

Summary of Uniform Regulatory Framework (URF) Carrier Residential Service Rate Changes

AT&T	September 2006	January 2017	January 2018	January 2019	\$ Rate Change (since Sept 2006)	% Rate Change (since Sept 2006)
Residential Basic Rate						
Flat Rate Service/Month	\$10.69	\$26.00	\$27.00	\$27.00	\$16.31	152.6%
Measured Service	\$5.70	\$23.25	\$24.25	\$24.25	\$18.55	325.4%
Lifeline Basic Service						
Flat Rate	\$5.34	\$7.47	\$7.97	\$7.48	\$2.14	40.1%
Measured Rate	\$2.85	\$4.72	\$5.22	\$4.73	\$1.88	66.0%
Other Associated Basic Services or Elements						
Local directory free allowance	3	0	0	0		
Local directory per call charge	\$0.46	\$2.29	\$2.49	\$2.49	\$2.03	441.3%
Non-published listing:						
(a) Exclude from white page directories/month	\$0.14	\$1.50	\$1.50	\$1.50	\$1.36	971.4%
(b) Exclude from white page directories & calls to DA/month	\$0.28	\$1.75	\$1.75	\$1.75	\$1.47	525.0%
Installation/Activation Charges	\$33.00	\$49.00	\$49.00	\$49.00	\$16.00	48.5%
Reactivation charge	\$19.00	\$25.00	\$25.00	\$25.00	\$6.00	31.6%
Repair Service:						
-- WirePro/Month	\$2.99	\$8.00	\$8.00	\$8.00	\$5.01	167.6%
-- Visit Charge/hr	\$67.45 - \$88.35	\$55 1 st :15; \$20 each ad'l :15	\$55 1 st :15; \$20 each add'l :15	\$55 1 st :15; \$20 each add'l :15		
Returned Check Charge	\$6.65	\$25.00	\$25.00	\$25.00	\$18.35	275.9%
Late Payment (fixed charge)	0	\$4.50	\$6.50	\$6.50	\$6.50	650.0%
-- plus % apply to all unpaid when unpaid balance >= \$30	1.5%	0%	0%	0%		
-- Assume unpaid balance \$10	\$0.00	\$0.00	\$6.50	\$6.50	\$6.50	
-- Assume unpaid balance \$30	\$0.38	\$4.50	\$6.50	\$6.50	\$6.12	1610.5%
-- Assume unpaid balance \$50	\$0.75	\$4.50	\$6.50	\$6.50	\$5.75	766.7%
Local Toll Service	\$0.028 - \$0.092	\$0.50	\$0.50	\$0.55	\$0.408 - \$0.472	443.5% - 1685.7%
Access Recovery Charge (ARC)		N/A	N/A	N/A		
Custom Calling Service						
Anonymous Call Rejection	\$1.90	\$9.00	\$10.00	\$10.50	\$8.10	426.3%
Call Forwarding	\$3.23	\$9.00	\$10.00	\$10.50	\$6.77	209.6%
Caller ID	\$6.17	\$9.99	\$10.99	\$10.99	\$4.82	78.1%
Call Waiting	\$3.23	\$10.99	\$10.99	\$10.99	\$7.76	240.2%
Three-Way Calling	\$3.23	\$9.50	\$10.00	\$10.50	\$7.27	225.1%

