

TITLE SHEET

TEXAS TELECOMMUNICATIONS TARIFF

THIS TARIFF CONTAINS THE DESCRIPTIONS, REGULATIONS, AND RATES APPLICABLE TO THE FURNISHING OF SERVICE AND FACILITIES FOR TELECOMMUNICATIONS SERVICES PROVIDED BY UNIVERSAL CARRIERS, INC., HEREINAFTER IN THE TEXT OF THIS TARIFF REFERRED TO AS EDIGEN, INC. WITH PRINCIPAL OFFICES AT 2534 KILDEER, LEAGUE CITY, TEXAS THIS TARIFF APPLIES TO SERVICES FURNISHED WITHIN THE STATE OF TEXAS. THIS TARIFF IS ON FILE WITH THE TEXAS PUBLIC UTILITY COMMISSION, AND COPIES MAY BE INSPECTED, DURING NORMAL BUSINESS HOURS, AT THE COMPANY'S PRINCIPAL PLACE OF BUSINESS.

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CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original tariff that are in effect on the date shown on each page.

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue.

I - Change Resulting In An Increase to A Customer's Bill.

M - Moved From Another Tariff Location.

N - New.

R - Change Resulting In A Reduction to A Customer's Bill.

T - Change In Text or Regulation But No Change In Rate or Charge.

TARIFF FORMAT

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- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the TPUC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the TPUC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a tariff filing is made with the TPUC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the TPUC.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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Access Line - An arrangement which connects the customer's location to an Universal Carriers, Inc. switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Billed Party - The person or entity that accepts responsibility for the payment of charges for a call over the company's service.

Call Processing System (CPS) - Equipment placed by the Company at the subscriber's premise to automate collect calls and record credit card information for billing purposes.

Company or Carrier - VOXBEAM TELECOMMUNICATIONS INC.

Customer - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the company's tariff regulations.

Day - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday hereinafter referred to as "Peak".

Evening - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday hereinafter referred to as "Off Peak".

Holidays - Universal Carriers, Inc.'s recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

Night/Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday hereinafter referred to as "Off Peak".

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)

Subscriber - The property, or property owner, to which Universal Carriers, Inc. provides its services.

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Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

User - The person at the Subscriber's location who actually places the call over the Company's service.

Underlying Carrier - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Universal Carriers, Inc.

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Universal Carriers, Inc.'s services and facilities are furnished for communications originating at specified points within the state of Texas under terms of this Tariff.

Universal Carriers, Inc. installs, operates and maintains the communication services provided herein under in accordance with the terms and conditions set forth under this Tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities, as legally defined by the Texas Public Utility Commission, when authorized by the customer to allow connection of a customer's location to the Universal Carriers, Inc. network. The customer shall be responsible for all charges due for such service arrangement.

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of facilities and the provisions of this Tariff.
- 2.2.2 Universal Carriers, Inc. reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control, or when the customer is using service in violation of the law or the provisions of this Tariff.
- 2.2.3 All facilities provided under this Tariff are directly controlled by SCI and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the service or location of the service or facilities.

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Limitations (Cont'd.)

- 2.2.4 Prior written permission from the Company is required before any assignment or transfer.

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All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.3 Liabilities of the Company

2.3.1 Universal Carriers, Inc.'s liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmissions occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

2.3.2 Universal Carriers, Inc. shall be indemnified and held harmless by the customer against:

- (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- (B) All other claims arising out of any act or omission of the customer in connection with any service or facility provided by Universal Carriers, Inc.

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Interruption of Service

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or

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adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer with his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities. The Company's service and facilities are provided on a monthly basis, unless ordered on a longer basis and are provided 24 hours per day, 7 days per week.

2.4.2 For purposes of credit computation, every month shall be considered to have 720 hours.

2.4.3 No credit shall be allowed for an interruption of a continuous duration of less than two hours.

2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

$$\text{Credit Formula: Credit} = \frac{A \times B}{720}$$

"A" - outage time in hours

Section 2 - Rules and Regulations (Cont'd.)

2.5 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, subpart D of the Rules and Regulations of the Federal Communications Commission. If Customer seeks reinstatement of service following disconnection of service by Carrier, Customer shall pay to Carrier prior to the time service is re-instituted: (1) all accrued and unpaid charges; and (2) all installation charges that may apply.

