of the IW at the SNI. If you are a tenant, you should establish an agreement with your landlord as to how repairs will be made.

Frontier offers several options for care of your IW. For customers who want to receive the peace of mind that IW troubles will be taken care of, Frontier offers Frontier Wire Care for a small monthly fee. Frontier Wire Care is immediately available to new customers and those who want to have the plan effective immediately by subscribing to Frontier Wire Care with a 1-year commitment.

**Frontier Wire Care**

rates vary per Market Area, per line, per month ………….$5.00 to $6.25

**Frontier Wire Care Alternative Offer**

1-year commitment, per line per month ……………………. $6.99

One time activation fee …………………………………….. $39.99

If you cancel in less than 12 months, an early termination fee of $50.00 will apply.

**INSIDE WIRE SERVICES**

When you report to Frontier that your telephone line is malfunctioning, we will advise you to unplug the IW at the SNI and plug a phone that you know to be in working order into the SNI. 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 repair options described below. If you do not have an SNI installed at your location or premise, Frontier will perform the trouble isolation fee of charge.

For customers without a Frontier Wire Care (maintenance) plan, Frontier will also perform one-time repair or related work at rate schedules that vary by day and time. During regular business hours, Monday through Friday from 8:00 AM to 5:00 PM, 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 5:00 PM until 8:00 AM 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 for Sundays and holidays will apply. Travel time is included in determining all billing calculations.

**California Telecommunications Relay Service (TRS)**
The California Telecommunications Relay Service (TRS) helps establish a communications link between people with hearing or speech disabilities using a TTY and people who use voice phones.

Call 711 if you need assistance from the TRS, which is available nationwide 24-hours-a-day, every day. There’s no charge for dialing 711 or the 800 numbers listed in your Frontier Directory for the California Relay Service. A second California Lifeline line is available if you or another person in your household is disabled and uses a teletypewriter (TTY) when using the phone.

TTY equipment may be available to you through state programs. For more information, call the California Telephone Access Program at 1-800-921-8101. If you are unable to resolve the problem and wish to file a claim or register a complaint with the California Public Utilities Commission, you may do so by sending the complaint to:

**The California Public Utilities Commission**

Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102-3298
Or call the toll free number 1-800-649-7570
M-F 8:30 a.m. – 4:30 p.m.
Fax them at 1-415-703-1158
You may also file a complaint online by using the following link: http://www.cpuc.ca.gov/cab/

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.

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

**BILLING DISPUTES**

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**FRONTIER COMMUNICATIONS**

2017 PRODUCT AND SERVICE INFORMATION FROM FRONTIER COMMUNICATIONS

Frontier is pleased to provide you with this annual notice of available products and services, as published in our tariffs and service catalogs. Please read the enclosed information to learn more. All rates, terms and conditions included in these notices are current at the time these notices were printed but are subject to change.

**SERVICE AREAS**

Frontier customers spanning Market Areas and Exchanges in area codes 916, 530, 209, 760/442, 408/669 and 707.

**BASIC RATES FOR FRONTIER**

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<th>Service Type</th>
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<tbody>
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Requests for new service or changes to existing service include billable, non-recurring increments called elements. Charges are for actual work done, in accordance with the elements that apply to the service request.

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For more information, visit the Deaf and Disabled Telecommunications Program web site at www.ddtp.org.

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Non-Recharging Charges For Service Work.

Charges vary by Market Area PER MONTH

Service Ordering Charge - Initial (for new or additional service) .........................$19.00 to $29.50
Service Ordering Charge - Subsequent (moving or changing existing service) ....$16.00 to $20.00
Certified Service Charge (connecting the line in the local switching office) ..........$14.00 to $17.00
Restoral Charge after Temporary Service Disconnect ...................................$40.00 to $49.00
Return Check Charge, each line .................................................................$10.00
Remove 900 Call Blocking, each line .......................................................No Charge
IntraLATA/InterLATA PIC Freeze ..............................................................$ 0.00
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 to be made by individual preference and for additional pricing. Long distance service can be bundled for an additional fee. Additional feature packages are also available for an additional $2.99 per month.

