

GENERAL CUSTOMER SERVICES TARIFF NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.
NORTH CAROLINA

ISSUED: December 17, 2012
BY: Vice President
Rochester, New York

Section 2
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EFFECTIVE: January 1, 2013

S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service

S2.1.1 General

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. Enhanced Universal Emergency Number Service also referred to as Enhanced 911 Service or E911 is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone calls by persons within the serving area who dial 911. Enhanced 911 provides Automatic Location Identification (ALI) and Automatic Number Identification (ANI). These features forward the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone line to the Enhanced 911 display unit on a per call basis.
- c. The 911 customer may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions

Alternate Routing

A feature, associated with Selective Routing Services that will route a 911 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Telephones associated with a calling party's telephone number but which are physically located elsewhere (off-premises extensions, secondary locations, etc.) can also be identified with the same address associated with the calling party's telephone number at the primary location if the customer enters this same information into the remarks section of the ALI record. No ALI data is provided when a call is sent to Default Routing (DR).

ALI Database

A database of ALI records containing access line customers' names, addresses, telephone numbers, and ESNs to be used for 911 purposes. This database may include additional information about that location. Customer names may be omitted as a local option.

Automatic Number Identification (ANI)

A feature by which the calling party's ANI telephone number is forwarded to the PSAP.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions (Continued)

Caller Identification Information

This is a generic term for the wireless subscribers calling number delivered to the E9-1-1 Network by the Wireless Service Provider. It may be, but is not limited to the: Wireless Calling Number, Mobile Identification Number or surrogate number associated with a wireless device.

Called Party Hold

Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions (Continued)

Centralized Automatic Location Identification (CALI) Storage and Processing

A "network based" ALI database platform consisting of two identical systems, one being the primary system responding to the PSAP, the other providing redundant capabilities.

Centralized Automatic Location Identification System (CALI) Port

CALI System Port provides a termination to the CALI System for a dedicated facility that interconnects the PSAP to CALI Storage and Processing System.

Caller

An individual who places a 911 call in order to obtain emergency assistance. May also be referred to as an end user.

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits, or other causes. Such incoming calls are routed from the 911 Selective Router(s) to a default PSAP. Each incoming 911 facility group to the Selective Router(s) is assigned to a designated default PSAP. This is a standard feature of Selective Routing Services. All party line services will be default routed. No ANI/ALI data is provided to the PSAP when a call is sent to Default Routing.

Dual Selective Routing

Exhibit A-002 A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. Dual Selective Routing provides network redundancy by using two Selective Routers that mirror E9-1-1 call delivery routing. This service arrangement provides a higher level of network reliability and enables greater diverse routing of network facilities.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions (Continued)

Emergency Response Agency

For the purpose of this Tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a PSAP.

Emergency Ringback

Allows the PSAP attendant to ring back the caller's line. This feature may only be available if the call is routed to the PSAP via dedicated facilities. This feature may not be available with arrangements using tandem switching. Where the caller's line is other than one party service, operating this feature may also ring any additional parties on that line.

Emergency Service Number (ESN)

An Emergency Service Number (ESN) is assigned by the customer to all end users served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that end user's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End Office

The Central Office(s) in the 911 System from which 911 calls are originated.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAP.

Forced Disconnect

Enables the PSAP attendant to release a connection on a 911 call, even if the calling party remains off-hook.

Host Provider

The telephone company that serves exchanges within the customer's serving area and provides 911 service to the customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions (Continued)

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number. Manual transfer is associated with the 911 trunk unit and is a standard feature of 911 Service.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Number (ESNs).

Network Control Modern (NCM)

The NCM allows the Customer to reroute 9-1-1 calls from a PSAP to an alternate location in the event of an emergency or for any other reason. With the Dial-up NCM, the Customer will dial into the NCM, pass multiple security checks and then activate the transfer of 9-1-1 incoming calls. The dial-up NCM eliminates the need to have a dedicated facility (e.g. Make Busy switch).

P.01 GRADE OF SERVICE

The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour will be blocked. P.01 is the minimum recommended Grade of Service for E9-1-1 trunk groups.

PSEUDO ANI (pANI)

A series of digits containing wireless subscriber's Caller Identification Information and Routing Information. pANI is assigned by the Wireless Service Provider when a 9-1-1 wireless call is made and sent along with the voice connection, to the Company Selective Router. The pANI is used by the Selective Router to determine PSAP routing and by the Centralized ALI & Storage Retrieval System to deliver location information. Depending on the type of Wireless ALI Arrangement, these digits may be used to identify the wireless 9-1-1 Caller Identification Information, cell site/sector and latitude/longitude coordinates. pseudo ANI is used with Wireless to Wireline Interconnect Arrangements.

