
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

PRODUCT GUIDE APPLICABLE TO
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

PROVIDED BY

MANHATTAN TELECOMMUNICATIONS CORPORATION OF NEW JERSEY
d/b/a MetTel

55 Water Street, Floor 32, New York, New York 10041

This Product Guide contains the descriptions, regulations and rates applicable to the furnishing of local exchange telecommunications services provided by Manhattan Telecommunications Corporation of New Jersey within the State of New Jersey. This Product Guide is on file with the New Jersey Board of Public Utilities (“Board”). Copies may be inspected during normal business hours at the Company’s principal place of business: 55 Water Street, Floor 32, New York, New York 10041.

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Issued by:

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d/b/a MetTel
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New York, New York 10041

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET

The Title Sheet and Sheets 1 through 128 inclusive of this Product Guide are effective as of the date shown at the bottom of the respective sheet(s).

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1	Original	28	Original
2	6 th Revised*	29	Original
3	5 th Revised	30	Original
3.1	5 th Revised*	31	Original
4	Original	32	Original
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6	Original	34	Original
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16	Original	44	Original
17	Original	45	Original
18	Original	46	Original
19	Original	47	Original
20	Original	48	Original
21	Original	49	Original
22	Original	50	2 nd Revised
23	Original	50.1	1 st Revised
24	Original	51	Original
25	Original	52	1 st Revised
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*Denotes new or revised page.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET, Continued

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
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57	3 rd Revised	78	Original
58	2 nd Revised	79	Original
59	3 rd Revised	80	Original
60	1 st Revised	81	Original
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72	2 nd Revised	105	2 nd Revised
73	Original	106	Original
74	Original	107	Original
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

CHECK SHEET, Continued

<u>SHEET</u>	<u>REVISION</u>
112	Original
113	Original
114	2 nd Revised
115	Original
116	Original
117	3 rd Revised*
118	3 rd Revised*
119	Original
120	Original
121	Original
122	Original
123	Original
124	Original
125	Original
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127	Original
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

EXPLANATION OF SYMBOLS

- (C) To signify **changed** condition or regulation
- (D) To signify **deleted or discontinued** rate, regulation or condition
- (I) To signify a change resulting in an **increase** to a Customer's bill
- (M) To signify that material has been **moved from** another Product Guide location
- (N) To signify a **new** rate, regulation condition or sheet
- (R) To signify a change resulting in a **reduction** to a Customer's bill
- (T) To signify a change in **text** but no change to rate or charge

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

PRODUCT GUIDE FORMAT

- A. **Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, occasionally, 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 sheet. These numbers are used to determine the most current sheet version on file with the Board. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Board follows in its Product Guide approval process, the most current sheet number on file with the Board is not always the sheet 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 code 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 Product Guide filing is made with the Board, an updated Check Sheet accompanies the Product Guide filing. The Check Sheet lists the sheets contained in the Product Guide with a cross reference to the current revision number. When new sheets 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 sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The Product Guide user should refer to the latest Check Sheet to find if a particular sheet is the most current on file with the Board.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

APPLICATION OF PRODUCT GUIDE

This Product Guide contains the rates, terms and conditions applicable to the provision of intrastate resold local exchange telecommunications services by Manhattan Telecommunications Corporation of New Jersey between various locations within the State of New Jersey.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Agency

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

Alternate Routing (“AR”)

Allows E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP (*See* definition of PSAP below.) are busy; or (2) the primary PSAP closes down for a period (night service).

Authorized User

A person, corporation or other entity who is authorized by the Company’s Customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

Automatic Location Identification (“ALI”)

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (“ANI”)

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Board

New Jersey Board of Public Utilities

Called Station

The terminating point of a call (i.e., the called number).

Calling Card

A card issued by Company containing such account numbers assigned to its Customer, which enables the charges for calls made to be properly billed on a pre-arranged basis.

Central Office

An operating office of the Company where connections are made between telephone exchange lines.

Central Office Line

A line providing direct, or indirect, access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

Channel

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Channel Conversion

The termination of 1.544. Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

Channel Service Unit ("CSU")

The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

Communications Systems

Channels and other facilities, which are capable of two-way communications between subscriber-provided terminal equipment or telephone company stations, even when not connected to exchange and message toll communications service.

Company

Manhattan Telecommunications Corporation of New Jersey d/b/a MetTel

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Credit Card

A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the cardholder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Customer

The person, firm, corporation or other entity, which orders or uses service and is responsible for payment of charges and compliance with Product Guide regulation.

Customer Premises Equipment (“CPE”)

Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX or other communication system.

Dedicated Access

Non-switched access between a Customer's premises and the point of presence of the Company's underlying carrier.

Default Routing (“DR”)

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

Demarcation Point

The physical dividing point between the Company's network and the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Digital

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

Direct Inward Dial (“DID”)

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

Direct Outward Dial (“DOD”)

A service attribute that allows individual station users to access and dial outside numbers directly.

Disconnect or Disconnection

The termination of a circuit connection between the originating station and the called station, or the Company's operator.

Dual Tone Multi-Frequency (“DTMF”)

The pulse type employed by tone dial station sets (touch tone).

Emergency Service Number (“ESN”)

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

E911 Customer

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

E911 Service Area

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

Error

A discrepancy or unintentional deviation by the Company from what is correct or true. An “error” can also be an omission in records.

Exchange

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

Exchange Access Line

A central office line furnished for direct or indirect access to the exchange system.

Exchange Service

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Final Account

A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

Flat Rate Service

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

Ground Start

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

Incoming Service Group

Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Interface

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

Interoffice Mileage

The segment of a line which extends between the central offices serving the originating and terminating points.

Interruption

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service. For call to numbers outside this area (“interLATA”) service is provided by long distance companies.

