



21 West Avenue, Spencerport, NY 14559
Frontier.com

December 22, 2024

Mr. Cullen Robbins
Director - Communications Department
Nebraska Public Service Commission
300 The Atrium
1200 N Street
Lincoln, NE 68508

Subject: Feature Pack & Grandfather Residential Bundles

Dear Mr. Robbins:

Please find enclosed a tariff filing for Citizens Telecommunications Company of Nebraska with an issue date of December 22, 2024, to become effective January 1, 2025. The purpose of this filing is to increase residential feature packs and grandfather bundles.

If you have any questions regarding this tariff filing, please call me at 585.777.7572.

Sincerely,

/s/ Teresa M. Ali
Specialist, Regulatory Reporting

Enclosure

CITIZENS BUNDLED SERVICES

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CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Service – *Grandfathered as of June 12, 2020* * (Continued)

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. 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 tariff.
- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. 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.

3. Rates and Charges

Monthly Rate	\$49.99	
Digital Phone Enhanced Feature Pack	\$7.49	(1)
Residential Deluxe Voice Mail	\$2.49	

(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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Bronze*+ (Continued)

2. Regulations (Continued)

- d. 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 tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundles are offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. 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.

3. Rates and Charges

- a. Extended Area Service, where provided, is included in the bundle and will not be billed separately. 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.
- b. Frontier Digital Phone Bronze is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone Bronze	\$19.99	
Digital Phone Enhanced Feature Pack	\$ 7.49	(l)
Voice Mail –add on		
Basic Voice Mail	\$ 4.49	
Deluxe Voice Mail	\$ 4.99	

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

+ This bundle was previously called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

K. Frontier Digital Basic Bundle* (Continued)

2. Regulations

- a. The Frontier Digital Basic Bundle is available where technically feasible.
- b. The features and services are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. Federal Subscriber Line Charge will be billed separately from the basic Bundle offering. Other surcharges, and taxes will apply.
- f. 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.

3. Rates and Charges

Monthly Rate	\$29.99	
Digital Phone Enhanced Feature Pack	\$7.49	(1)

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

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone Plus Service – *Grandfathered as of June 12, 2020* * (Continued)

2. Regulations

- a. The Frontier Digital Phone Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. The bundle rate includes Extended Area Service (EAS), where provided
- d. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.
- e. 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 tariff rules.
- f. Customers may add or delete any features offered in the package without a service order charge.
- g. The bundle is offered on a one, two, or three, year term basis.
 - a. If the tariffed 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
- h. The bundle will appear as a single line item on the bill.
- i. 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.
- j. 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.

3. Rates and Charges

<u>One-, Two-, or Three-Year Term</u>	<u>Per month</u>
Frontier Digital Phone Plus Service	\$49.99
Enhanced Feature Pack	\$7.49

(l)

* This service is grandfathered and limited to all existing subscribers at their existing locations as of June 12, 2020.

CITIZENS BUNDLED SERVICES

R. Frontier Digital Phone Essentials 1 - 2010 (*Grandfathered*)* (continued)

2. Regulations (continued)

- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. The following Unlimited Feature Pack is available at the rate specified below:

- Call Forwarding Busy
- Caller ID Number
- Automatic Call Return
- Automatic Busy Redial
- Speed Calling 30 Number
- Call Tracing Service
- Deluxe Voice Mail
- Basic Voice Mail

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Essential 1	\$28.99	
Unlimited Feature Pack	7.49	(l)

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

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Essentials 2– 2010 (*Grandfathered*)* (continued)

2. Regulations (continued)

- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. The following Unlimited feature pack is available at the rate specified below:

Call Forwarding Busy
Caller ID Number
Automatic Call Return
Automatic Busy Redial
Speed Calling 30 Number
Call Tracing Service
Deluxe Voice Mail
Basic Voice Mail

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Essentials 2	\$21.99	
Unlimited Feature Pack	\$7.49	(I)

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

CITIZENS BUNDLED SERVICES

V. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010 (*Grandfathered*)* (continued)

2. Regulations (continued)

- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 1	\$39.99	
Enhanced Feature Pack	\$7.49	(l)

