**This is Schedule Number {{ScheduleId}}** to the Frontier Services Agreement dated **{{Effective\_Date}}** **(“FSA”)** by and between **{{Subscriber\_Name}}** (“Customer”) and **Frontier Communications of America, Inc.** on behalf of itself and its affiliates (“Frontier”). Customer orders and Frontier agrees to provide the Services and Equipment identified in the Schedule below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Service Location:** | **{{ServiceStreet}}, {{ServiceCity}}, {{ServiceState}} {{ServicePostalCode}}** | **Schedule Date:** | **{{Effective\_Date}}** |
| **Schedule Type/Purpose:** |  | **Service Term Voice:** | **{{ContractTerm}}** |
|  |  | **Service Term Broadband** | **{{SERVICE\_TERM\_BROADBAND}}** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Voice** | | | | | | | | | | | | | | | | | | **Qty** | | **MRC** (x Qty) |
| Freedom for Business | | Line Type: | | | | | | | | | | | | | | | | 0 | | $ |
| Solutions for Business Basic | | Single Line, Unlimited | | | | | | | | | | | | | | | | 0 | | $ |
| Solutions for Business Two Line Bundle | | 1 Primary Line, Unlimited | | | | | | | | | | |  | | | | | 0 | | $ |
|  | | Second Line, Local\*\* | | | | | | | | | | |
| Solutions for Business Multi-line Bundle | | 1 Primary Line, Unlimited | | | | | | | | | | |  | | | | | 0 | | $ |
|  | | 0 Additional Line(s), Unlimited | | | | | | | | | | |  | | | | |
|  | | 0 Additional Line(s), Local\*\* | | | | | | | | | | |  | | | | |
|  | | | | | | | | | | | | | **Voice Total:** | | | | | | | **$** |
| **Voice Features** |  | | | |  | | | | |  | | | | |  | | | |  | |
| Included features for Custopak services: Call Hold, Call Transfer, Distinctive Ring, Intercom, and Consultation Hold services. | | | | | | | | | | | | | | | | | | | | |
| ***\*\* Solutions for Business Bundles – Local line does not include Voicemail, Caller ID and unlimited Nationwide long distance calling.*** | | | | | | | | | | | | | | | | | | | | |
| Standard Features for all Single Line & Custopak Services: | | | | | | | | | | | | | | | | | | | | |
| Call Forward | Call Waiting/Cancel CW | | | | | | | Caller ID | | | | 3-way Calling | | | | | Standard Voicemail | | | |
| Additional Custopak Selectable Features: | | | | | | | | | | | | | | | | | | | | |
| Call Pick-up | Hunting | | Speed Dial (6/8) | | | | | 900/976/700 Block | | | | Direct Dial Toll Block | | | | | International Call Block | | | |
| **High Speed Internet** | | | | | | | | | | | | |  | | | | | **Qty** | | **MRC** (x Qty) |
| High Speed Internet 768k-1M/384k | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Enhanced 1.1-3M/768k | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Enhanced 3.1-5M/768k | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Enhanced 5.1-7M/768k | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Focus 9M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Enhanced 7.1M-15M/1M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Ultra 12M/1-1.5M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Plus 18M/1-1.5M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Elite 25M/1-3M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Internet Power 45M/6M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Simply Extreme 90M/8M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| High Speed Simply Internet Velocity 115M/12M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| HSI Static IP Block (5 usable IPs) | | | | | | | | | | | | |  | | | | | 0 | | $ |
| HSI Static IP Block (13 usable IPs) | | | | | | | | | | | | |  | | | | | 0 | | $ |
| HSI Static IP Block (29 usable IPs) | | | | | | | | | | | | |  | | | | | 0 | | $ |
| **FiberOptic Internet** | | | | | | | | | | | | |  | | | | | **Qty** | | **MRC** (x Qty) |
| FiberOptic Internet 25M/25M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 50M/50M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 75M/75M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 100M/100M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 150M/150M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 300M/300M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 500M/500M | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Internet 1G/1G | | | | | | Static IP | | | Simply | | | |  | | | | | 0 | | $ |
| FiberOptic Static IP Block (5 usable IPs) | | | | | | | | |  | | | |  | | | | | 0 | | $ |
| FiberOptic Static IP Block (13 usable IPs) | | | | | | | | |  | | | |  | | | | | 0 | | $ |
| FiberOptic Static IP Block (29 usable IPs) | | | | | | | | |  | | | |  | | | | | 0 | | $ |
| FiberOptic Static IP Block (61 usable IPs) | | | | | | | | |  | | | |  | | | | | 0 | | $ |
|  | | | | | | | | | | | | | **Internet Total:** | | | | | | | **$** |
| **Installation/Activation Services** | | | | | | | | | | | | | | | | | | | | **NRC** |
| Voice Installation Fee | | | | | | | | | | | | | | | | | | | | $ |
| Internet Installation/Activation Fee | | | | | | | | | | | | | | | | | | | | $ |
| **Installation/Activation Services Total:** | | | | | | | | | | | | | | | | | | | | **$** |
| **Equipment and Installation/Activation Services** | | | |  | | | | | | | **Qty** | | | **NRC** | | **MRC** (x Qty) | | | | **MRC** (x Qty) |
| Router: | | | | | | |  | | | | 0 | | | $ | | $ | | | | $ |
| **Equipment Total:** | | | | | | | | | | | | | | **$** | | **$** | | | | **$** |

**Voice Service Description:**

* Unlimited calling includes direct dialed local, local toll, and nationwide long distance throughout the U.S. and U.S. territories.
* Unlimited calling does not include calls to Canada, domestic or Canadian inbound toll-free usage, other international calling, directory assistance, or information service calls.
* Freedom for Business and Solutions for Business are available only for customers with a maximum of thirty (30) business lines and are not available with Centrex lines other than Custopak, foreign exchange or foreign Central Offices, public or semi-public telephone service or PBX trunks.
* Long Distance minutes are only available on line(s) for commercial outbound long distance voice usage. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to an alternative voice service with charges for local and long distance calling.