Link

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Leased Channel

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

Local Call

A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

Local Calling Area

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

Local Service

Telephone exchange service within a local calling area.

Loop Start

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

Loops

Segments of a line, which extend from the serving central office to the originating and to the terminating point.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Message Rate Service

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. Customers pay a message unit charge for each increment of five (5) minutes.

Move

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Multi-Frequency ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

Multiline Hunt

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

Network Control Signaling

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Network Control Signaling Unit

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

Node

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

PBX

A private branch exchange.

Port

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

Premises

The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Private Branch Exchange Service

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Public Safety Answering Point (“PSAP”)

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

Rate Center

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

Referral Periods

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

Resale of Service

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without “adding value”) for profit.

Same Premises

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

Selective Routing (“SR”)

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Serving Central Office

The central office from which local service is furnished.

Sharing

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

Station

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

Subscriber:

See "Customer" definition.

Suspension

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

Toll Call

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

Two Way

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the State of New Jersey.
- 2.1.2. Company offers resold and facilities-based telecommunications services to Customers for the direct transmission and reception of voice, data, and other types of communications.
- 2.1.3. The Company's services are provided on a monthly basis, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.4. Request for service under this Product Guide will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.2. LIMITATIONS

- 2.2.1. Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provisions of this Product Guide.
- 2.2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.3. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.
- 2.2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Product Guide shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.5. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Product Guide are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.
- 2.2.6. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.3. USE

- 2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which the service is technically suited.
- 2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.
- 2.3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.
- 2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.
- 2.3.5. Recording of telephone conversations of service provided by the Company under this Product Guide is prohibited except as authorized by applicable federal, state and local laws.
- 2.3.6. Service will not be used to call another person so frequently or at such times of day or in any manner so as to annoy, abuse, threaten or harass the called party.
- 2.3.7. Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.
- 2.3.8. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY

- 2.4.1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount, a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a Customer or end user as the result of interrupted or unsatisfactory service.
- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.4.3. Company shall be indemnified and held harmless by the Customer against:
- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company's facilities; and
 - B. Claims for patent infringement arising from combining or connecting Company's facilities with apparatus and systems of the Customer; and
 - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 2.4.4. The Company is not liable for any defacement of, or damage to, the equipment or premises of a Customer resulting from the furnishing of services when such defacement or damage is not the result of the result of the Company's negligence.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

- 2.4.5. Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, delayed installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.
- 2.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.
- 2.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature, storms, fire, floods, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the Company or of any department, agency, commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Product Guide to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.4.8. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the Company for the call giving rise to such dispute or claim, unless ordered by the Board pursuant to New Jersey law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

- 2.4.9. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.
- 2.4.10. In the absence of gross negligence or willful misconduct, and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- 2.4.11. With respect to Emergency Number 911 Service:
- A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

2.4.11., Continued

B. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

2.4.12. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two (2) times the monthly Product Guide rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or CENTREX attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Product Guide rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

2.4.12., Continued

- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the Customer, the Company shall be allowed a period of three (3) business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where CENTREX attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs A, B, and C shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph C, for the line or lines in question.
- E. Definitions: As used in Paragraphs A, B, C, and D above, the terms “error,” “mistake” or “omission” shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular Customer’s correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the Customer on an incorrect street or in an incorrect community.
- F. Notice: Such allowances or credits as specified in Paragraphs A, B, and C above, shall be given upon notice to the Company by the Customer that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.5. EQUIPMENT AND FACILITIES

- 2.5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this Product Guide, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this Product Guide. Beyond this responsibility, the Company will not be responsible for:
- A. the transmission of signals to Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - B. the reception of signals by Customer-provided equipment; or
 - C. network control signaling when performed by Customer-provided network control signaling equipment.
- 2.5.2. At the request of the Customer, installation or maintenance may be performed outside of the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged by the Company will apply. If installation or maintenance is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional charges may apply.

2.6. CUSTOMER RESPONSIBILITIES

- 2.6.1. The Customer is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making.
- 2.6.2. The Customer is responsible for compliance with applicable regulations set forth in this Product Guide.
- 2.6.3. The Customer is responsible for establishing its identity as often as necessary during the course of the call or when seeking credits from the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.7. INTERRUPTION OF SERVICE

- 2.7.1. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 2.4., herein. It shall be the obligation of the Customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.
- 2.7.2. For purposes of credit computation for leased facilities, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.3. 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.

Credit formula: $\text{Credit} = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected utility

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.8. RESTORATION OF SERVICE

- 2.8.1. The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Board's Rules and Regulations, which specifies the priority system for such activities.
- 2.8.2. When a Customer's service has been disconnected in accordance with this Product Guide and the service has been terminated through the completion of a Company service order, service will be restored only upon the basis of application for new service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.9. MINIMUM SERVICE PERIOD

- 2.9.1. The minimum service period is one month (30 days). The Customer must pay the regular Product Guided rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.
- 2.9.2. If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for service for the remainder of the minimum period.
- 2.9.3. If service is switched over to a new Customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer agrees in writing to accept them. For facilities not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.10. INSTALLATION SERVICE

The Company provides a half-day installation plan, which offers Customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Board-regulated service involving a Customer premise visit. In the case of any inconsistency with Board regulations, the rules of the Board shall prevail.