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Consolidated	September 2006	January 2017	January 2018	January 2019	\$ Rate Change (since Sept 2006)	% Rate Change (since Sept 2006)
Residential Basic Rate						
Flat Rate Service/Month	\$18.90	\$21.99	\$21.99	\$21.99	\$3.09	16.3%
Measured Service	\$12.95	\$15.99	\$15.99	\$15.99	\$3.04	23.5%
Lifeline Basic Service						
Flat Rate	\$5.34	\$5.49	\$5.00	\$5.00	(\$0.34)	(6.4%)
Measured Rate	\$2.85	\$2.50	\$2.50	\$2.50	(\$0.35)	(12.3%)
Other Associated Basic Services or Elements						
Local directory free allowance	3	0	0	0		
Local directory per call charge	\$0.25	\$0.45	\$0.45	\$0.45	\$0.20	\$0.45
Non-published listing:	\$0.30	\$1.99	\$1.99	\$1.99	\$1.69	563.3%
Installation/Activation Charges	\$23.75 - 83.25	\$23.75 - 83.25	\$23.75 - 83.25	\$23.75 - 83.25	0	
Repair Service:						
Visit Charge/hr	\$89.00	\$76.00 1hr	\$76.00 1hr	\$76.00 1hr	(\$13.00)	(14.6%)
-- WirePro/Month	\$1.00	\$2.00 - \$3.95	\$2.00 - \$3.95	\$2.00 - \$3.95	\$1.00 - \$2.95	100.0% - 295.0%
Returned Check Charge	\$10.00	\$25.00	\$25.00	\$25.00	\$15.00	150.0%
Late Payment (apply to all unpaid if > \$20)	1.5%	1.5%	1.5%	1.5%		
Local Toll Service	\$0.028 --0.099	\$0.028 -- 0.099	\$0.028 -- 0.099	\$0.026 -- 0.065	0	
Access Recovery Charge (ARC)		\$0.00	\$0.00	\$0.00	(\$1.00)	(100.0%)
Custom Calling Service						
Anonymous Call Rejection	\$1.50	\$2.99	\$2.99	\$2.99	\$1.49	99.3%
Call Forwarding	\$2.50	\$3.99	\$3.99	\$3.99	\$1.49	59.6%
Caller ID	\$5.95	\$7.99	\$7.99	\$7.99	\$2.04	34.3%
Call Waiting	\$3.75	\$4.99	\$4.99	\$4.99	\$1.24	33.1%
Three-Way Calling	\$3.75	\$3.99	\$3.99	\$3.99	\$0.24	6.4%

* Zone 3 Local Toll calculated per minute rate based on a 3 minute call. Low range represents Night/Weekend & high represents Day

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Frontier - Verizon CA	September 2006	January 2017	January 2018	January 2019	\$ Rate Change (since Sept 2006)	% Rate Change (since Sept 2006)
Residential Basic Rate						
Flat Rate Service/Month	\$16.85 - 17.25	\$22.00	\$22.00	\$22.00	\$4.75 - \$5.15	27.5% - 30.6%
Measured Service	\$10.00	\$13.40	\$13.40	\$13.40	\$3.40	34.0%
Lifeline Basic Service *						
Flat Rate fGTE	\$5.34	\$6.84	\$6.84	\$6.84	\$1.50	28.1%
Flat Rate fContel	\$5.34	\$6.84	\$6.84	\$6.89	\$1.55	29.0%
Measured Rate	\$2.85	\$3.66	\$3.66	\$3.66 - \$3.77	\$0.81 - \$0.92	28.4% - 32.3%
Other Associated Basic Services or Elements						
Local directory free allowance	5	0	0	0		
Local directory per call charge	\$0.46	\$2.49	\$2.49	\$2.49	\$2.03	441.3%
Non-published listing:	\$1.50	\$2.50	\$2.50	\$2.50	\$1.00	66.7%
Non-Listed Rate	\$1.00	\$2.50	\$2.50	\$4.00	\$3.00	300.0%
Installation/Activation Charges	\$46.00	\$46.00	\$46.00	\$66.10	\$20.10	43.7%
Reactivation charge	\$23.00	\$23.00	\$23.00	\$28.00	\$5.00	21.7%
Repair Service:						
-- WirePro/Month	\$2.99	\$9.99	\$9.99	\$9.99	\$7.00	234.1%
Visit Charge/hr	\$60 - \$240	\$60 - \$240	\$60 - \$240	\$86.64	\$26.64 - (\$153.36)	44.4% - (63.9%)
Returned Check Charge	\$11.30	\$25.00	\$25.00	\$25.00	\$13.70	121.2%
Late Payment, fixed charge for =>\$20	0	\$2.50	\$2.50	\$1.30	\$1.30	
Late Payment variable charge, whichever is greater	1.5%	1.5%	1.5%	1.5%		
-- Assume unpaid balance \$10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.0%
-- Assume unpaid balance \$30	\$0.45	\$2.50	\$2.50	\$1.30	\$2.05	455.6%
-- Assume unpaid balance \$50	\$0.75	\$2.50	\$2.50	\$1.30	\$1.75	233.3%
Local Toll Service	\$0.042 --0.136	\$0.10 -- \$0.16	\$0.10 -- \$0.16	\$0.10 -- \$0.16	\$0.02 - \$0.06	17.6% - 138.1%
Access Recovery Charge (ARC)			\$0.00	\$0.00		
Custom Calling Service						
Anonymous Call Rejection	\$1.00	\$3.50	\$3.50	\$5.00	\$4.00	400.0%
Call Forwarding	\$2.50	\$6.70	\$6.70	\$7.00	\$4.50	180.0%
Caller ID	\$7.95	\$10.95	\$10.95	\$10.95	\$3.00	37.7%
Call Waiting	\$3.50	\$8.25	\$8.25	\$8.25	\$4.75	135.7%
Three-Way Calling	\$3.50	\$8.25	\$8.25	\$9.00	\$5.50	157.1%