2.6 Returned Checks

If Company receives a check from a Customer in payment for service rendered or for any other reason of indebtedness and which is returned from the bank due to insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or for any other reason, the Company shall apply a service charge of \$15.00 or five percent (5%), whichever is greater.

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Returned Checks (con'd)

The charge shall be applied to Customer's monthly billing in additional to any other charges, which may apply under this Tariff. Payment rendered by check, which is subsequently dishonored shall not

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constitute payment until such time as repayment is made by valid means.

2.7 Late Payments

A penalty of one and one half percent (1.5%) will be imposed on unpaid balance after thirty (30) days of invoice date.

2.8 Deposits

The Company does not require a deposit from the customer.

2.9 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.10 Contested Charges

For consideration of any disputed charge, a subscriber must submit in writing to Universal Carriers, Inc. within thirty (30) days of the date the bill is issued, the call details and bases for any requested adjustment. Universal Carriers, Inc. will promptly investigate and advise the subscriber as to its findings and disposition. Any undisputed charges must be paid on a timely basis. Any disputed charges that cannot be resolved between a subscriber and Universal Carriers, Inc. may be appealed to the Commission.

2.11 Termination of Service

The Company shall have the right to terminate service on the grounds of late payment for invoices past thirty (30) days of due date. Customer will receive a five (5) day written notice of cancellation after the 30th day following the invoice date.

SECTION 3– NETWORK SERVICES DESCRIPTIONS

3.1 General

3.1.1 Services Offered

The following Network Services are available to residence/business Customers and for resale

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by other carriers certificated by the Massachusetts Department of Telecommunication and Energy:

Standard Residence Line Service
Standard Business Line Service
PBX Trunk Service
Direct Inward Dial (DID) Service
Optional Calling Features

The following services are available to residence/business Customers and are not offered on a resale basis as of the effective date of this page.

Listing Services (including Non Published and Non Listed Services)
Directory Assistance
Miscellaneous Services (including Vanity Numbers and Number Portability)

3.1.2 Application of Rates and Charges

All services offered in this tariff are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business or Residence lines, PBX Trunks, DID Trunks and Digital/DS1 service.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS, (CONTINUED)**3.1 General (Continued)****3.1.3 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

Governmental fire fighting, State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

3.2 Reserved for future use

3.3 Reserved for future use

3.4 Reserved for future use

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS, (CONTINUED)**3.5 Standard Residence Line**

A Standard Residence Line provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Residence Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines.

3.6 Standard Business Line

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

3.7 PBX Trunk Service

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS, (CONTINUED)**3.8 Reserved for Future Use****3.9 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.10 Reserved for Future Use****3.11 Optional Calling Features**

The features listed in Section 3.11.1 are offered by the Company to Residential and Business Customers. Refer to Price Lists in Sections 6 and 7 of this tariff for specific features offered with each type of local exchange service.

3.111 Features Descriptions

(A) Flexible Call Forwarding: Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other capabilities included with this feature include:

Speed Forwarding;
Priority Screening;
Ring Control; and
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

(B) Flexible Call Forwarding with Audio Calling Name: Provides all of the functionality of Enhanced Call Forwarding. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.

(C) Flexible Call Forwarding Plus: Provides all of the functionality of Enhanced Call Forwarding. Also includes an additional telephone number with directory listing and distinctive ringing for calls placed to the additional number. Enhanced Call Forwarding Plus allows parties to reach the end-user's location when FCF is active and all calls to the end-users main telephone number would normally forward. Calls to the additional number do not forward even when Enhanced Call Forwarding is active.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

- (D) Flexible Call Forwarding Plus with Audio Calling Name:** Provides all of the functionality of Enhanced Call Forwarding Plus including the additional telephone number with listing and distinctive ringing. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- (E) Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- (F) Call Forwarding Variable, Remote Access:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to (1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
- (G) Call Forwarding Don't Answer, Basic:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- (H) Call Forwarding Don't Answer w/Ring Control:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

- (I) **Call Forwarding Don't Answer w/Customer Control:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- (J) **Call Forwarding Busy Line, Basic:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- (K) **Call Forwarding Busy Line w/Customer Control:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- (L) **Call Waiting – Basic:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activate by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

(M) Call Waiting -- Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;
Answer the waiting call and disconnecting from the first party;
Direct the waiting caller to hold via a recording
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end-user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding don't Answer feature active in order to forward a waiting call to another location.