2.11. ACCESS TO CUSTOMER'S PREMISES

The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.12. PAYMENTS AND BILLING

- 2.12.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until cancelled by the Customer on not less than thirty (30) days' notice.
- 2.12.2. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears.
- 2.12.3. When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a returned check charge of \$10.00.
- 2.12.4. Billing is payable upon receipt and past due twenty (20) days after issuance and posting of invoice. Bills not paid within twenty-one (21) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance, or the maximum allowable under state law. The late payment charge will be applied to all amounts previously billed under this Product Guide, excluding one (1) month's local service charge, but including arrears and unpaid late payment charges.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.12. PAYMENTS AND BILLING, Continued

- 2.12.5. The Company will provide interest on Customer overpayments that are not refunded within thirty (30) days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The Customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the Customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the Customer deposit interest rate or the Company's applicable late payment charge.
- 2.12.6. Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the Customer's overpayment was originally recorded to the Customer's account by the Company.
- 2.12.7. If objection is not received by the Company within three (3) months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an objection may be considered, or if the Customer has in his or her possession such Company records. If objection results in a refund to the Customer, such refund will be with interest at the greater of the unadjusted Customer deposit rate or the applicable late payment rate, if any, for the service classification under which the Customer was billed. Interest will be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on Customer overpayments that are refunded within thirty (30) days after the overpayment is received by the Company.
- 2.12.8. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the Customer if objection is not received by the Company within two (2) months after the bill is rendered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.12. PAYMENTS AND BILLING, Continued

- 2.12.9. Billing disputes should be addressed to Company's Customer service organization at 1.877.638.8351. Customer service representatives are available from 8:00 a.m. to 4:59 p.m. Eastern Time. Messages may be left for Customer services from 5:00 p.m. to 7:59 a.m. Eastern Standard Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service.
- 2.12.10. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount.
 - B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the New Jersey Board of Public Utilities Control for its investigation and decision.

The addresses and telephone number of the Board are:

New Jersey Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Telephone: (201) 648-2013

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.13. CANCELLATION BY CUSTOMER

- 2.13.1. Customer may cancel service by providing written notice to Company thirty (30) days prior to cancellation.
- 2.13.2. Customer is responsible for usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.
- 2.13.3. Any non-recoverable cost of Company expenditures shall be borne by the Customer if:
- A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some the period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
 - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
 - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.14. CANCELLATION BY COMPANY

- 2.14.1. Company reserves the right to immediately discontinue furnishing the service to Customers without incurring liability:
- A. In the event of a condition determined to be hazardous to the Customer, to other Customers of the utility, to the utility's equipment, the public or to employees of the utility; or
 - B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
 - C. For unlawful use of the service or use of the service for unlawful purposes; or
 - D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction; or
 - E. In the event that the facilities have been abandoned or are being used by unauthorized persons.
- 2.14.2. Company may discontinue service according to the following conditions upon five (5) days written notice:
- A. For violation of Company's filed Product Guides; or
 - B. For the non-payment of any proper charge as provided by Company's Product Guide, including one for the same class of service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer; or
 - C. For failure to make payment in accordance with the terms of a deferred payment agreement; or

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.14. CANCELLATION BY COMPANY, Continued

2.14.2., Continued

- D. When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection; or
- E. Failure to meet or maintain the Company's credit requirements; or
- F. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services; or
- G. For Customer's breach of the contract for service between the Company and Customer; or
- H. Unauthorized resale of equipment or service.

2.14.3. In the event of disconnection, the notice to the Customer will inform the Customer of the right to appeal to the Consumer Assistance Division of the New Jersey Board of Public Utility Control.

2.14.4. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.15. AUTOMATIC NUMBER IDENTIFICATION TERMS AND CONDITIONS

The Company may provide Automatic Number Identification (ANI) associated with an intrastate service, by Product Guide, to any entity (ANI recipient), only under the following terms and conditions:

- 2.15.1. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance and completion of a telephone subscriber's original call or transaction.
- 2.15.2. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- 2.15.3. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- 2.15.4. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Section 2.15.1., unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 2.15.5. The Company will make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.15. AUTOMATIC NUMBER IDENTIFICATION TERMS AND CONDITIONS,
Continued

- 2.15.6. Violations of any of the foregoing terms and conditions by any ANI recipient, other than a telephone corporation, shall result, after a determination through the Board's complaint process, in suspension of the transmission of ANI by the telephone corporation until such time as the Board receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Board determined that there have been three (3) or more separate violations in a twenty-four (24) month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Board.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.16. INTERCONNECTION

- 2.16.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service and the signals emitted into the Company's network are of the proper mode, bandwidth, power, data speed and signal level for the intended use of the Customer. If the Customer or its agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.16.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.16.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' Product Guides. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.17. DEPOSITS

- 2.17.1. The Company may request deposits of applicants for service and existing Customers. All deposits will be based on the following:
- A. An applicant for business service may be required to pay an amount not to exceed four (4) months of the applicant's estimated monthly billing, based upon the average monthly bill for that class and type of service.
 - B. An applicant for residential service may be required to pay an amount not to exceed two (2) months of the applicant's estimated monthly billing, based upon the average monthly bill for that class and type of service.
 - C. A business service Customer may be required to pay an amount not to exceed four (4) months, based upon the Customer's average monthly billing for the past six (6) months. If the Customer has had service for less than six (6) months, the amount of the deposit will not exceed four (4) months of the estimated monthly billing for that class and type of service.
 - D. A residential service Customer may be required to pay an amount not to exceed two (2) months, based upon the Customer's average monthly billing for the past six (6) months. If the Customer has had service for less than six (6) months, the amount of the deposit will not exceed two (2) months of the estimated monthly billing for that class and type of service.
- 2.17.2. For all applicants, one-half (1/2) of the amount of any deposit will be due prior to initiation of service. For all existing Customers, one-half (1/2) of the amount of any deposit will be due within twelve (12) days from the date that a request for a deposit is made. The remaining one-half (1/2) of any deposit will be paid over the next two (2) billing periods. At the option of the applicant or Customer, a deposit may be paid on a more expedited schedule.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.17. DEPOSITS, Continued