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Frontier-CTC-CA	September 2006	January 2017	January 2018	January 2019	\$ Rate Change (since Sept 2006)	% Rate Change (since Sept 2006)
Residential Basic Rate *						
Flat Rate Service/Month	\$17.85	\$18.60 – \$20.00	\$20.00 - \$21.00	\$20.00 - \$21.00	\$2.15 - \$3.15	12.0 %- 17.6%
Measured Service	\$9.60	\$16.00	\$17.00	\$17.00	\$7.40	77.1%
Lifeline Basic Service						
Flat Rate	\$5.34	\$6.47 – \$6.84	\$7.47 - \$8.24	\$7.47 - \$8.25	\$2.13 - \$2.90	39.9% – 54.3%
Measured Rate	\$2.85	\$3.66	\$4.66	\$4.66	\$1.81	63.5%
Other Associated Basic Services or Elements						
Access to local directory assistance:						
(a) free allowance	5	0	0	0		
(b) per call charge	\$0.35	\$0.25 - \$1.50	\$0.25 - \$1.50	\$0.25 - \$1.50	(\$0.10) - \$1.15	(28.6)% – 328.6%
Non-published listing	\$1.00	\$1.50 - \$2.90	\$2.50 - \$3.50	\$4.00 - \$4.75	\$3.00 – 43.75	300.0% - 375.0%
Installation/Activation Charge	\$37.25 - \$68	\$36.75 – \$124.25	\$40.00 - \$137.25	\$56.00 - \$150.00	\$18.75 - \$82.00	50.3% - 120.6%
Reactivation Charge	\$23.25	\$40.00 - \$49.00	\$40.00 - \$49.00	\$40.00 - \$49.00	\$16.75 - \$25.75	72.0% - 110.8%
Repair Service:fkly						
-- WirePro/Month	\$1.00		\$3.50 - \$7.00	\$4.50 - \$8.00	\$3.50 - \$7.00	350.0% - 700.0%
Visit Charge/hr	\$50.00 - \$75.00	\$175.00	\$137.00	\$137.00	\$62.00 - \$87.00	82.7% - 174.0%
Returned Check Charge	\$10.00	\$10.00 - \$15.00	\$10.00 - \$15.00	\$10.00 - \$15.00	\$0.00 - \$5.00	0.0% - 50.0%
Late Payment (charges apply to all unpaid balance when it exceeds \$20)	1.5%	\$7.50 or 1.5% whichever is greater	\$7.50 or 1.5% whichever is greater	\$1.30 or 1.5% whichever is greater		
Local Toll Service						
	\$0.042 - \$0.147	\$0.042 - \$0.147	\$0.042 - \$0.147	\$0.047 - \$0.1520	\$0.005 - \$0.005	11.9% - 3.4%
Access Recovery Charge (ARC)¹						
		\$2.08	\$2.50	\$2.14	\$1.64	328.0%
Custom Calling Service						
Anonymous Call Rejection	\$3.50	\$4.50	\$4.50	\$5.50	\$2.00	57.1%
Call Forwarding	\$2.50	\$3.50 - \$7.00	\$4.50 - \$7.00	\$8.00	\$5.50	220.0%
Caller ID w/ Name	\$5.95	\$7.95 - \$ 10.00	\$7.95 - \$10.50	\$10.00 - \$11.25	\$4.05 - \$5.30	68.1% - 89.1%
Call Waiting	\$3.75	\$4.50 - \$ 7.00	\$4.50 - \$7.00	\$7.00 - \$8.25	\$3.25 - \$4.50	86.7% - 120.0%
Three-Way Calling	\$3.75	\$6.00 - \$ 7.25	\$6.00 - \$7.25	\$8.50	\$4.75	126.7%