(N) Call Waiting – Deluxe with Conferencing: Provides all of the functionality of Call Waiting Deluxe. Also permits the end-user to conference a waiting call with an existing call (first party) and, if desired, subsequently drop either leg of the conference call.

(O) Caller ID – Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

- (P) Caller ID – Deluxe:** Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- (Q) Anonymous Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand-alone feature or as an add-on to Caller ID Deluxe.
- (R) Call Block:** Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- (S) Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

- (T) **Call Selector:** Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- (U) **Call Tracing:** Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.
- (V) **Calling Number Delivery Blocking:** Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to utilization.
- (W) **Message Waiting Indication:** Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

(X) Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing – First Number and Distinctive Ringing – Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

(Y) Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to-number and can add or remove calling numbers from the feature's screening list.

(Z) Repeat Dialing: Permits the end-user to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

Calls to 800 Service numbers
Calls to 900 Service numbers
Calls preceded by an interexchange carrier access code
International Direct Distance Dialed calls
Calls to Directory Assistance
Calls to 911

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.11 Optional Calling Features, (continued)****3.11.1 Feature Descriptions, (continued)**

(AA) Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

(AB) Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.12 Listing Services**

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

3.12.1 Non-Published Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

3.12.2 Non-Listed Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

3.13 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

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SECTION 3 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**3.14 Reserved for Future Use****3.15 Reserved for Future Use****3.16 Miscellaneous Services****3.16.1 Main Number Retention**

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

3.16.2 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

3.16.3 Vanity Number Service

This service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided exchange services.

3.16.4 Presubscription Services

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST

4.1 General

Services provided in this tariff section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of local exchange services.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by may be inspected during normal business hours at the Company=s place of business. The rates, terms and conditions set forth in this Section are applicable as of the effective date hereof.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST, (CONTINUED)**4.2 Standard Residence Local Exchange Service**

Standard Residence Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Residence Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers, which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Residence Local Exchange Service are billed monthly in advance. Usage charges if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.2 Standard Residence Local Exchange Service (Continued)****4.2.1 Monthly Recurring Charges**

The following charges apply to Standard Residence Local Exchange Service lines per month. Rates and charges include Touch-tone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

RATE GROUP	SERVICE TYPE	
	Flat Rate	Message Rate
Group 2	\$11.88	\$6.56
Group 5	\$13.59	\$7.41
Group 7	\$14.11	\$7.68
Group 12	\$16.58	\$8.91

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.2 Standard Residence Local Exchange Service (Continued)****4.2.2 Other Monthly Recurring Charges****Hunting (a.k.a. Rotary or Grouping)**

The following charges apply to Standard Residence Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

ATE GROUP	R	HUNTIN
	G PER LINE Flat Rate	Message Rate
Rate Groups 2	\$5.85	\$2.66
Rate Groups 5	\$6.79	\$3.09
Rate Groups 7	\$7.09	\$3.22
Rate Groups 12	\$8.44	\$3.84

4.2.3 Usage Sensitive Charges and Allowances**(A) Flat Rate Service**

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

(B) Message Service

Customers subscribing to Message Service will receive a monthly usage allowance of 30 outgoing calls. This allowance is applied to local calls placed from the Customer's line. Local usage in excess of the allowance will be billed in arrears. Local usage is billed on a per call basis.

Per Local Call	\$0.1140
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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.2 Standard Residence Local Exchange Service, (Continued)****4.2.4 Non-Recurring Charges**

Non-recurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in Section 4 of this tariff. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Residential lines are:

First Line	\$42.50
Each Additional Line(1)	\$16.75

NOTES:

- (1) Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.3 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.3 Standard Business Local Exchange Service, (Continued)****4.3.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

RATE GROUP	SERVICE TYPE	
	Flat Rate	Message Rate
Group 2	\$23.66	\$19.36
Group 5	\$30.21	\$24.61
Group 7	\$35.44	\$28.79
Group 12	\$45.89	\$37.15

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.3 Standard Business Local Exchange Service, (Continued)****4.3.2 Other Monthly Recurring Charges****Hunting (a/k/a Rotary or Grouping)**

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

Rate Group	Rate	Hunting
	per line Flat Rate	Message Rate
Rate Groups 2	\$11.81	\$8.59
Rate Groups 5	\$15.42	\$11.21
Rate Groups 7	\$18.29	\$13.30
Rate Groups 12	\$24.04	\$17.48

4.3.3 Usage Sensitive Charges and Allowances**(A) Flat Rate Service**

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

(B) Message Service

Customers subscribing to Message Service will receive a monthly usage allowance of 75 outgoing calls. This allowance is applied to local calls placed from the Customer's line. Local usage in excess of the allowance will be billed in arrears. Local usage is billed on a per call basis.