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

CITIZENS BUNDLED SERVICES

W. Frontier Digital Phone Nationwide Unlimited with Essentials 2 – 2010 (*Grandfathered*)* (continued)

2. Regulations (continued)

- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 2	\$29.99	
Enhanced Feature Pack	\$7.49	(l)

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

CITIZENS BUNDLED SERVICES

X. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1– 2010 (*Grandfathered*)*
(continued)

2. Regulations (continued)

- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	\$39.99	
Enhanced Feature Pack	\$7.49	(l)

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

CITIZENS BUNDLED SERVICES

Y. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2– 2010 (*Grandfathered*)*
(continued)

2. Regulations (continued)

- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundles are offered on a month to month.
- h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 2	\$29.99	
Enhanced Feature Pack	\$7.49	(l)

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

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Essentials* - *Grandfathered*

(C)

1. General

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.

a. Features and Services

Flat Rate Residential Access Line
Extended Area Service
Caller ID
Call Waiting/Cancel Call Waiting

b. 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 the rate section.

Three Way Calling	Call Forward
Busy Number Redial (*66)	Speed Call 8 or 30
Call Return (*69)	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

2. Regulations

- a. The Frontier Digital Phone Essentials is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this tariff.
- c. 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 tariff rules.

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

(N)

CITIZENS BUNDLED SERVICES

CC. Frontier Digital Phone Essentials* (continued) – *Grandfathered* (C)

2. Regulations (continued)

- d. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. 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
- g. The bundles are offered on a month to month basis.
- h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Essentials	\$21.99	
Feature Pack	\$7.49	(I)

(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 limited to existing customers at existing locations. (N)

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited* - *Grandfathered*

(C)

1. General

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.

a. Features and Services

Flat Rate Residential Access Line
Extended Area Service
Caller ID
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Calling 8
Call Return (*69)

b. 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 the rate section.

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

2. Regulations

- a. The Frontier Digital Phone Unlimited Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this tariff.
- c. 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 tariff rules.

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

(N)

CITIZENS BUNDLED SERVICES

DD. Frontier Digital Phone Unlimited* (continued) – *Grandfathered* (C)

2. Regulations (continued)

- d. Customers may add or delete any features offered in the package without a service order charge.
- e. 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.
- f. The bundles are offered on a month to month basis.
- g. The bundle will appear as a single line item on the bill.
- h. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Pack	\$7.49	(I)

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

CITIZENS BUNDLED SERVICES

EE. Frontier Digital Phone Unlimited Plus* - *Grandfathered*

(C)

1. General

The Frontier Digital Phone Unlimited Plus 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.

a. Features and Services

Two Flat Rate Residential Access Line
Extended Area Service
Busy Number Redial (*66)
Caller ID
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Calling 8
Call Return (*69)

b. 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 the rate section.

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

2. Regulations

- a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in this tariff.

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

(N)

CITIZENS BUNDLED SERVICES

EE. Frontier Digital Phone Unlimited Plus* (continued) – *Grandfathered* (C)

2. Regulations (continued)

- c. 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 tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. 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.
- f. The bundles are offered on a month to month basis.
- g. The bundle will appear as a single line item on the bill.
- h. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

3. Rates and Charges

	<u>Per month</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Pack	\$7.49	(I)
Stay Connected Seasonal Service	\$9.99	

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

CITIZENS BUNDLED SERVICES

II. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* - *Grandfathered* (C)

1. 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
Unlimited Extended Area Service

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward
Distinctive Ring

Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

2. CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. 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 Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(N)

CITIZENS BUNDLED SERVICES

II. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)* (continued) – *Grandfathered* (C)

2. CONDITIONS (continued)

- f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

3. RATES AND CHARGES

- a. 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.
- b. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- c. 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	\$7.49	(I)

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

CITIZENS BUNDLED SERVICES

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

1. 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

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

Call WaitingSpeed 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

2. CONDITIONS

- a. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- b. 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 Tariff.
- c. 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 Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(N)

CITIZENS BUNDLED SERVICES

JJ. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)* (continued) – *Grandfathered* (C)

2. CONDITIONS (continued)

- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.
- h. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

3. RATES AND CHARGES

- a. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- b. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- c. 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	\$7.49	(I)

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