¹ Changes in ARC are calculated using January 2013 base rate of \$0.50.

Summary of Uniform Regulatory Framework (URF) Carrier Residential Service Rate Changes

Frontier – Southwest	January 2013	January 2017	January 2018	January 2019	\$ Rate Change (since Jan 2013)	% Rate Change (since Jan 2013)
<u>Residential Basic Rate *</u>						
Flat Rate Service/Month	\$21.50	\$21.50	22.00	\$22.00	\$0.50	2.3%
Measured Service	\$13.80	\$13.80	15.00	\$15.00	\$1.20	8.7%
<u>Lifeline Basic Service</u>						
Flat Rate	\$6.03	\$6.03	\$6.53	\$6.54	\$0.51	8.5%
Measured Rate	\$3.21	\$3.21	\$4.41	\$4.42	\$1.21	37.7%
<u>Other Associated Basic Services or Elements</u>						
Access to local directory assistance:						
(a) free allowance	0	0	0	0	\$0.00	0.0%
(b) per call charge	\$1.50	\$1.50	\$1.50	\$1.50	\$0.00	0.0%
Non-published listing	\$2.50	\$3.75	\$4.75	\$5.25	\$2.75	110.0%
Installation/Activation Charge	\$46.00	\$46.00	\$65.10	\$66.10	\$20.10	43.7%
Reactivation Charge	\$46.00	\$23.00	28.00	\$33.00	(\$13.00)	(28.3%)
Repair Service:fkly						
-- WirePro/Month	\$5.99	\$6.99	\$5.99	\$5.99	\$0.00	0.0%
Visit Charge/hr	\$86.64	\$86.64	\$86.64	\$86.64	\$0.00	0.0%
Returned Check Charge	\$25.00	\$25.00	\$25.00	\$25.00	\$0.00	0.0%
Late Payment (charges apply to all unpaid balance when it exceeds \$20)	\$7.50 or 1.5% whichever is greater	\$7.50 or 1.5% whichever is greater	\$7.50 or 1.5% whichever is greater	\$1.30 or 1.5% whichever is greater		
<u>Local Toll Service</u>	\$0.10 - \$0.16	\$0.10 - \$0.16	\$0.10 - \$0.16	\$0.10 - \$0.16	\$0.00	0.0%
<u>Access Recovery Charge (ARC)</u>	\$0.50	\$2.08	\$2.50	\$2.14	\$1.64	328.0%
<u>Custom Calling Service</u>						
Anonymous Call Rejection	\$1.00	\$2.00	\$3.00	\$5.00	\$4.00	400.0%
Call Forwarding	\$2.00	\$3.00 - \$4.00	\$4.00 - \$5.00	\$6.50 - \$7.00	\$4.50 - \$5.00	225.0% - 250.0%
Caller ID w/ Name	\$7.95	\$8.95	\$9.95	\$11.25	\$3.30	41.5%
Call Waiting	\$4.75	\$5.75	\$7.00	\$8.25	\$3.50	73.7%
Three-Way Calling	\$4.00	\$5.00	\$6.50	\$8.50	\$4.50	112.5%