

FRONTIER COMMUNICATIONS OF MICHIGAN, INC. GUIDEBOOK

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2. FRONTIER DIGITAL PHONE SERVICE*

B. REGULATIONS

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to their descriptions and regulations as specified elsewhere.
3. 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 rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. RATES AND CHARGES

Monthly Rate	\$61.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

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3. FRONTIER DIGITAL PHONE BRONZE*+ - GRANDFATHERED (cont'd)

B. REGULATIONS

1. The Frontier Digital Phone Bronze is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
4. 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 rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundles are offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. RATES AND CHARGES

Monthly Rate	\$26.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations.
+ This bundle previously was called Frontier Digital Phone Essentials.

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4. FRONTIER DIGITAL BASIC BUNDLE* - GRANDFATHERED (cont'd)

B. REGULATIONS

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

C. RATES AND CHARGES

Monthly Rate	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations.

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5. FRONTIER DIGITAL PHONE PLUS SERVICE* (cont'd)

B. REGULATIONS

- 6. Customers may add or delete any features offered in the package without a service order charge.
- 7. The bundle is offered on a one, two, or three, year term basis.
 - a. If the rate changes during the term of the contract, the contract rate will remain in effect in the customer’s contract.
 - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply
- 8. The bundle will appear as a single line item on the bill.
- 9. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.
- 10. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

C. RATES AND CHARGES

	<u>Monthly Rate</u>	
Digital Phone Plus Service	\$61.99	
Enhanced Feature Pack	\$7.49	(1)

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.

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9. FRONTIER DIGITAL PHONE X* (cont'd)

B. REGULATIONS

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

C. RATES AND CHARGES

	<u>Monthly Rate</u>	
Monthly Rate	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

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**11. FRONTIER DIGITAL PHONE ESSENTIAL 1 - 2010* - GRANDFATHERED
(cont'd)**

C. RATES AND CHARGES

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 1 – 2010	\$30.99	
Unlimited Feature Pack	\$7.49	(I)

*This service is limited to existing customers at their existing locations.

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13. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 -2010* - GRANDFATHERED (cont'd)

B. REGULATIONS

- 5. The bundle is offered on a month-to-month basis.
- 6. The bundle will appear as a single line item on the bill.

C. RATES AND CHARGES

Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010	\$41.99	
Enhanced Feature Pack	\$7.49	(I)

*This service is limited to existing customers at their existing locations.

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14. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 -2010* - GRANDFATHERED (cont'd)

B. REGULATIONS

- 5. The bundle is offered on a month-to-month basis.
- 6. The bundle will appear as a single line item on the bill.

C. RATES AND CHARGES

Frontier Digital Phone Nationwide Unlimited Plus with

Essentials 1 – 2010	\$41.99	
Enhanced Feature Pack	\$7.49	(I)

*This service is limited to existing customers at their existing locations.

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15. FRONTIER DIGITAL PHONE ESSENTIALS** - Grandfathered

(C)

A. GENERAL

1. The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Flat Rate Access Line
Extended Area Calling (Where applicable)
Call Waiting/Cancel Call Waiting
Caller ID Plus Name
Touch Tone
Call Waiting ID

2. Feature Package

Three Way Calling	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	Call Waiting
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

B. REGULATIONS

1. The Frontier Digital Phone Essentials 1 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. 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 rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

** This service is limited to existing customers at their existing locations.

(N)

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15. FRONTIER DIGITAL PHONE ESSENTIALS** (cont'd) – Grandfathered (C)

B. REGULATIONS

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individual rates.
8. Customers may add or delete any features offered in the package without a service order charge.
9. No discounts will be given to subscribers that do not use all the features or have some features turned off.

C. RATES AND CHARGES

Frontier Digital Phone Essentials	\$21.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

(1) 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

** This service is limited to existing customers at their existing locations. (N)

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16. FRONTIER DIGITAL PHONE UNLIMITED - Grandfathered**

(C)

A. GENERAL

1. The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer’s choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Call Waiting ID	
Caller ID - Name and Number	Call Waiting/Cancel Call Waiting

2. Feature Package

Call Waiting	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. 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 rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

** This service is limited to existing customers at their existing locations.

(N)

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16. FRONTIER DIGITAL PHONE UNLIMITED (cont'd) – Grandfathered (C)**

B. REGULATIONS

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. Customers may add or delete any features offered in the package without a service order charge.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited do not apply.

C. RATES AND CHARGES

Frontier Digital Phone Unlimited	\$21.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

** This service is limited to existing customers at their existing locations. (N)

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17. FRONTIER DIGITAL PHONE UNLIMITED PLUS** - Grandfathered (C)

A. GENERAL

1. The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Call Waiting ID	
Caller ID - Name and Number	Call Waiting/Cancel Call Waiting

2. Feature Package

Call Waiting	Call Forward
Automatic Busy Redial	Speed Call 8 or 30
Call Return	Distinctive Ring
Anonymous Call Rejection	3-Way Calling
Call Forward Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this guidebook.
3. 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 rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

** This service is limited to existing customers at their existing locations.

(N)

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17. FRONTIER DIGITAL PHONE UNLIMITED PLUS (cont'd) – Grandfathered (C)**

B. REGULATIONS

5. The bundle is offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. Customers may add or delete any features offered in the package without a service order charge.
8. No discounts will be given to subscribers that do not use all the features or have some features turned off.
9. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus do not apply.

C. RATES AND CHARGES

Frontier Digital Phone Unlimited Plus	\$21.99	
Feature Package	\$7.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 11, 2020.

** This service is limited to existing customers at their existing locations. (N)