

**Judith A. Cleaver**  
Specialist  
Government and Regulatory Affairs



September 9, 2011

FTD01C103  
P.O. Box 619002  
2200 W. Airfield Dr., Dock E  
DFW, TX 75261  
Phone 972.456.7535  
judi.cleaver@ftr.com

Ms. Jocelyn Boyd  
Chief Clerk and Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

Dear Ms. Boyd:

Attached is a Frontier Communications of the Carolinas Inc. tariff filing dated to become effective September 23, 2011, for review and approval by the Public Service Commission of South Carolina.

General Customer Services Tariff, P.S.C. – S.C. No. 1

- |             |   |
|-------------|---|
| Title Sheet | - First Revised Sheet 1                               |
| Section 17  | - First Revised Sheets 1, 2, 3, 4                     |
|             | - Original Sheet 4.1                                  |
|             | - First Revised Sheets 5, 6, 7, 8, 11, 12, 13, 14     |
|             | - Original Sheets 14.1, 14.2, 14.3                    |
|             | - First Revised Sheets 15, 16, 17, 18, 19, 20, 21, 22 |
|             | - Original Sheet 23                                   |

The purpose of this filing is to update the Company name as reflected on the revised Title Page and to update 911 rules, regulations and rates inadvertently omitted in a previous filing.

If you have any questions relative to this filing, please contact me at 972-456-7535.

Sincerely,

/s/ Judi Cleaver

Judi Cleaver

Enclosures

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011  
By: Vice President  
Rochester, New York

First Revised Title Sheet  
Cancels Original Title Sheet  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

STATE OF SOUTH CAROLINA

This tariff contains regulations and rates applicable for the furnishing of Local Exchange Service, Message Toll Telephone Service, Wide Area Telecommunications Service, and for other general subscriber services, equipment and facilities associated with the above services offered by Frontier Communications of the Carolinas Inc. (the Company) within this State. This tariff is on file with the South Carolina Public Service Commission. (C)

Intrastate communication services are furnished through facilities provided by the Company for the transmission of intelligence by electrical impulse, principally by means of wire, radio, or a combination thereof.

EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued Canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) Denotes a change in: listing, general regulations, or condition, which may affect a rate or charge.
  - (D) Denotes discontinued material including: listing, general regulation, condition, rate or charge.
  - (I) Denotes increase in rate or charge.
  - (M) Denotes material relocated from or to another part of the tariff, with no change in text, regulation, rate or condition. (T)
  - (N) Denotes new material including: listing, general regulation, rate, charge or condition.
  - (O) Denotes an obsoleted rate, regulation or text.
  - (R) Denotes a reduction in either rate or charge.
  - (T) Denotes a change in wording of text, but no change in: listing, general regulation, condition, rate or charge.
- Note: The above symbols are standard indications which may be used to denote revisions or additions to general regulations, listings, rates or charges after initial filing of the tariff.

Whenever in this Tariff the names New Communications of the Carolinas Inc. d/b/a Frontier, Verizon South Inc., Verizon South Inc. d/b/a/ Verizon South Carolina, Verizon South Inc. South Carolina, Contel of South Carolina, Inc. d/b/a GTE (South Carolina) or GTE South Incorporated South Carolina, Company appears, that reference shall be deemed to refer to Frontier Communications of the Carolinas Inc. (C)  
(C)  
(C)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 1  
Cancels Original Sheet 1  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.1 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. Pre-basic 911 enables the routing of 911 calls to a designated telephone number provided by the County or State over the Public Switched Telephone Network (PSTN). This service is applicable in those Counties that do not have Basic or Enhanced 911.

c. 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) which provides the customer's name, primary service address (street name and number), and telephone number associated with the calling party's telephone line and is forwarded to the Enhanced 911 display unit on a per call basis.

d. 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.

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. The ability to transfer calls from a Public Safety Answering Point (PSAP) to the proper Emergency Response Agency (ERA) will also be provided.

f. Rates and charges for this service are specified in Section 17.4.5.

g. 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.

h. Directory rules and regulations regarding 911 Service are covered in Section 6 of this tariff.

(D)

|  
(D)

(T)  
(C)

(C)

(T)

(T)

(T)

(T)

(T)

(D)

|  
(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 2  
Cancels Original Sheet 2  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.1            General (Continued)

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 3  
Cancels Original Sheet 3  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.1 General (Continued)

(D)

(D)

17.2 **Definitions**

Additional 911 Exchange Line

Additional terminating lines at a PSAP that may be ordered by the customer when a Selective Router is not utilized.

