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Frontier.com

November 12, 2024

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 LLC tariff filing dated to become effective December 1, 2024, for review and approval by the Public Service Commission of South Carolina.

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

Section 13 - 1st Revised Page 3

The purpose of this filing is to change terms for Customer Deferral on Discount and Calling Services.

If there are any questions regarding this filing, please contact me at 585.777.7572 or Teresa.M.Ali@ftr.com.

Sincerely,

/s/ Teresa M. Ali
Spclst, Regulatory Reporting

Enclosures

GENERAL CUSTOMER SERVICES TARIFF

NEW COMMUNICATIONS OF THE CAROLINAS INC. d/b/a FRONTIER
ISSUED: November 12, 2024

By: Vice President
Rochester, New York

Section 13
1st Revised Sheet 3
Cancels Original Sheet 3
P.S.C. - S.C. No. 1
EFFECTIVE: December 1, 2024

MISCELLANEOUS SERVICE ARRANGEMENTS

13.2 Customer Deferral on Disconnect

- a. Existing subscribers who are disconnecting their present service can arrange for calls to be forwarded to a new location. This service is available for a maximum of 30 days subject to the conditions stated in "Remote Call Forwarding" (Section 13.1 above). (C)
- b. The subscriber will be responsible for all rates and charges specified with the exception of the non-recurring charge. The non-recurring charge assessed will be a Secondary Service Order Charge.
- c. No directory listing will be provided with Customer Referral on Disconnect.

13.3 Calling Services

13.3.1 General

- a. The following services are limited to those areas served by central offices arranged for Calling Services, and are subject to the availability of facilities.
- b. These services are available to individual line residence and business customers, dependent upon the serving central office, exclusive of Coin Telephone Service. Calling Services are available on an individual feature basis or defined combination thereof.
- c. Within thirty days from the date Company calling service features are made available in the central office, customers may subscribe at the monthly rates specified. Nonrecurring charges will not apply during this period. (C)
(D)
- d. Call Forwarding shall not be used to extend calls on a planned and continuing basis to avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.
- e. Call Forwarding should not be offered as a feature at the Call Forwarding terminating station.
- f. Satisfaction Guarantee

If at anytime the customer notifies the Company he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. The Company will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Calling Services/features listed in this Tariff.