- 2.17.3. The amount of a deposit may be adjusted when the character or degree of the Customer's use of service has materially changed, or when it can be determined that the character or degree of the Customer's use will materially change, and such change is not temporary.
- 2.17.4. The Company will pay interest on all deposits made for the purpose of establishing credit at the percentage rate determined by the Board, and will be compounded annually. In no case will interest be allowed for a period extending beyond the date a refund is due or the date service is terminated, whichever date is earlier. Interest will be computed from the date the deposit is paid and will be distributed to the Customer in accordance with the following:
- A. As an annual credit to the Customer's account, not to be performed more than once in a twelve (12) month period; or
 - B. As an annual payment, not to be distributed more than once in a twelve (12) month period, as requested by the Customer; or
 - C. As part of a refund of the entire deposit; or
 - D. As part of the application of the deposit to an unpaid bill of the Customer in accordance with 2.19.6.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.17. DEPOSITS, Continued

2.17.5. The Company will refund deposits, including accrued interest, when one of the following conditions are met:

A. Within twelve (12) months upon surrender of the properly-endorsed receipt for the certificate of deposit or delivery of a cancellation receipt for the deposit, if the Company so requests, when all of the following are satisfied:

1. The Customer has paid any past due bill for service owed to the Company; and
2. Service has not been discontinued for nonpayment; and
3. The Customer has not been delinquent in paying monthly bills a total of three (3) times; and
4. The Company has not presented evidence that the Customer used a device or scheme to obtain service without payment.

2.17.6. When service is terminated or the application is canceled and there are charges due the Company, the deposit and the interest will be applied to the charges, and the balance, if any, will be returned to the Customer or applicant.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.18. TELEPHONE SURCHARGES

2.18.1. In addition to the rates and charges applicable according to the rules and regulations of this Product Guide, various surcharges apply to the Customer's monthly bill statement as outlined below. If there are surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the rate will be listed in Section 4 of this Product Guide.

2.19. ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.19.1. Application of Rates

A. Business rates as described in Section 3 and shown in Appendix A apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature; or
2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the Customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location; or
3. At any location when the listing or public advertising indicates a business or a profession; or
4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls; or
5. At any location where the Customer resells or shares exchange service.

B. The use of business facilities and service is restricted to the Customer, Customer's, agents and representatives of the Customer, and joint users.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.19. ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS,
Continued

2.19.2. Telephone Number Changes

- A. When a business Customer requests a telephone number change, the referral period for the disconnected number is one-hundred-eighty (180) days.
- B. The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit for an additional charge.
- C. When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.
- D. Deposits will be returned to a business Customer upon cancellation of service or after one (1) year, whichever event occurs first, unless the Customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the Customer.

2.19.3. Dishonored Checks

If a business Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS, Continued

2.20. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.20.1. Back-billing for Residential Customers

The Company shall not charge a residential Customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six (6) months prior to the mailing of the bill or the upward adjustment unless the conduct of the Customer caused or contributed to the failure of the Company to render timely accurate billing. When back-billing is duly imposed, the Company shall explain the reason for the late billing and shall advise the Customer that suspension/termination of service is not permitted for charges billed in excess of six (6) months after the service was provided. The Customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the back-billing period.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 3 - GENERAL DESCRIPTION OF SERVICE

3.1. TIMING OF CALLS

- 3.1.1. The Customer's usage charge is based on the actual usage of Company's service. Usage begins when the receiver of the called number is answered and terminated when either party hangs up.
- 3.1.2. There is no billing for incomplete calls.

3.2 SERVICE AREA

- 3.2.1. Exchange access services are provided in the portions of New Jersey served by Verizon New Jersey and by Embarq New Jersey.
- 3.2.2. The Company's description of service area in no way compels the Company to provide any service in an area where facilities or other extenuating factors limit the Company's ability to provide service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES

4.1. SERVICE CHARGES

Service charges per account are based on the following schedules:

4.1.1. Service Ordering Charges

Service ordering charges are applied to Customers upon a request for service and when a Customer requests subsequent facility, software or account changes.

A. (i) Order Charges – Verizon Service Areas

Type of Order	Residence Service		Business Service	
	1 st Line	Each Addl	1 st Line	Each Addl
New Line Installation	\$62.85	\$20.10	\$125.18	\$65.00
Move Service-Different Premises	\$62.85	\$20.10	\$125.18	\$105.45
Telephone Number Change/Rewire	\$21.00	\$5.00	\$29.00	\$7.00
Restore Service for Non-Payment - per account	\$8.58	-	\$8.58	-
Remote Call Forwarding	-	-	\$106.00	\$33.00

A. (ii) Order Charges – All Areas – Business Only

Disconnection Order Charge: When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges.

Change of Service Charge: Requests to change service of a line or trunk will be billed a Change of Service Charge.

Change of Features: Requests to add/change or delete features, including hunting will be charged on a per order basis.

	<u>Per Line or Trunk</u>	<u>Per Order</u>
Disconnection Order Charge	\$16.75	
Change of Service Charge	\$16.75	
Change of Feature Charge		\$24.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.1. Service Ordering Charges, Continued

B. Order Charges – Embarq Service Areas

1. Definitions

Primary Charge is for the work associated with receiving, recording, processing and completing a request for new service, additional service, reconnection of service, or relocation of existing service.

Secondary Charge is for the work performed in the central office for existing service which includes, but is not limited to, a telephone number change, changing the “forward to” number for Remote Call Forwarding, or restoral from suspended service at a customer’s request.

Record Charge is for the work associated with receiving, recording, and processing information necessary to change the records associated with the customer’s account.

Trip Charge is for the expense associated with traveling to a customer’s premises to install new or additional service that had never been previously established. Only one Trip Charge applies per customer order at the same premise.