**Additional Terms and Conditions:**

* **Internet. All internet speeds referenced are “up to” available speeds. Actual speeds may vary and are dependent on various issues such as network requirements, customer location and equipment. A $9.99 processing fee will apply upon disconnection of Internet Service.**
* Internet Acceptable Use Policy and Security.
* Customer shall comply, and shall cause all Service users to comply, with Frontier’s Acceptable Use Policy (**“AUP”**), which Frontier may modify at any time. The current AUP is available for review at the following address, subject to change: <http://www.frontier.com/policies/commercial_aup/>
* Customer is responsible for maintaining awareness of the current AUP and adhering to the AUP as it may be amended from time to time. Failure to comply with the AUP is grounds for immediate suspension or termination of Frontier Internet Service, notwithstanding any notice requirement provisions of the FSA.
* Customer is responsible for the security of its own networks, equipment, hardware, software and software applications. Abuse that occurs as a result of Customer’s systems or account being compromised or as a result of activities of third parties permitted by Customer may result in suspension of Customer’s accounts or Internet access by Frontier. Customer will defend and indemnify Frontier and its affiliates with respect to claims arising from Customer’s or third parties’ usage of Frontier Internet access through Customer’s hardware or software.
* Equipment.
  + Customer will execute a certificate of acceptance (“COA”) upon Frontier’s completion of installation activities, or the Equipment will be deemed accepted five (5) days following Frontier’s completion of installation activities if Customer has not notified Frontier of a material problem related to such Equipment or the Installation Services identified in the SOW (“Acceptance”). Customer will sign the COA if Customer has beneficial use of the Equipment. If there are minor pending items, the COA will be signed with a list of exceptions (punch list), and Frontier will follow up on the punch listed items in a timely manner following the Acceptance.
  + Customer acknowledges and agrees that the Equipment and Services provided by Frontier hereunder are subject to the terms, conditions and restrictions contained in any applicable agreements (including software or other intellectual property license agreements) between Frontier and Frontier’s vendors, and **all applicable licenses are subject to the manufacturer’s end user license terms and conditions**.
  + Frontier retains title to leased Equipment. Frontier retains title to purchased Equipment until the NRC identified above is paid in full, and Customer grants a security interest in the purchased Equipment to Frontier, pending full payment, and shall take all additional measures necessary to perfect such security interest at Frontier’s request.
  + Equipment is warranted pursuant to the applicable manufacturer’s standard warranty provisions, as outlined in the documentation packaged with the Equipment. This Schedule shall not be construed as granting a license with respect to any patent, copyright, trade name, trademark, service mark, trade secret or any other intellectual property, now or hereafter owned, controlled or licensable by Frontier or the third party manufacturers. Customer agrees that Frontier has not made, and that there does not exist, any warranty, express or implied, that the use by Customer of the Equipment will not give rise to a claim of infringement, misuse, or misappropriation of any intellectual property right. **THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND FRONTIER DISCLAIMS ALL OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR FUNCTION, TITLE OR NONINFRINGEMENT OF THIRD-PARTY RIGHTS.**
  + The Equipment may contain certain software code that is developed by third parties, including software code subject to the GNU General Public License (“GPL”) or GNU Less General Public License (“LGPL”). Copies of the licenses and a downloadable copy of the source code for the open source software that is used in this product are available on the following website: <https://frontier.com/helpcenter/categories/internet/other-services/open-source-software-portal>. You may also obtain a copy of the source code used in this product via mail-in request, for a period of three years after initial date of product purchase. Mail-in requests must be sent to the following address and include the product name, a money order for $10 payable to Frontier, and your return name and address to: Frontier Communications, Attn: Legal, Open Source Requests, 401 Merritt 7, Norwalk, CT 06851. **ALL OPEN SOURCE SOFTWARE IS DISTRIBUTED WITHOUT ANY WARRANTY**. All such software is subject to the copyrights of the authors and to the terms of the applicable licenses included in the download.

This Schedule is not effective and pricing, dates and terms are subject to change until signed by both parties, and may not be effective until approved by the FCC and/or applicable State Commission. This Schedule and any of the provisions hereof may not be modified in any manner except by mutual written agreement. The above rates do not include any taxes, fees or surcharges applicable to the Service. This Schedule, and all terms and conditions of the FSA, is the entire agreement between the parties with respect to the Services and described herein, and supersedes any and all prior or contemporaneous agreements, representations, statements, negotiations, and undertakings written or oral with respect to the subject matter hereof.

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| **Frontier Communications of America, Inc.** | |  | **{{Subscriber\_Name}}** | |
| Signature: |  | Signature: | {{Signer1Signature}} |
| Printed Name: | Audrey Black | Printed Name: | {{Signer1FullName}} |
| Title: | VP, CARE CENTER OPERATIONS CALL CENTER OPERATIONS | Title: | {{Signer1Title}} |
| Date: | {{PreSignCreatedDate}} | Date: | {{Signer1Date}} |