PSAP to Centralized Automatic Location Identification (CALI) Circuit

Provides the interconnections from the PSAP to CALI Systems.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.2 Definitions (Continued)

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. The PSAP responds first; the Emergency Response Agencies (ERAs) receive calls on a transfer basis only. PSAPs are administered by public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

Secondary Provider

A regulated telephone company that participates in offering 911 service under an agreement with the host provider.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's telephone number and ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary.

Selective Transfer

A Selective Routing feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire", on the Display and Transfer Unit. For a given 911 caller, the unique combination of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 Service area is defined by an "Emergency Service Number" (ESN).

Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

Subscriber Record Information

Subscriber record information is provided from the Company's ordinary service, billing, and directory records. This information consists of a telephone number with the associated name, service address, and community name as provided by the end user. These records were not created for, or intended for use with the determination of complete, accurate, or timely information for emergency purposes. Subscriber Record Information is available via a download from the Telephone Company database. Updates of this information are made available daily from the Telephone Company database via a dial up arrangement.

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- S2.1 911 Emergency Telephone Service (Continued)
S2.1.2 Definitions (Continued)

Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer.

Universal Emergency Number Service Customer

A municipality or other state or local government unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls at the minimum for police and fire service.

Wireless to Wireline 9-1-1 Call Routing Arrangement

Wireless Service Providers may interconnect facilities to the Company Selective Router(s) and CALI Storage/Retrieval System(s) for the sole purpose of routing 9-1-1 calls to PSAPs. The company provides the following arrangements:

pANI, along with the voice connection is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP uses the pANI to identify the wireless subscriber's Caller Identification Information and to query the Company ALI Storage/Processing Database to retrieve cell site/sector information stored in the ALI database.

pANI, along with the voice connection, is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the pANI to determine routing and sends both the pANI and voice call to the appropriate PSAP. The PSAP will query the Company CALI database using the pANI which will direct a query to a third party ALI database to obtain the wireless caller's location information. Upon receipt of the location information, the Company CALI database will delivery it back to the PSAP.

911 Service Area

The geographic area in which the customer will respond to all 911 calls and dispatch appropriate emergency assistance.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.3 Rules and Regulations

- a. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use with Public Safety Answering Points (PSAP's) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
- b. 911 Service is provided by the Company where facilities and operating conditions permit, subject to rules and regulations in other applicable areas of this Tariff.
- c. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP with the potential for extending 911 calls to the appropriate Emergency Response Agency.
- d. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office, although there may be a means to selectively route certain users in order to comply with county boundaries and/or emergency districts. The Company will not provide 911 Service to less than an entire central office (switching entity). Selective routing is described in S2.1.4.e.
- e. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number.
- f. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.3 Rules and Regulations (Continued)

- g. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in the following conditions, the General Regulations section of this tariff, and in all applicable sections of any other tariff in which an element of 911 Service may reside.

The Company shall not be liable to any person who dials the digits "911" or for whom such digits are dialed, or to the family of such person, for any loss or damages arising out of errors, mistakes, omissions, interruptions, defects, failures, or malfunctions of 911 Service, including any and all equipment, including but not limited to transmission equipment and data processing equipment, associated therewith, unless the Company has been notified and has had reasonable time to repair the defects, failures, or malfunctions that caused the loss or damage. In no event shall the Company's liability to any person on account of 911 Service exceed an amount equivalent to the charges made for the service affected for the period following such notice until service is restored.

The customer agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operations, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any services furnished by the Company in connection with 911 Service, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.3 Rules and Regulations (Continued)

g. (Continued)

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 911 service.

The Company accepts no responsibility for obtaining end user record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 911 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company accepts no responsibility, makes no representation or warranty regarding the accuracy of pANI and/or associated Location Information. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Company facilities. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.3 Rules and Regulations (Continued)

g. (Continued).