Type of Order	Residence Service	Business Service
Primary Charge	\$25.00	\$35.00
Secondary Charge	9.00	11.00
Record Charge	3.00	4.00
Trip Charge	9.00	11.00
Disconnection Order Charge	16.75	16.75
Change of Service Charge	16.75	16.75
Change of Feature Charge	24.00	24.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.2. Basic Exchange Access Service

A. Basic Exchange Access Service provides a Customer with a voice-grade communications channel and a unique telephone number address on the public-switched telecommunications network. An Exchange Access Service allows a user to:

1. receive calls from other stations on the public-switched telecommunications network; and
2. access other services offered by the Company as set forth in this Product Guide; and
3. access certain interstate and international calling services provided by the Company; and
4. access (at no additional charge) the operators contracted for by the Company; and
5. access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
6. access services provided by other common carriers which interconnect with the Company pursuant to Product Guide, agreement or some other Company-approved manner.

B. Basic exchange access service provides the Customer with a single, voice-grade communications channel connecting the Customer's premises and the Company's designated carrier's central office.

C. Basic exchange access service Customers are entitled to a voice-grade communications channel. Provision of this service does not guarantee a Customer access to any other facility requirement, including a communications path capable of supporting data transmissions.

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.2. Basic Exchange Access Service, Continued

D. Rates for basic exchange access service are based upon a particular class of service, which are defined in section 1 of this Product Guide, and access areas, which are defined in section 3.2.3. and 4.1.3.B. All rates are incurred on a monthly basis, unless indicated otherwise.

E. Basic Exchange Access Service Rates (Refer to Section 4.3 for rate groupings).

1. Residential Rates – Verizon Service Areas

Type of Service	Rate Group A	Rate Group B	Rate Group C	Rate Group D
Flat Rate	\$17.45	\$17.45	\$17.45	\$17.45
Flat Rate- Additional Line	\$16.95	\$16.95	\$16.95	\$16.95
Message Rate Service*	\$14.90	\$14.90	\$14.90	\$14.90
Message Rate Low Usage Service **	\$12.70	\$12.70	\$12.70	\$12.70

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* Includes 75 local message unit allowance; each message unit over allowance is \$0.065 per message unit. Additional lines do not include allowances for message units.

** Includes 20 local message unit allowance; each call over allowance is \$0.10 per message unit. Additional lines do not include allowances for message units.

2. Residential Rates – Embarq Service Areas

¹Monthly Rate – All Areas - \$13.45

¹ Services including Rotary Access Services are available at an additional charge per line.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.2. Basic Exchange Access Service, Continued

B. Basic Exchange Access Service Rates, Continued

2. Business Rates; Verizon Service Areas – The first line/trunk includes a monthly allowance of 50 message units. Each additional line/trunk has no monthly usage allowance.

Type of Service	Month to Month	12 Months ¹	24 Months ¹	36 Months ¹
Flat Rate	N/A	N/A	N/A	N/A
Message Rate Service – Single Line Account ²	\$21.89 I	\$20.36 I	\$17.51 I	\$16.42 I
Message Rate Service – Multi-Line Account, Initial Line ³	\$21.89 I	\$20.36 I	\$17.51 I	\$16.42 I
Message Rate Service – Multi-Line Account, Additional Lines	\$20.39 I	\$18.96 I	\$16.31 I	\$15.29 I
Flat Rate Service – PBX Trunk – First Trunk	N/A	N/A	N/A	N/A
Flat Rate Service – PBX Trunk – Additional Trunk	N/A	N/A	N/A	N/A
Message Rate Service – PBX Trunk – Single Trunk Account ²	\$25.35 I	\$23.58 I	\$23.07 I	\$22.56 I
Message Rate Service – Multi PBX Trunk Account – Initial Trunks ³	\$25.35 I	\$23.58 I	\$23.07 I	\$22.56 I
Message Rate Service – Multi PBX Trunk Account – Additional Trunks ³	\$23.35 I	\$21.72 I	\$21.25 I	\$20.78 I

¹If a customer terminates a 12, 24 or 36 month contract prior to expiration of the term, the customer will be liable for a termination charge equal to the monthly recurring rate multiplied by the number of months remaining in the contract.

²Each message unit over allowance is \$0.1000. ³Each message unit is \$0.1000. Each message unit is 5 minutes in length.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

4.1. SERVICE CHARGES, Continued

4.1.2. Basic Exchange Access Service, Continued

E. Basic Exchange Access Service Rates, Continued

Business Rates; Embarq Service Areas - Monthly Rate –
\$25.50*, per Business Line or Key Line/Trunk
\$25.50*, per Business PBX Trunk

DID – Description and Regulations

This service permits incoming dialed calls from the exchange network to reach specific station line via DID equipped trunk without the assistance of an attendant through the use of a seven digit telephone number. This service is provided only from the central office which normally serves the customer's location and only if that central office is considered equippable in that both the necessary facilities and telephone numbers can be made available. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group. The Company accepts no responsibility for reserving telephone numbers to be used at some future time.

Where DID trunks are provided by ISDN PRI, as specified in section 6.4 of this tariff, the customer must choose one of these options if DID numbers are present on the PRI: the Individual Trunk Charges on a per Channel basis, the Month-to-Month DID Trunk Package, the PRI DID Trunk Package for the 2 or 3 year volume discount offers.

DID – Monthly Rates (Central Office Equipment¹)

	<u>Verizon Areas</u>	<u>Embarq Areas</u>
Blocks of 20	\$20.00	\$20.00
Trunk additive charge	38.97	\$ ²
PRI/DID Trunk Package, per PRI equipped		
Month-to-Month ³	200.00	Not applicable
2 Year Volume Contract	107.00	Not applicable
3 Year Volume Contract	95.00	Not applicable

*Services including Rotary Access Service are available at an additional charge per line.