If you travel add ‘Stay Connected’ seasonal offering for $9.99 per month while in use, to a maximum of nine months. The Federal Subscriber Line Charge is included in some offerings, or is an additional fee in others. Applicable taxes and surcharges are additional. The Frontier Unlimited Offers bill month-to-month. Call for more information.

Following are examples of Frontier’s premier family of bundled services. Call Customer Service for more information on any of these or other services.

Frontier Digital Phone Unlimited Offerings, per month ..................................................$31.99
Frontier Unlimited bundles allow you to select customized product offerings, with package choices that include one and two flat-rate access lines, calling features selections, including Voice Mail and additional feature packages for an extra fee.

Frontier Digital Phone Essentials, per month .........................................................$21.99
Includes a flat rate access line and selected Custom Calling Features. 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.

CUSTOM CALLING SERVICES

Custom Calling Features allow you to select specific, digital offerings that can customize your own 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 ala carte, order processing charges normally apply. The following feature lists specify some of the most commonly-chosen.

Popular Calling Features PER MONTH

Basic Call Forward ..................................................................................$7.00
Speed Calling (thirty code capacity) .........................................................$6.50
Call Waiting/ Call Waiting ID/ Cancel Call Waiting, ..................................$7.00
Distinctive Ring .........................................................................................$6.25
Priority Call ...............................................................................................$6.50
Call Return, *69, flat monthly fee ..............................................................$6.50
Toll Restriction, where available ..............................................................$2.50
Call ID w/Name, .......................................................................................$10.50
Remote Call Forwarding ..........................................................................$21.50

USAGE SENSITIVE CUSTOM CALLING FEATURES

Usage Sensitive Calling Features only bill when the service is used. Popular usage sensitive features include Customer Originated Call Trace, Three Way Calling, Call Return and Automatic Busy Redial. Rates vary by feature and Market Area, from $2.50 to $5.50 per successful activation.

VOICE MAIL

Voice Mail replaces the answering machine, plays your personal greeting, takes messages and handles unanswered calls. This service works with any touch-tone phone, requires no other special equipment and is completely automatic.

Basic Voice Mail, per month .................................................................$ 6.99
Deluxe Voice Mail, per month ...............................................................$ 8.99
A one-time set up fee applies

DIRECTORY ASSISTANCE (411) - Gives you operator assistance in getting published phone numbers and addresses of customers in your area code and other area codes in your service area. If you notify the 411 operator at the beginning of the call, you may receive up to 3 listings within your Service Area per call.

Local Directory Assistance, per call .........................................................$ 1.50
National Directory Assistance, per call ..................................................$ 1.50

Directory Assistance Call Completion - Customers may elect to have their 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
Added usage charge for toll calls, per call ..............................................$0.10

You may be exempt from Local Directory Assistance charges if you, or a member of your household, are unable to use a telephone directory due to visual or other physical limitations. An exemption will be granted upon receipt of a completed exemption form that certifies the visual or other impairment. If you are eligible for a waiver of Local Directory Assistance charges, please call 1-800-921-8101 to request a certification form.

Telephone equipment and/or free services are available to eligible Residential and eligible Business customers, who reside in California, from the California Telephone Access Program (CTAP). The customer can obtain eligibility, certification, and application information for CTAP equipment or services through the CTAP Call Center 1-800-806-1191 (voice), 1-800-806-4474 (TDD/TTY) and 1-800-889-3974 (fax), or the customer can obtain eligibility, certification, and application information through the internet at: http://ddp.csp.uc.ca.gov. The CTAP Call Center can provide location information for the customer to visit the nearest CTAP Service Center.

INSIDE WIRE (IW) INFORMATION

Inside Wire (IW) is that portion of the IW that connects the jack at the customer’s premises to the telephone company’s line at a demarcation point determined by the telephone company in accordance with orders of the Public Utilities Commission. In most cases, Frontier uses a Standard Network Interface (SNI) as its demarcation.

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. Be aware that, under state law, residential landlords and 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.