Per Local Call	\$0.1140
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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.3 Standard Business Local Exchange Service, (Continued)****4.3.4 Non-Recurring Charges**

Non-recurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in Section 4 of this tariff. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Business lines are:

First Line	\$58.25
Each Additional Line(1)	\$30.00

NOTES:

- (1) Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.4 Residence and Business PBX Trunk Service**

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business and Residence Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit.

Each PBX Trunk is provided with Touchtone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Sections 6.2 and 6.3).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 6.5).

4.4.1 Flat Rate Service

RATE GROUP	SERVICE TYPE PER TRUNK				
		Business	PBX	DID	DID
	Residential	Comb/Outdial Two Way	Inbound Only	Inbound Only	DID Two Way
Group 2	\$20.35	\$37.68	\$34.35	\$34.35	\$72.03
Group 5	\$23.09	\$48.17	\$44.84	\$44.84	\$93.01
Group 7	\$23.92	\$56.53	\$53.20	\$53.20	\$109.73
Group 12	\$27.87	\$73.25	\$69.92	\$69.92	\$143.17

4.4.2 Message Rate Service

RATE GROUP	SERVICE TYPE PER TRUNK			
		Business	PBX	DID
		Comb/Outdial Two Way	Inbound Only	Inbound Only
Group 2	\$25.14	\$34.35	\$34.35	\$34.35
Group 5	\$31.80	\$44.84	\$44.84	\$44.84
Group 7	\$37.11	\$53.20	\$53.20	\$53.20
Group 12	\$47.73	\$69.92	\$69.92	\$69.92

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.5 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 6.5 of this tariff. The Customer will be charged for the number of DID numbers utilized out of the available 20 numbers.

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 1 st Block of 20 DID Numbers	\$915.00	\$3.80
Each Additional Block of 20 DID Numbers	\$15.00	\$3.80
DID Trunk Termination:	\$90.00	\$38.00
Per Inward Only Trunk	\$250.00	\$42.75
Per Combination Trunk with Call Transfer		
Dual Tone Multifrequency Pulsing Option, Per Trunk	N/A	\$7.13
Automatic Intercept Service, Per Number Referred	\$16.00	N/A

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.6 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

4.6.1 Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business and Residence line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

Optional Calling Features	Resid ence	Busin ess
Three-Way Calling	\$0.72	\$0.72
Call Return	\$0.72	\$0.72
Repeat Dialing	\$0.72	\$0.72
Calling Number Delivery Blocking, Per Call	\$0.72	\$0.72

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.7 Optional Calling Features, (Continued)****4.7.2 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

Optional Calling Feature	Residence	Business
Flexible Call Forwarding	\$4.75	\$8.55
Flexible Call Forwarding with Audio Calling Name	\$6.65	\$10.45
Flexible Call Forwarding Plus	\$6.65	N/A
Flexible Call Forwarding Plus with Audio Calling Name	\$8.55	N/A
Call Forwarding Variable	\$2.85	\$3.75
Call Forwarding Variable with Remote Access	\$4.75	\$8.50
Call Forwarding Don't Answer – Basic	\$0.95	\$2.80
Call Forwarding Don't Answer w/Ring Control	\$0.95	\$2.80
Call Forwarding Don't Answer w/Customer Control	\$2.85	\$5.94
Call Forwarding Busy Line – Basic	\$0.95	\$2.95
Call Forwarding Busy Line w/Customer Control	\$1.90	\$6.25
Call Waiting – Basic	\$4.28	\$5.65
Call Waiting – Deluxe	\$5.70	N/A
Call Waiting – Deluxe with Conferencing	\$5.70	N/A

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SECTION 4 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)**4.7 Optional Calling Features, (Continued)****4.7.2 Features Offered on a Monthly Basis**