¹Exchange trunks equipped with DID service are charged for at exchange trunk rates.

²In lieu of a monthly charge a Non Recurring Charge of \$400 will apply

³If installed subsequent to initial installation, PRI Reconfiguration charges apply

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.2. Basic Exchange Access Service, Continued

F. In addition to the charges for basic exchange access service described in 4.1.2.D. above, the following charges apply to each individual exchange access service line unless otherwise specified:

1. The end user common line charge, as mandated by the Federal Communications Commission;
2. The 911 telecommunications surcharge;
3. Any applicable municipal, state or federal taxes, franchise fees or other charges; and
4. Casual traffic charges that are derived from third-party calls and utilize the Company's system, including 10XXX, 900/976 and third-party calls initiated by a Customer through the Company's system.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.3. Message Telecommunications Services (MTS)

- A. Residential MTS Service Rates- Intrastate IntraLATA- Dial Station Calls
24 hours a day, 7 days a week, all mileage \$0.069 per minute
- B. Residential MTS Service Rates- Intrastate IntraLATA- All Other Calls
24 hours a day, 7 days a week, all mileage \$0.069 per minute
- C. Business MTS Service Rates- Intrastate IntraLATA- Dial Station Calls
24 hours a day, 7 days a week, all mileage \$0.069 per minute
- D. Business MTS Service Rates- Intrastate IntraLATA- Calling Card Operator Assisted
24 hours a day, 7 days a week, all mileage \$0.069 per minute

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas

In addition to the Company-provided exchange access services, Customers may purchase one or more enhanced features. These features are available only when purchased in combination with a Company-provided exchange access service. All services are subject to availability and may not be available in certain areas. A nonrecurring charge applies only to the first feature ordered on each line. However, a nonrecurring charge applies to a feature(s) added at a later date.

A. **Call Waiting** provides a tone signal when a second call comes through a line in use.

Class of Service	Monthly Charge	Monthly Charge for Call Waiting with Caller ID
Residence	\$11.99 I	\$8.00
Business	\$8.55 I	\$9.00

B. **Three-Way Calling** allows a Customer to add a third-party to an established connection without operator assistance.

Class of Service	Monthly Charge	Per Use
Residence	\$11.99 I	\$1.25 I
Business	\$4.72 I	\$2.00 I

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas, Continued

- C. **Call Forwarding** (Variable) permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding Variable by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forwarding Variable is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding Variable is active. Call Forwarding Variable is available to individual line customers by monthly subscription, which provides unlimited use of the service.

Class of Service	Monthly Charge
Residence	\$11.99 I
Business	\$6.08 I

There are three different types of services available:

1. **Call Forwarding - Busy** automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Class of Service	Monthly Charge
Residence	\$5.10
Business	\$3.10

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas, Continued

C. Call Forwarding, Continued

2. **Call Forwarding - No Answer** automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Class of Service	Monthly Charge
Residence	\$5.10
Business	\$3.83 I

3. **Call Forwarding- Busy & Don't Answer** automatically reroutes an incoming call to a Customer pre-designated number when the called number rings busy or does not answer within the number of rings programmed by the Company.

Class of Service	Monthly Charge
Residence	\$5.10
Business	\$3.83 I

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas, Continued

F. **Remote Call Forwarding** allows for the automatic transfer of all incoming calls to another dialed number. The dialed number is user-defined and can be either 7 or 10 digits long. The number can be changed via a service order. No physical telephone is required at the subscribed dialed number. Business service ordering and line connection charges apply.

Class of Service	Monthly Charge
Residence	\$15.59
Business	\$24.30 I

G. **Speed Dialing 30** allows a Customer to dial up to 30 pre-selected numbers using an abbreviated dialing sequence.

Class of Service	Monthly Charge
Residence	\$9.94 I
Business	\$4.56

H. **Speed Dialing 8** allows a Customer to dial up to 8 pre-selected numbers using an abbreviated dialing sequence.

Class of Service	Monthly Charge
Residence	\$9.10 I
Business	\$2.70

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas, Continued

- I. **Return Call** permits a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code.

Class of Service	Per Use
Residence	\$0.75
Business	\$2.00 I

- J. **Repeat Call** allows for the automatic continuous redialing of a busy number until the line is free.

Class of Service	Per Use
Residence	\$0.75
Business	\$2.00 I

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features - Verizon Areas, Continued

K. Distinctive Ringing enables an individual line subscriber to have up to two telephone numbers (referred to as “Dependent” numbers) assigned to one dial tone line in addition to the main number (referred to as the “Master” number). Each number when dialed will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Distinctive Ring Service and Call Waiting. Distinctive Ring Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Distinctive Ring Service is only offered on a monthly subscription basis.

Class of Service	Monthly Charge per Dependent Number
Residence	\$11.99 I
Business	\$7.87 I

L. Ultra Forward combines Call Forwarding Variable with remote access capability. In addition to the current Call Forwarding Variable feature access method, Forward Deluxe Service provides customers access from any touch-tone or tone-signaling-capable telephone. The customer will dial a Remote Access Directory Number (RADN) and then be guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate.

Class of Service	Monthly Charge
Residence	\$10.10 I
Business	\$8.10 I

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features – Verizon Areas, Continued

M. **Three Way Call Transfer** allows exchange service customers to transfer incoming calls to another party, thus freeing their line to initiate or receive other calls. This feature also enables the customer to add a third party to a call in progress and, after establishing the three-way conference, to drop off the call without disconnecting the remaining end users. Usage continues to be recorded and will be charge to the originator of the three-way conference. Customers who subscribe to Three-Way Call Transfer receive Three-Way Calling as part of the service.