(C)  
(C)

Administrative Site

A location responsible for administration of end user records associated with one or more private switches. This location has the capability of creating and conveying Private Service End User (PSEU) information to the Company's ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

Alternate PSAP

A feature provided to allow 911 calls to be routed to a designated alternate location if the 911 exchange lines to the primary PSAP (see definition of PSAP following) are out of service for any reason.

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 4  
Cancels Original Sheet 4  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (cont'd)

Alternate Routing

A feature 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, once provided to the customer, 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 and displayed on the PSAP monitor.

Called Party Hold

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

Caller

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

(D)  
—  
(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

Section 17  
Original Sheet 4.1

By: Vice President  
Rochester, New York

P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (cont'd)

Centralized Automatic Location Identification (CALI)

A remote centralized ALI database platform consisting of two host machines, one being the primary system responding to the PSAP, and the other being the secondary system. This remote system provides ALI to the PSAP during a 911 call.

CALI Storage/Processing

The data storage for the ALI records with the redundant CALI system, both the primary and the secondary. The company ALI records are updated on the CALI System multiple times a day with Change/Add/Delete activity.

CALI will process ALI in two ways:

- Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI as the key, to look up the location information on the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and will process it back to the requesting PSAP.
- The CALI can also be directed by the ANI to steer to another database to receive the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

CALI System Port For PSAPS

The CALI System Port for PSAPs provides the interface for PSAPs to initiate local ALI dips with the CALI. The port rate includes the rate for the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall.

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 5  
Cancels Original Sheet 5  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (Continued)

(D)  
|  
(D)

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 Control Office to a default PSAP. Each incoming 911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of 911 Service. All party line services will be default routed. No ANI/ALI data is provided when a call is sent to Default Routing. Default Routing is available only when a customer is using Selective Routing Service.

(C)

Directory Number (DN)

A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the PSAP.

(D)  
|  
(D)  
(N)

Dual Tandem Selective Routing

Dual Tandem Selective Routing is provided using two Selective Routers that mirror the E9-1-1 call delivery effort in order to provide redundancy, and a higher level of network reliability in the event of a major failure at one of the Selective Routers. This diverse routing provides additional network reliability in cases of cable cuts or failures.

(N)

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.

End Office

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

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 6  
Cancels Original Sheet 6  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (Continued)

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.

(D)

(D)

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.

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 7  
Cancels Original Sheet 7  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (Continued)

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 Modem (NCM)

The NCM allows the Customer to reroute 9-1-1 calls from a PSAP to one alternate location quickly 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).

(N)  
|  
(N)

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 public service agencies such as police, fire, or emergency medical or a common bureau serving a group of such entities.

Public Safety Answering Point (PSAP) Responder

Consists of a single unit, mounting shelf, and miscellaneous hardware needed for installation at the customer premises. Each unit interfaces with two central office ground start line circuits.

Secondary Provider

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

(C)  
(C)

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. 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 and one of the political areas does not subscribe to 911 services.

(D)  
|  
(D)

Serving Central Office

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

(D)  
|  
(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 8  
Cancels Original Sheet 8  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.2 Definitions (Continued)

(D)  
—  
(D)

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. The lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls are included.

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.

(D)  
—  
(D)

911 Service Area

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

(C)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 11  
Cancels Original Sheet 11  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.3 Rules and Regulations (Continued)

- 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 as 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
  - (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.
  - (7) That the 911 customer shall be responsible for adequate and continuous maintenance with a minimum first tier response time of no greater than two (2) hours and be accessible twenty-four (24) hours a day. If Frontier Communications of the Carolinas Inc. is not the equipment provider, maintenance responsibility shall end at the point of demarcation. (T)
- 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.  
  
The end user records shall be downloaded electronically for the initial and update information, if technically feasible. The processor shall be secured from outside entry. (C)
- m. Equipment, used in conjunction with any 911 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 911 system. Any additional costs associated with bringing incompatible equipment into compliance with the 911 system will be the responsibility of the customer. The Company shall not be required to modify its network operations or protocols to accommodate PSAP equipment.

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 12  
Cancels Original Sheet 12  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.3 Rules and Regulations (Continued)

m. (Continued)

The equipment provided by vendors shall be registered under Part 68 of the Federal Communications Commission's rules governing customer premise equipment (CPE). The equipment shall also comply with Part 15 of the Federal Communications Commission's rules governing customer premise equipment (CPE). The equipment shall be compatible with national standards for interfaces of Enhanced 911 Emergency Response Systems.