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted end user information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

h. Temporary suspension of service is not provided for any part of the 911 Service.

i. The rates charged for 911 Service do not contemplate the constant monitoring or inspection to discover errors, defects and malfunctions in the service; nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the service is functioning properly for its use. The customer shall promptly notify the Company in the event the service is not functioning properly.

j. If a central office serves telephones located both within and outside the 911 customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

k. Application for 911 Service must be executed in writing by the customer. The 911 customer must furnish the Company, in writing, its agreement to the following terms and conditions:

- (1) That at least one PSAP will be provided and staffed on a 24 hour, seven days per week basis.
- (2) That the 911 customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent that such services are reasonably available.
- (3) That the 911 customer will develop an appropriate method of responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

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S2.1.3 Rules and Regulations (Continued)

k. (Continued)

- (4) That the 911 customer will subscribe to a sufficient number of interoffice and 911 access lines to provide a P.01 transmission grade of service to adequately handle incoming calls, as determined by the County in consultation with the Company; but in all cases subject to a minimum of two lines required from serving central offices to the 911 PSAP.
- (5) That the 911 customer will subscribe for additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.
- (6) That the 911 customer shall establish a contract that protects end user information, in compliance with North Carolina Statute 62A-9.
- (7) That the 911 customer shall be responsible for adequate and continuous maintenance and be accessible twenty-four (24) hours a day. If Frontier is not the equipment provider, maintenance responsibility shall end at the point of demarcation.

l. Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.3 Rules and Regulations (Continued)

- m. Customer Premises Equipment (CPE) must be compatible with the interface standards of the Company. The equipment shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premises equipment (CPE). The equipment shall also comply with Part 15 of the Federal Communications Commission's rules governing customer premises equipment (CPE).
- n. E911 information consisting of the name, address and telephone number of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided only for the purpose of responding to emergency calls.
- o. When subscribing to ALI Database the customer must provide correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service end user addresses and be based upon Company standards. The customer must notify the Company in a timely manner of any changes in the MSAG or ESN assignments.
- p. When the Company is provided with a pseudo ANI and associated Location Information, the Service Provider is responsible for the accuracy on the content, routing and location information. If this information is stored in the Company CALI Storage & Processing System, the Service Provider shall be responsible to notify the Company in a timely manner of any changes.
- q. Publishing, reproducing, re-selling, disclosing, tampering with, modifying, allowing access to, or using for any reason other than emergency response purposes associated with the public safety, any of the 911 database information is prohibited.
- r. Application to subscribe to Dual Mode Selective Routing and/or ALI Storage/Processing under this Tariff must be executed in writing. Application for Service is not required for other E9-1-1 tariff rate elements. Dual Mode Selective Routing is the Company recommended service offering for E9-1-1 Selective Routing Service. The Customer is advised of the higher level of reliability provided with Dual Mode Selective Routing, including circuit redundancy and that this level of reliability is not available without Dual Mode Selective Routing. The Customer, having been provided this information understands and acknowledges the differences in the level of reliability between the Services. In the Application for Service, Customer will indicate acceptance or rejection of Dual Mode Selective Routing services. The Application for Service must be signed by the Customer or Customer's authorized employee or representative. If execution is by an agent, satisfactory evidence documenting the agency relationship must be provided in writing to the Company.
- s. Constant monitoring or inspection of facilities to discover errors, defects and malfunctions is not included in E9-1-1 Service. The Customer shall notify the Company in the event that the Service is not functioning properly.

S2.1.4 Rates and Charges

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

- a. When an order for 911 Service or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.
- b. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed as covered in other sections of this Tariff based on rates applicable from the Central Office serving the PSAP initiating the transfer to the central office serving the termination of the transfer.
- c. At the request of any county, municipality or political subdivision (user) subscribing to 911 Service the Company will spread the payment of the applicable nonrecurring charges for the initial provision or subsequent addition of 911 Service and/or equipment in equal installments, where possible, which shall include all reasonable costs associated therewith, over a period not to exceed 18 months.
- d. Upon receipt of a duly authorized 911 Ordinance adopted by the governing authority of a local government, a monthly 911 charge will be imposed upon each exchange access facility subscribed to by telephone subscribers whose exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of exchange access facility used.
- e. These service arrangements will provide a 911 Emergency System that will provide use of the exchange network at no charge to the caller on a per call basis. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- f. Customer initiated changes and rearrangements to the MSAG that affect service address and ALL database records (e.g., street name and number changes, emergency services zone or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations. Substantial MSAG changes (e.g., annexations of additional areas, reduction of existing areas) may require an additional charge and would be provided under an ICB arrangement.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service

(1) The following rate elements apply to a typical E911 arrangement:

(a) 911 Service Line - A business network access line connecting the PSAP and its serving central office. This rate is not applicable for customer subscribing to the Selective Routing feature.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

- (b) Automatic Location Identification (ALI) Database - An E911 database that contains end user names, telephone numbers, addresses and Emergency Service Number (ESNs), and is periodically updated by the Company. This system updates the Centralized ALI Storage and Processing System and/or Selective Router(s).