Optional Calling Feature (cont'd)	Residence	Business
Caller ID – Basic	\$6.65	\$9.03
Caller ID – Deluxe	\$7.13	\$9.45
Caller ID – Deluxe W/Anonymous Call Rejection	\$7.13	\$9.45
Anonymous Call Rejection	\$1.90	\$3.33
Call Block	\$3.80	\$4.28
Call Return	\$3.80	\$4.70
Call Selector	\$3.33	\$4.28
Call Tracing	\$3.80	\$4.70
Calling Number Delivery Blocking (per line equipped)	\$0.00	\$0.00
Message Waiting Indication – Audible	\$0.48	\$0.71
Message Waiting Indication – Audible and Visual	\$0.48	\$0.71
Multiple Directory Number Distinctive Ringing – First DN	\$4.75	\$7.55
Multiple Directory Number Distinctive Ringing – Second DN	\$5.65	\$9.45
Preferred Call Forwarding	\$3.33	\$4.70
Repeat Dialing	\$3.56	\$4.28
Speed Calling (30 codes)	\$2.85	\$5.23
Speed Calling (8 codes)	\$1.90	\$2.80
Three Way Calling	\$3.80	\$4.28

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SECTION 5 – DIRECTORY ASSISTANCE AND LISTING SERVICES**5.1 Directory Listings****5.1.1 General**

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company uses abbreviations in listings. The Company may reject a residence listing, which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

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SECTION 5– DIRECTORY ASSISTANCE AND LISTING SERVICES**51 Directory Listings, (Continued)****5.1.2 Composition of Listings****(A) Names**

The following names may be included in business service listings:

- (1) The name of subscriber or joint user.
- (2) The name of each business enterprise, which the subscriber or joint user conducts.
- (3) The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- (4) The name of any person associated with the subscriber or joint user in the same business.
- (5) The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
- (6) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes. The name of a publication issued periodically by the subscriber or joint user.
- (7) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- (8) The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residence.
- (9) The name of a corporation which is the parent or a subsidiary of the subscriber.
- (10) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.
- (11) The name of the subscriber to a sharing arrangement.

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SECTION 5 – DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.1 Directory Listings, (Continued)****5.1.2 Composition of Listings, (Continued)****(B) Designation**

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone number or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service as permitted under the terms of this tariff. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropractor, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residence service is furnished in a church study, the listing may include the designation "study."

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SECTION 5 – DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.1 Directory Listings, (Continued)****5.1.2 Composition of Listings, (Continued)****(C) Address**

Each residence or non-profit listing may, but does not have to, include the house number and street name of the residence where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

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SECTION 5 – DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.1 Directory Listings, (Continued)****5.1.3 Types of Listings****(A) Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 5.13.2.2 above.

(B) Indented Listing

An indented listing appears under a standard listing and may include only a designation, address and telephone number. An indented listing is allowed only when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. For example:

Smith, John MD	
Office 125 Portland	555-4180
Residence 9 Glenway	555-8345

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

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SECTION 5 – DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.1 Directory Listings, (Continued)****5.1.3 Types of Listings, (Continued)****(C) Alternate Telephone Number Listing and Night Listing**

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing, such as the following.

If no answer call (telephone number)

Night calls (telephone number)

Night calls after ___PM (telephone number)

Nights, Sundays and holidays (telephone number)

5PM to 9AM weekdays, Saturday until 9AM, Monday and holidays
(telephone number)

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

(D) Duplicate Listing

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

(E) Reference Listing

A subscriber having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

(F) Cross Reference Listing

A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

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SECTION 5 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.1 Directory Listings, (Cont'd.)****5.1.4 Free Listings**

The following listings are provided at no additional charge to the Customer: one listing for each individual line service, auxiliary line or PBX system.

5.1.5 Rates for Additional Listings - Business Customers

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 8.1.4.

Type of Listing	Residential Charge	Business Charge
Reference/Cross Reference:		
- Each Listing	\$0.90	\$1.14
Alternate Telephone Number/Night Listing:		
- Night, Sundays & Holidays	\$1.14	\$1.14
- First Line	\$1.14	\$1.14
Additional Listing	\$0.90	\$1.14
Foreign Listing	\$0.90	\$1.14
Dual Name Liking - Non Recurring	\$5.50	\$5.50

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SECTION 5 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.2 Non-Published Service****5.2.1 General**

Non-published service means that the Customer's telephone number is not listed in the directory, not does it appear in the Company's Directory Assistance Records.

5.2.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

5.2.3 Rates and Charges

There is a monthly charge for each non-published service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Non-published service charge, per month	\$2.61
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SECTION 5 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.3 Non-Listed Service****5.3.1 General**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

5.3.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

5.3.3 Rates and Charges

There is a monthly charge for each non-listed service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or in the service is installed for a temporary period.