(D)  
|  
(D)

17.4 Application of Rates

- a. The tariff provisions following are applicable only to those local exchange end users served by the 911 Service who reside in the Company's serving area.
- b. The ultimate responsibility for paying the sums due under the contract provisions is the customers.
- c. 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.
- d. There is no charge per message for calls placed to the 911 number.
- e. 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 point of termination of the transfer.
- f. The following monthly Application of Rates are applicable to the customer subscribing to the 911 Service:

Pre-Basic 911 Service

Pre-Basic 911 Service provides for calls to be routed to the assigned telephone number from the local end office as follows:

- (1) direct routing using the Remote Call Forwarding switch capability,
- (2) to an Operator, who will then forward the call to the designated telephone number or agency.

(D)  
(D)  
(T)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 13  
Cancels Original Sheet 13  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

There are no additional features with Pre-Basic 911 Service such as Automatic Number Identification (ANI), or Automatic Location Identification (ALI).

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 14  
Cancels Original Sheet 14  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

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 will only apply if the customer chooses not to use Selective Routing Service.

(D)  
|  
(D)

(T)  
(C)  
(C)

(D)  
|  
(D)

(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. The database charge is based on the number of Company Access Lines within the customer's jurisdiction. The charge is also based on non-Company records. The customer is responsible for the following:

(T)  
  
(C)

i. Providing a 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.

ii. Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(2) In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to E911 service, charges for ALI database construction and maintenance will apply.

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

Section 17  
Original Sheet 14.1

By: Vice President  
Rochester, New York

P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(2) (Continued)

Centralized Automatic Location Identification (CALI) System

Centralized Automatic Location Identification (CALI) System consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each another. All other network connections needed for steering are the responsibility of the customer or their Provider (Competitive Local Exchange Carrier, Third Party Database Provider, etc.) that requires steering. The PSAP must also purchase two 9.6 Kbps or higher circuits from the PSAP location, one to the primary CALI system and the second one to the secondary CALI system. ALI Database Administration is used to provide input to CALI services. The customer must also subscribe to ALI database administration in order to subscribe to CALI services. Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. 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 and one of the political areas does not subscribe to 911 services. The customer is responsible for the following:

If Steering is needed for CALI Storage/Processing, the customer must provide an initial certified record count for the number of records it has in its existing 911 ALI database. This record count must be provided to the Company for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Company will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assigned.

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

Section 17  
Original Sheet 14.2

By: Vice President  
Rochester, New York

P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(3) Selective Routing is available on an optional basis with E911 Service.

(M)

Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. 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 and one of the political areas does not subscribe to 911 services. The customer is responsible for the following:

- i. Providing street address validation and PSAP routing information for each central office.
- ii. Verifying the accuracy of the routing information provided.
- iii. Advising the Company of any changes in the routing information on a timely basis.

(M)

CALI Storage / Processing

(N)

The CALI system stores the ALI database for subscribers in the E911 service areas covered by the Company. CALI will process ALI in two ways:

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

For Wireless CALI Storage/Processing, the Wireless subscription rate is based on 40% of the wireless subscription in each county. This percentage is derived from an average for each PSAP where the Company provides service. The Company will use this record count only for purposes of billing for CALI Storage/Processing and the percentage will be updated annually.

(N)

(M) Material has been relocated from Page 15.

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

Section 17  
Original Sheet 14.3

By: Vice President  
Rochester, New York

P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(3) (Continued)

Selective Routing

Selective Routing is performed by Selective Routers, also called 9-1-1 Tandems. End offices have circuits connecting them to the Selective Routers and pass the ANI over those circuits. The ANI is looked up in the Selective Routing Database (SRDB) to determine which PSAP to deliver the voice call and ANI via the voice path to the PSAP.

Dual selective routing is performed by linking two selective routers, also called E911 tandems. It includes all the standard features and, in addition, links two Selective Routers. This architecture, using two Selective Routers with mirror imaged databases, 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. End offices have circuits connecting them to each of the Selective Routers. In addition, there are circuits provisioned between the E9-1-1 tandems to allow calls to switch to the other E9-1-1 Tandem if there are no circuits available to the target PSAP. This provides an additional network path to complete the call to the target PSAP. Since each end office has a trunk group to each Selective Router, the architecture also allows calls to be completed in the event of a major facilities failure between the end office and one of the Selective Routers. Information passed over the network during call set-up includes the ANI for wireline calls, and the ESRK or ESRD for wireless calls. Once the call is received at the E9-1-1 tandems, the ANI, ESRK or ESRD is looked up in the Selective Routing database (SRDB) to determine which PSAP to deliver the voice call. ANI for wireline or ESRK or ESRD for wireless with or without the CBN are also delivered via the voice path to the PSAP. As stated above, Dual Selective Routing includes all standard features, including Alternate and Default Routing (in the event of ANI failure, garbled digits, or other causes) of E9-1-1 calls.