A per 1000 access line/record charge is applicable to all records in the database. This rate is applied to the number of Frontier wireline access lines and non Frontier wireline records within the customer's jurisdiction.

- (c) Centralized Automatic Location Identification (CALI) Storage and Processing¹ - The CALI system stores subscriber location information of the E911 service area. It is used by the PSAPs for storage and retrieval of E9-1-1 location data. The PSAPs query this system with the 9-1-1 caller ANI/pANI via a data connection. The system uses the ANI/pANI to identify the location information. This service is provided via network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. CALI is compatible with Wireless to Wireline 9-1-1 Call Routing Arrangements. CALI will process ALI in two ways:

- Upon receipt of an ALI query by the PSAP, the CALI database will respond with the ALI of the ANI/pANI if it resides on the CALI platform, and will process it back to the requesting PSAP.
- The CALI can also be directed by the pANI to query a third party ALI database to retrieve the appropriate ALI record. The record, when received by the CALI platform from the third party ALI database, is processed back to the requesting PSAP.

¹ This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Tariff.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(c) (Continued)

The following rates apply:

1. ALI Database Administration is required to update CALI.
2. Rates for this service are per 1,000 wireline and/or wireless Access Line and/or Records.
3. PSAP to CALI Data Circuit rate is required to interconnect the PSAP with each CALI System. Two PSAP to CALI Data Circuits are required for each PSAP having access to CALI System. This rate does not include compatible customer premises equipment required to terminate the circuit at the PSAP.
4. CALI System Port rate provides a termination to the PSAP to CALI data circuit. This rate applies for each PSAP to CALI Data Circuit.
5. All other network connections needed to interface to third party ALI Database System(s) is the responsibility of the Customer or Service Provider.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(d) Selective Routing¹:-

Selective Routing is furnished on an optional basis. Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. All End Offices and PSAP(s) within an E9-1-1 network are connected to a Selective Router via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to the Selective Router up to P.01 grade of service. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

The following rate elements apply to Selective Routing:

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline access lines and/or records.
3. Selective Router Port Connectivity applies when providing connectivity for the incoming 9-1-1 trunk circuits that enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. Trunk termination charges applies only when a customer desires a grade of service greater than P.01 to the end of any interoffice trunks that terminate on a Selective Router.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(e) Dual Mode ALI Selective Routing¹:

Dual Mode Selective Routing is furnished on an optional basis. Dual Selective Routing Service routes calls to the correct PSAP based on the caller's ANI or pANI and assigned ESN. This service is available when an E911 system is served by more than one PSAP or when a central office is split by a political boundary. This service provides for the routing of E9-1-1 calls to the designated PSAP based upon the location associated with the ANI/pANI of the calling party. Alternate Routing, Default Routing, Manual Transfer, Fixed Transfer & Selective Transfer features are included with this service. All End Offices and PSAP(s) within a E9-1-1 network are connected to two Selective Routers via dedicated circuits. This service includes all dedicated circuits needed to connect Company central offices and PSAP(s) to both Selective Routers up to P.01 grade of service. Both Selective Routers are interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to either Selective Router if there are no circuits available to the target PSAP. It provides a higher level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. This service is compatible with wireless to wireline 9-1-1 call routing arrangements.

1. ALI Database Administration rate is applicable for Selective Routing if the customer does not subscribe to CALI Storage/Retrieval Feature.
2. Rates for this service are per 1,000 wireless records and/or wireline Access lines and/or Records.
3. End Office to Selective Router - Provides connectivity for the incoming 9-1-1 trunk circuits to enable Local Exchange Carriers, Private Switch Providers and Wireless Service Providers access to the Emergency Services Network. In addition, this rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.
4. PSAP to Selective Router -This rate applies for each individual trunk circuit, if the customer requires a grade of service greater than P.01.

