for each additional 30 minutes or portion thereof. Increased rates apply on Sundays and holidays. Travel time is included in determining all billing calculations.**

CALIFORNIA LIFELINE PROGRAM

The California Public Utilities Commission's California LifeLine Program provides discounts on phone services to qualified residential households. Consumers must be approved before receiving the California LifeLine discounts. For more information on program eligibility, go to www.cpuc.ca.gov/LifeLine.