Selective routing includes the Alternate Routing of E911 calls to a designated alternate PSAP when all trunks to the Primary PSAP are busy. An ESRK or ESRD is provided, if available, when a call is set via Alternate Routing.

The Customer must subscribe to trunking from each PSAP to each pair of E911 Tandems, if they opt for Dual Selective Routing.

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 15  
Cancels Original Sheet 15  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(3) (Continued)

(T)

(M)

(M)

Selective Routing (Continued)

(N)

The following rate elements apply to Selective Routing:

i. Database Administration - The per access lines and per 1, 000 non-Frontier records charge to create and maintain the MSAG and ALI database structure. (C)  
(C)

ii. Database - The charge to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates for: (C)

- each database (C)
- each 1,000 Frontier Access Lines where Frontier is the host provider (C)
- each 1,000 connecting company records where Frontier is the host provider (C)
- each 1,000 Frontier Access Lines provided to a host provider (C)

iii. Selective Router - The hardware and software that provides selective routing assignment codes for either Single Selective Routing or Dual Selective Routing to a central office for a 911 call and connects the incoming 911 trunks to the central office that will route the calls. (C)

Trunk termination charges do not apply unless a customer desires a grade of service greater than P.01 to the end of any interoffice trunks that terminate on a Selective Router. (C)  
(C)

(M) Material has been relocated to Page 14.2.

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 16  
Cancels Original Sheet 16  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(3) (Continued)

Selective Routing (Continued)

iv. Selective Router Port Connectivity - This establishes the hardware connection on the Selective Routing switch that provides connectivity for the incoming 911 trunk circuits to enable Local Service Providers and Private Switch Providers (e.g., PBX users, Alternate Local Exchange Carriers and Wireless Service Providers) access to the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk circuit if the customer requires a grade of service greater than P.01.

Dual Tandem Selective Routing is the Company recommended service offering for E9-1-1 Selective Routing Service. This architecture, using two Selective Routers with mirror imaged databases, 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. End offices have circuits connecting them to each of the Selective Routers. In addition, there are circuits provisioned between the E9-1-1 Tandems to allow calls to switch to the other E9-1-1 Tandem if there are no circuits available to the target PSAP. This provides an additional network path to complete the call to the target PSAP. Since each end office has a trunk group to each Selective Router, the architecture also allows calls to be completed in the event of a major facilities failure between the end office and one of the Selective Routers. Information passed over the network during call set-up includes the ANI for wireline calls, and the ESRK or ESRD for wireless calls. Once the call is received at the E9-1-1 Tandem, the ANI, ESRK or ESRD is looked up in the Selective Routing Database (SRDB) to determine which PSAP the voice call should be delivered. ANI for wireline or ESRK or ESRD for wireless with or without the CBN are also delivered via the voice path to the PSAP. Dual Tandem Selective Routing includes all features of Selective Routing, including Alternate and Default Routing of E9-1-1 calls.

The Customer is advised that the features/functionality, and higher level of reliability provided with the Dual Selective Routing, including circuit redundancy, is not available with Single Selective Routing. The Customer, having been provided this information understands and acknowledges the differences in the level of reliability between the Services, and that by subscribing to Single Selective Routing service, there is no redundancy as provided with Dual Tandem Selective Routing.

When a Customer orders Dual Tandem Selective Routing, the Company will provide an estimated installation date to the Customer.

(M) Material relocated to Page 17.

(N)  
(C)  
(C)  
(D)  
(D)  
(N)  
(N)  
(M)  
(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 17  
Cancels Original Sheet 17  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

- (4) Additional E911 Features - A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
  - i. Forced Disconnect - Enables the PSAP attendant to release a connection on a 911 call even if the calling party remains off-hook.
  - ii. Called Party Hold - Enables the PSAP attendant to hold a 911 connection even if the calling party hangs up.
  - iii. Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.
  