Class of Service	Monthly Charge
Residence	N/A
Business	\$4.00 I

N. **Home Intercom** allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line. When a Home Intercom call is initiated, all extensions ring with a distinctive ringing pattern.

Class of Service	Monthly Charge
Residence	\$3.25
Business	N/A

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features – Verizon Areas, Continued

- O. **Intercom Deluxe** Service provides the following capabilities in addition to the Home Intercom feature: a) Intercom Code Dialing which permits the user to initiate intercom calls by dialing one of two available activation codes for a distinctive ringing pattern instead of dialing the telephone number of the user's access line; b) Selective Call Transfer which permits the user to transfer an outside call to an extension by dialing one of the two activation codes provided with Intercom Code Dialing for distinctive ringing; c) Call Hold which permits the user to place an outside call on hold by dialing an activation code, hang up the telephone to consult privately with other household members or to continue the call from another extension; d) Three-Way Calling capability (same as the Three-Way Calling feature description in 4.1.4.B. preceding). This service is available where facilities permit.

Class of Service	Monthly Charge
Residence	\$8.90 I
Business	N/A

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features – Verizon Areas, Continued

P. **Voice Dialing** Dialing Service enables residence customers to place calls by voice commands. This service allows a customer to store up to 50 names/destinations in a personal directory. Calls to these destinations can be placed by merely picking up the phone and saying “Call” followed by a name/destination from the customer’s personal directory. Calls can still be made via touch tone or rotary dialing. (Voice Dialing Dialing Service will not be offered in combination with the following services: Home Intercom/ Intercom Deluxe, ISDN, Residence Service Variety Package and Remote Call Forwarding. In addition, it is not available on the additional number(s) of Distinctive Ring.). This service is available where facilities permit.

Class of Service	Monthly Charge
Residence	\$3.75
Business	N/A

Q. **Return Call Deny** allows the customer, at no additional charge, to deny usage capabilities on his/her line for *69 (Return Call). This service is available where facilities permit.

R. **Repeat Dialing Deny** allows the customer, at no additional charge, to deny usage capabilities on his/her line for Repeat Dialing. This service is available where facilities permit.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. ¹Optional Exchange Access Service Enhancement Features, Continued

S. Call Forwarding Group Busy

This feature is limited to customers subscribing to Rotary Access Service. With this feature, incoming calls to the directory number of a rotary access group are forwarded to another (predetermined) telephone number when the called line is busy. The transfer is accomplished without an indication of the incoming call to the subscriber. Once the feature is programmed by the Telephone Company into the digital switch, Call Forwarding Group Busy is not activated/deactivated, but is in effect anytime the rotary access group is busy. The Call Forwarding Group Busy feature shall permit one (1) call per feature, per group requested, to be forwarded to the designated number. Any subsequent calls received during the time which a call is forwarded shall indicate a busy signal to the calling party. A Service Order will be required in the event of any subsequent changes to the call forwarding specification and the appropriate Non-Recurring Charge will apply. Any local message or toll charges generated by the use of this feature will be charged to the subscriber of Call Forwarding Group Busy.

T. Call Forwarding Group No Answer

This feature is limited to customers subscribing to Rotary Access Service. With this feature, Call Forwarding Group No Answer Service forwards incoming calls for the directory number of a rotary access group to another (predetermined) telephone number if the called number is not answered after a specified (telephone company defined) number of rings. The transfer is accomplished without an indication of the incoming call to the subscriber. Once the feature is programmed by the Telephone Company into the digital switch, Call Forwarding Group No Answer is not activated/deactivated, but is in effect anytime an incoming call is not answered after the designated number of rings. The called telephone rings normally until the incoming call has been forwarded.

¹**NOTE:** The features and rates appearing on pages 64.1 thru 64.12 are specific to Embarq service areas within the State of New Jersey.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

U. Fixed Call Forwarding Group

This feature is limited to customers subscribing to Rotary Access Service. Fixed Call Forwarding Group Service allows the customer to forward incoming calls to the directory number of a rotary access group to a (predetermined) telephone number. The number to which the call is forwarded is fixed in the memory of the digital switch and eliminates the need for the customer to dial the telephone number of the service to which the calls are to be forwarded. This feature arrangement is customer initiated by dialing a specific code to activate/deactivate the Fixed Call Forwarding Group feature. The Fixed Call Forwarding Group feature shall permit one (1) call per feature, per group requested, to be forwarded to the designated number. Any subsequent calls received during the time which a call is forwarded shall indicate a busy tone to the calling party. A Service Order is required to change the forwarded to number and the appropriate Non-Recurring Charge will apply. Any local message or toll charges generated by the use of this feature will be charged to the subscriber of Fixed Call Forwarding Group.

V. Call Forward Additional Paths

Business customers who subscribe to Call Forward Fixed, Call Forward No Answer-Fixed, or Call Forward Busy-Fixed may also subscribe to the Call Forward Additional Paths feature. This feature is not available with Call Forward Features that allow customers to remotely change the forward-to telephone number. Call Forward Additional Paths allows a business Call Forwarding subscriber the ability to specify the number of simultaneous calls that will be forwarded to the forward-to telephone number. Regulations for Call Forward features are also applicable for each Call Forward Additional Path.

(1) The forward-to telephone number must be a domestic telephone number.

(2) The Call Forward Additional Paths customer must subscribe to sufficient paths to adequately handle incoming calls without impairing any service offered by the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

V. Call Forward Additional Paths, Continued

(3) The number of paths may not exceed the terminating capability of the forward-to telephone number. In no case, shall the number of additional paths exceed 99.

(4) Customers with a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks may purchase up to 10 additional paths.