This E9-1-1 Service Features requires a three year initial term commitment commencing on the in-service date, followed by automatic one (1) year renewals on the in-service anniversary date that will be subject to Termination Liability in this Tariff.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(1) (Continued)

(f) Network Control Modem¹

This service arrangement uses a Network Control Modem (NCM) to provide disaster recovery capability. It enables a person(s), having PSAP authorized IDs and passwords, to reroute calls to a predestinated alternate answering point. The alternate location may receive rerouted calls via the Public Switched Telephone Network. Alternate locations may also receive calls via 9-1-1 trunks, if the alternate location is served by the same Selective Router(s). The NCM:

- Provides the ability to send all 9-1-1 calls from one PSAP to an alternate answering point.
- Can be accessed from any telephone on the Public Switched Telephone Network.
- Provides multiple levels of security, so only the person(s) with authorized IDs and passwords can activate or deactivate the reroute.

(g) Additional E911 Features

The following features are available, at no additional charge(s), where operating conditions permit and Selective Routing is not used.

- (a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
- (b) Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
- (c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
- (d) Manual Transfer - A feature that enables the PSAP attendant to transfer an incoming call by accessing a dial tone line and dialing either a seven-digit or ten-digit telephone number.

¹ This E9-1-1 Service Feature requires a three year initial term commitment commencing on the in-service date. Automatic (1) year renewals will follow on the in-service anniversary date. The Service Feature is subject to the Termination Liability rules in this Tariff.

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S2. EMERGENCY REPORTING SERVICE

S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(2) Application of Termination Liability

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge}$$

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

End of Term Options:

Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Commit to a new term period,
- Arrange for a change of service, or
- Arrange for termination of the service.

In the event the customer does not select one of the above options, the customer will be converted to the shortest term period available under tariff (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(2) Application of Termination Liability (Continued)

Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment or the Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - (1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
 - (2) The Company provides the new service via tariff or on an individual case basis (ICB), and the order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

g. Enhanced 911 Service (Continued)

(3) Rates

	Monthly Rate	Three Year Term (N) Monthly Rate (N)	Nonrecurring Charge
911 Service Line	Note 1	-	-
Automatic Location Identification Database Processing per each 1000 Frontier Access Lines & Non Frontier Access Line Records ²	\$ 86.00	N/A	\$ 831.00
Selective Routing, per 1000 Access Lines/Records ²			
Wireline and wireless ⁴	\$ 45.99	N/A	N/A
Wireline, only ⁵	56.36	N/A	745.00
Selective Router Port Charge ³	20.00	N/A	50.00
Selective Router Trunk ³	90.00	N/A	50.00

Note 1: The applicable Business One-Party Line rate from Section S3 of this Tariff shall apply.

Note 2: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = (\% \text{ of Wireless calls received by the PSAP} / \%$$

$$\text{of Wireline call received by the PSAP}) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 3: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 4: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/ or Selective Router.

Note 5: This rate applies, in lieu of the combined wireline & wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.

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S2.1 911 Emergency Telephone Service (Continued)

S2.1.4 Rates and Charges (Continued)

f. Enhanced 911 Service (Continued)

(3) Rates (Continued)

	Monthly Rate	Three Year Term Monthly Rate	Nonrecurring Charge
Per Network Control Modem, per Selective Router	N/A	42.16	N/A
Subscriber Record Information, per 1000 Access Lines ¹	\$ 48.22	N/A	135.00
Dual Selective Routing, per 1,000 Access Lines and/or Records ¹			
Wireline and Wireless ³	N/A	58.99	N/A
Wireline, only ⁴	N/A	84.00	N/A
End Office to Selective Router ²	N/A	181.11	N/A
PSAP to Selective Router ²	N/A	156.06	N/A
CALI Storage/Processing, per 1,000 Access Lines and/or records ¹			
Wireline and Wireless ³	N/A	\$ 23.11	N/A
Wireline, only ⁴	N/A	38.51	N/A
PSAP to CALI Storage/Processing System, per circuit ⁵	N/A	134.34	N/A
Per Port, per PSAP to CALI Storage/Processing circuit	N/A	26.59	N/A

Note 1: Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula:

$$\text{Wireless Records} = \left(\frac{\% \text{ of Wireless calls received by the PSAP}}{\% \text{ of Wireline calls received by the PSAP}} \right) * \text{Number of Wireline lines/records.}$$

All access line and wireline & wireless record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

Note 2: Required for other Service Providers or if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

Note 3: This rate applies when both wireline and wireless lines/records are both provided on Frontier's ALI Storage/Processing System and/ or Selective Router.

Note 4: This rate applies, in lieu of the combined wireline & wireless rate, when only wireline lines/records are provided on Frontier's ALI Storage/Processing System and/or Selective Router.

Note 5: Requires compatible customer premises equipment, not included in this rate.