- (5) Frame Relay Access Service establishes a Frame Relay connection at the central office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity a 3<sup>rd</sup> Party Frame Relay service is additional and must be coordinated by the customer requiring service. This is required if a customer has an on-site Database and wants to accept Phase I and Phase II wireless calls.
  
- (6) Steerable ALI is required for each CLEC or Wireless vendor or their agent for each Company-controlled database platform to which an NCAS connection is required. Steerable ALI is a software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request. This is required if a customer has an on-site Database and wants to accept Phase I and Phase II wireless calls.

(M)  
|  
(M)  
(D)  
|  
(D)

(M) Material has been relocated from Page 16.

(N)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 18  
Cancels Original Sheet 18  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.4 Application of Rates (Continued)

f. (Continued)

Enhanced 911 Service (Continued)

(T)

(D)

(D)

(7) Inter-Office Facilities

(T)

When inter-office facilities are provided from central offices other than that in which the PSAP is located due to the customer's request, applicable mileage charges for the interexchange and/or interexchange facility will apply as specified in Section 20 of this Tariff.

Access to Interexchange Carriers and Company flat rate Business Individual line, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate tariffs.

Appropriate service charges as covered in Section 4 are in addition to any other applicable rates covered in this tariff.

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
 ISSUED: September 9, 2011

By: Vice President  
 Rochester, New York

Section 17  
 First Revised Sheet 19  
 Cancels Original Sheet 19  
 P.S.C. - S.C. No. 1  
 EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.5 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Pre-Basic 911 Service	Note 1		
911 Service Line	Note 2		(D)
			(D)
FRAD Access	\$63.44	-	
Steerable ALI	71.42	\$1,000.00	

(D)  
(D)

Note 1: Rates and Charges for Pre-Basic 911 Service are the rates and charges shown elsewhere in this tariff for Remote Call Forwarding Service or Business One Party Service depending on the facilities used to provide the Pre-Basic 911 Service. Local usage and/or toll charges apply in addition to all other applicable rates and charges.

Note 2: The applicable Business One-Party, Manual, or Automatic Access Line rate from this Tariff shall apply.

(D)  
(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 20  
Cancels Original Sheet 20  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.5 Rates and Charges (Continued)

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 21  
Cancels Original Sheet 21  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.5 Rates and Charges (Continued)

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

By: Vice President  
Rochester, New York

Section 17  
First Revised Sheet 22  
Cancels Original Sheet 22  
P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.5 Rates and Charges (Continued)

	<u>Monthly Rate</u>	(D) (N)
ALI (Automatic Location Identification) Database Administration, per 1,000 lines (Note 1)	\$102.85	
CALI (Centralized Automatic Location Identification) Storage/Processing, per 1,000 lines (Note 1)		
When subscribing to both Wireline and Wireless		
Wireline	21.10	
Wireless	21.10	
Wireline only - If Frontier is not Wireless Provider	35.17	
Centralized ALI (CALI) Port For PSAPs, per Port	27.39	
Needs to be selected with CALI Storage/Processing		
Dual Selective Routing per 1000 lines (Note 1)		
When subscribing to both Wireline and Wireless		
Wireline	12.76	
Wireless	12.76	
Wireline only – If Frontier is not Wireless S/R Provider	18.60	
Selective Routing per 1000 lines (Note 1)		
When subscribing to both Wireline and Wireless		
Wireline	8.50	
Wireless	8.50	
Wireline only – If Frontier is not Wireless S/R Provider	10.50	
Selective Router Trunk/Channel Interface, per port	7.50	
Necessary if greater than P.01 grade of service		

Note 1: These rates will be applied per 1,000 Frontier Access Lines and per 1,000 non-Frontier records, and 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 and above upward) will be used.

GENERAL CUSTOMER SERVICES TARIFF

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.  
ISSUED: September 9, 2011

Section 17  
Original Sheet 23

By: Vice President  
Rochester, New York

P.S.C. - S.C. No. 1  
EFFECTIVE: September 23, 2011

911 EMERGENCY SERVICES

17.5 Rates and Charges (Continued)

	<u>Monthly Rate</u>	(N)
End Office to E9-1-1 Selective Router Trunk	\$ 98.59	
Selective Router to PSAP (2-wire or 4-wire) 9-1-1 Trunk	199.73	
End Office to E9-1-1 Dual Selective Router Trunk	137.24	
Dual Selective Router to PSAP (2-wire or 4-wire) 9-1-1 Trunk	253.91	
PSAP to Company CALI Data Circuit, per circuit	184.65	
Network Control Modems, per Modem	46.54	