Non-listed service charge, per month: \$1.42

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SECTION 5 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**5.4 Directory Assistance Services****5.4.1 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number. No charge applies for the first call per month per residence line.

Each Local Directory Assistance Call	\$0.50
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SECTION 6 - LOW-INCOME ASSISTANCE PROGRAMS**6.0 Low-Income Assistance Programs**

Low-Income Assistance Programs consist of two programs, Lifeline Assistance and Lifeline Connection Assistance. These programs were developed to reduce rates for low income customers. The Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas. The structure of each program is outlined in the following paragraphs.

6.1 Lifeline Assistance**(A) General**

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rates.

(B) Regulations

- (1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:
 - (a) Customers must participate in one of the following programs:

Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the Dept. of Urban Development), or Low Income Home Energy Assistance Program (LIHEAP).
 - (b) Customers must not be a dependent for federal income tax purposes, unless they are more than 60 years of age.
 - (c) To receive benefits, customers must sign a document certifying under penalty of perjury that they are receiving benefits from one of the programs listed in Paragraph (B)(1) above. The document will identify the program or programs from which the customer receives benefits and specify that the customer will notify the Company if he/she ceases to participate in such program or programs.

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SECTION 6- LOW-INCOME ASSISTANCE PROGRAMS (CONTINUED)**6.1 Lifeline Assistance (cont'd.)****(B) Regulations (cont'd)**

- (2) As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction Service at no charge. This service will only be provided at the customer's request.
- (3) Local service deposit requirements will be waived for customers who voluntarily receive Toll Restriction Service.
- (4) Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
- (5) Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

(C) Credits

The following credits* will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit*</u>
(1) Federal Subscriber Line Charge Credit	(1)
(2) Initial Federal Credit to Residential Access Line	\$1.75

* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

- (1) Authorized FCC rate.

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SECTION 6 - LOW-INCOME ASSISTANCE PROGRAMS (CONTINUED)**6.2 Lifeline Connection Assistance (Link-Up)****(A) General**

Link-Up reduces an eligible customer's service connection charges. All eligible customers receive a credit for half of the service connection charges up to \$30.00.

(B) Regulations

- (1) The same eligibility requirements as outlined in Section 9.1, Paragraph (B)(1) above will apply for Link-Up.
- (2) This credit is only available on the installation of a single residential access line to the principal residence of the eligible customer.
- (3) This credit will only apply a second or subsequent time for a principal place of residence with a different address from the previous address at which Link-Up was provided.
- (4) A deferred schedule for payment of the remaining service connection charges will be offered to Link-Up customers. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to a year.

(C) Credit

- (1) Half of Service Connection Charges or \$30.00, whichever is less.

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SECTION 7 - OPERATOR SERVICES**7.1 Operator Services****7.1 Operator Services**

Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party

7.2 Local and IntraLATA Operator Service

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply.

The types of calls handled are as follows:

- A. Customer Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.
- B. Operator Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
- C. Operator Station** - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

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SECTION 7 - OPERATOR SERVICES (CONTINUED)

D. Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

7.2 Local and IntraLATA Per Call Service Charges:

	<u>Per Call</u>
Station-to-Station Automated:	\$3.00
Person-to-Person, Operator Assisted:	\$8.95

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SECTION 8 - MISCELLANEOUS SERVICES**8.1 Carrier Presubscription****8.1.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls, Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

8.1.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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SECTION 8 - MISCELLANEOUS SERVICES**9.1 Carrier Presubscription, (Continued)****9.1.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 11.4.5 below:

9.1.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90-day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 11.4.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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SECTION 9– MISCELLANEOUS SERVICES (CONTINUED)**9.1 Carrier Presubscription, (Continued)****9.1.5 Presubscription Charges****(A) Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 12.4.4 above, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

(B) Nonrecurring Charges

Per business or residence line, trunk, or port

Initial Line, or Trunk or Port	\$1.49
Additional Line, Trunk or Port	\$1.49

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SECTION 10 – PROMOTIONAL OFFERINGS / CONTRACT & ICB**10.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Carrier's tariff as an addendum to the Carrier's price lists.

10.2 Contract Rates / Individual Case Basis (ICB) Arrangements

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this tariff shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis. ICB arrangements will be made available to the Commission and its Staff upon request.

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