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FRONTIER COMMUNICATIONS NORTHWEST INC.

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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

C. General Regulations (Continued)

1. Establishment and Furnishing of Services (Continued)

a) Application For Service (Continued)

An application for service canceled by the applicant or the Company prior to the establishment of the service applied for is subject to the following conditions:

Canceled by Applicant

If cancellation is requested prior to the start of installation, the application will be canceled by the Company and no charge applies except as specifically covered by written contract or as provided for elsewhere in these Regulations.

If cancellation is requested subsequent to the time installation has been started, the application will be canceled by the Company, and the Company will collect the service order and central office connection charges applicable to the work actually completed at the time the application is canceled, or such other amounts specifically covered by contract in accordance with these Regulations.

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Installation is considered to have been started when the Company incurs any expense which it would not otherwise have incurred as a result of the installation, provided:

The applicant has advised the Company to proceed with the installation and  
The Company has accepted the offer.

If the cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable in addition to the installation charge or service connection charges applicable.

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GENERAL AND LOCAL EXCHANGE TARIFF

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RULES AND REGULATIONS

C. General Regulations (Continued)

1. Establishment and Furnishing of Services (Continued)

h) Late Payment Charge

A late payment charge of 1 percent or \$2.00, whichever is greater, for residential, on past due balances greater than \$2.00, or 1.5 percent or \$5.00, whichever is greater, for business, applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The 1 percent for residential and the 1.5 percent for business is applied to the total unpaid amount carried forward and the charge (minimum \$2.00 for residential and \$5.00 for business) is included in the total amount due on the current bill.

The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6). In the case of a certified medical emergency under this rule, the Company will waive the late payment charges for the length of time provided for in WAC 480-120-172(6)(c).

The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-161(2)(a). If payment is not made by the scheduled date, late payment charges shall apply.

When the customer contacts the Company to question certain charges made to the customer's billing, and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.

When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as disputed charges under WAC 480-120-172(12).

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Section 3  
2<sup>nd</sup> Revised Sheet 1  
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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

A. General

1. Service Charges are nonrecurring charges that apply to customers for work performed by the Company for the ordering, provisioning and changing of local telephone service.
2. Service Charges apply in addition to all other rates and charges unless stated otherwise for specific items.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, overtime charges as specified under Time and Material Charges, will apply.
4. Installment Billing  
  
Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.
5. Qualifying customers may receive a discount or waiver of certain of these charges. See Lifeline Service, Section 2 preceding.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

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SERVICE CHARGES

A. General (Continued)

6. When service which has been disrupted by fire, accident, or natural catastrophe is reestablished for the customer at either the original location or a new location, Service Charges will not apply for the installation of the Network Access line and Standard Network Interface (SNI) that were in place prior to the disaster. The customer will be responsible for replacing facilities beyond the point of demarcation (SNI).

B. Application of Service Charges

1. Service Order Charges

a. 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.

b. 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

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

B. Application of Service Charges (Continued)

2. Central Office Connection Charge

- a. 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.
- b. This charge does not apply when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.
- c. This charge applies to each change in telephone number made at the request of the customer.
- d. This charge applies for each move of the service drop and/or the associated station protection device.
- e. This charge applies to each change of calling plan (Basic and Premium).

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3. 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.

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4. Reconnect Charge

The charge applied for restoration of service after suspension for nonpayment or to the suspension of service temporarily at the request of the customer.

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SERVICE CHARGES

B. Application of Service Charges (Continued)

5. Repair Charges - Time and Material (T)

Applicable to each service call by the Company for a trouble report from customer-provided equipment and/or facilities and for all time resulting from customer's requests to perform work on an overtime basis.

- a. Time and Material Charges apply in addition to applicable Service Order Charges. (T)
- b. Time and Material Charges will apply when the Company extends wiring from the outside plant distribution terminal to a premises in a multi-unit residence or business structure.
- c. The Company will not repair, adjust, or perform any work on customer-provided equipment and/or facilities.
- d. Charges as specified in Section C.6 following apply for work performed Monday through Friday between 8:00 a.m. and 5:00 p.m. Work requested at other hours and on Saturdays, Sundays and Holidays, if agreed to by the Company and the customer (or private vendor for the customer), will be subject to the surcharge shown below in addition to the regular labor rate: (T)

Overtime Monday through Friday	50%
Saturdays	50%
Sundays and Holidays	100%

- e. When a customer elects to have the Company install inside wire and/or jacks (wiring and/or jack installation on the customer side of the demarcation point), such work will be performed on a deregulated basis.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

B. Application of Service Charges (Continued)

6. Returned Check Charge (T)

Applicable for each check returned by a bank to the Company for the reasons of insufficient funds or a closed account.

7. Service Charges are not applicable in the following situations: (T)

- a. Service upgrade of basic exchange service.
- b. Billing address changes.
- c. Changes to published from Non-Publish service.
- d. Installations, moves or changes made on the initiative of the Company, (e.g., changes made for maintenance reasons, changes in type of central office operation, etc.).
- e. Removal or disconnect of service.
- f. Public Telephone Service.
- g. Service reestablished which had been disrupted by fire, accident or natural catastrophe.
- h. Legal name changes.
- i. Supersedure of service due to death of responsible party.
- j. Change of street address due to legal change in house number and/or street name.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

B. Application of Service Charges (Continued)

8. Late Payment Charge – See Rules and Regulations C.1.h)

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

C. Rates and Charges

		Nonrecurring Charge		
		<u>Business</u>	<u>Residence</u> <sup>1</sup>	
1.	Service Order Charge - Initial	\$48.50	\$28.00	(T)(I)
2.	Service Order Charge - Subsequent	25.00	17.00	(I)
3.	Central Office Connection Charge	17.00	22.00	(T)
4.	Access Line Work Charge	10.00	10.00	(N)
5.	Reconnect Charge, per line	45.00	34.00	(T)(I)
6.	Time and Material Charges			(T)
a.	Time Charge - each 15 minutes or fraction thereof per employee	12.00	12.00	
	Overtime Charges	Refer to B.5.d preceding		(T)
	Material Charge	At Cost	At Cost	
b.	A five minute allowance into the next time increment will be granted.			
7.	Returned Check Charge	15.00	15.00	(T)
8.	Late Payment Charge – See Rules and Regulations C.1.h)			(T)
				(D)
				(D)

<sup>1</sup> Qualifying customers may receive a discount or waiver of certain of these charges. See Lifeline Service, Section 2 preceding.

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL SERVICES

VACATION SERVICE

D. Rates

	<u>Nonrecurring Rate<sup>1</sup></u>	<u>Monthly Rate</u>	
One- party Business and Non-measured Residence Service, Per Line, Per Request	Service Order Charge - Subsequent and Central Office Connection Charges, as found in Section 3, Service Charges, are applicable to establish Vacation Service.	25% of current line rate	(T)   (T)

<sup>1</sup> All applicable service order charges apply at the time Vacation Service is established. There are no applicable service order charges to restore service at the end of the vacation service period.

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL SERVICES

SUMMARY BILLING SERVICE

A. General

Summary Billing Service (SBS) provides a customer who receives more than one monthly bill from the Company within the state of Washington to receive one combined monthly statement.

B. Conditions

SBS is available on all grades, types and classes of service where operating conditions permit. SBS provided on Customized Multi-line Telephone Service is included in the rates for that service found elsewhere in this tariff.

All accounts rendered under one Summary Bill must have the same bill name. When a bill name is changed to meet the conditions for SBS, the Service Order Charge - Subsequent from Service Charges (Section 3) will apply. (T)

The monthly Summary Bill will include the following:

1. The individual bills for all numbers designated by the customer to appear in the Summary Group.
2. One summary that states the balance due on all bills, by telephone number, included in the statement.
3. One payment document for rendering payment on the entire summary billed account.

The Service Order Charge - Subsequent applies when: (T)

1. An established account is added to an existing Summary Group.
2. A subordinate account is transferred to a different Summary Group.
3. An order for SBS is cancelled prior to receipt of the first Summary Bill. The Nonrecurring Charges for any subsequent changes required to dismantle the Summary Bill will apply.
4. A subordinate account is removed from the Summary Group. This charge does not apply if the number being removed is due to a disconnection of service.

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