(5) For Customers with a rotary hunting arrangement of more than 10 lines/trunks, the number of additional paths cannot exceed the number of lines/trunks in the forwarding arrangement.

(6) The applicable Service Connection Charges will be charged when the number of paths is changed or when the forward-to telephone number is changed.

W. Enhanced Call Waiting

An arrangement providing for audible tone signaling over an existing connection to indicate an incoming call. The tone signal is heard only at stations on the line arranged for Enhanced Call Waiting Service. The calling party hears a regular ringing signal. Holding the established call while the second is answered and alternating between calls is possible by use of the switchhook. Enhanced Call Waiting allows subscribers to cancel the feature prior to initiating a call by dialing a special code.

Enhanced Call Waiting is then canceled for the duration of the call.

Enhanced Call Waiting will be automatically reactivated when the call or call attempt is terminated.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

X. Call Waiting ID

Enables the subscriber to view on an Analog Display Services Integration (ADSI) compatible CPE display device the calling party's name and telephone number associated with an incoming Call Waiting call, unless the name and telephone number of the calling party is suppressed, either via Per Call or Per Line Blocking. This gives customers the opportunity to identify incoming callers without interrupting their current call, which helps the customer decide whether or not to answer the new call. This feature is available in packages as specified in Section A10.7. Customers subscribing to Caller ID and *Enhanced* Call Waiting individually will receive, at no additional charge, Call Waiting ID.

Y. Call Waiting With Options

This arrangement provides options for managing incoming call waiting calls of customers who subscribe to Caller ID and *Enhanced* Call Waiting. Call Waiting with Options requires special central office equipment and will be provided only where such facilities are available. This feature is not compatible with all types of customer-provided equipment. An Analog Display Service Interface (ADSI) compatible telephone must be utilized in order to identify the call waiting caller and provide the options available to the subscriber. The subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to voice messaging or another predetermined number, or conferencing the caller with the current call. In order for the subscriber to perform the five options of this service, the customer must subscribe to additional features. The subscriber may choose to utilize only those options which are provided with this service at no additional charge, or may choose one or more of the options which are available at an additional monthly charge. The additional options which require a monthly subscription include forwarding the call to voice messaging or another predetermined number (Call Forwarding Fixed or Call Forwarding) or conferencing the caller with the current call (Three-Way Calling).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

Z. Distinctive Ringing Plus

This arrangement enables an individual line customer to identify an incoming call by having up to three (3) additional directory numbers (Secondary Directory Number) assigned to their main access line (Primary Directory Number). Each Secondary Directory Number is assigned a distinctive ring in order to determine which number or person is being called. Distinctive Ringing Plus is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls.

If any customer requests a Secondary Directory Number as a business listing the Primary Directory Number must be a business access line. Each Secondary Directory Number is entitled to one directory listing. Should the customer not desire the listing be published, the Telephone Company, in its directory listing process, shall designate the Secondary Directory Number as a No Charge Non-Pub. The customer would not be charged the Non-Pub recurring monthly charge as shown in Section A5.6.1.B. Non-List Service is not available for Secondary Directory Numbers. Any Custom Calling Features assigned to the Primary Directory Number will also work with the Secondary Directory Numbers, i.e., Call Waiting, Call Forwarding, Call Forwarding Busy, Call Forwarding *No* Answer.

AA. Hot Line

This arrangement provides direct call routing to an assignable directory number when the station goes off hook. The direct call routing takes place immediately after the station goes off hook.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

AAA. Return Call

Enables a customer to automatically redial the telephone number associated with the most recent call received. Return Call will be offered on both a monthly subscription and a usage-sensitive basis. Under the usage-sensitive basis and the deployment of *69 (1169-rotary dial) the customer would incur an activation charge, whether the customer chooses to advance the call or abandon the call. The telephone number of the most recent call received may be announced prior to returning the call. This added feature is subject to technical limitations. Per-activation use of Repeat Dial may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

AAAA. Repeat Dial

Automatically redials the last number the customer dialed if the call was answered, not answered, or busy. Repeat Dial will be offered on both a monthly subscription and a usage-sensitive basis. Under the usage-sensitive basis and the deployment of *66 (1166-rotary dial) the customer would incur an activation charge, whether the customer chooses to advance the call or abandon the call. Per-activation use of Repeat Dial may be blocked at the customer's request. A rate for such blocking will apply for Business customers.

AAAAA. Caller ID

Enables the display of the incoming calling telephone number on a Customer Premises Equipment (CPE) display device attached to the subscribing customer's telephone line. In addition to the ability to view the telephone number of incoming calls, Caller ID Service provides subscribers with the ability to reject calls from customers who have blocked the display of their telephone number on outgoing calls. This feature called Anonymous Call Rejection (ACR), can be activated or deactivated by dialing specific codes. This feature is initially provided to the subscriber in the deactivated mode. ACR will remain either on or off until subscribers make changes by dialing specific codes. The Caller ID subscriber will hear a confirmation tone/announcement when the feature is activated or deactivated. When a caller who has blocked the display of his/her telephone number, calls a Caller ID subscriber who has activated ACR, the caller will receive an announcement that states the customer is not accepting calls from callers who are blocking their number or number and name. The Caller ID subscriber's telephone will not ring. There is no additional charge for ACR.

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SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

BB. Caller ID with Name

Caller ID with Name functions in the same manner as Caller ID, but also includes delivery of the calling party's name. The name and number are displayed on a Customer Premises Equipment (CPE) display device attached to the subscribing customer's telephone line.

Caller ID With Name will include Anonymous Call Rejection at no additional cost.

CC. Anonymous Call Rejection (ACR)

Anonymous Call Rejection (ACR) is an optional feature that allows the called party to reject calls from parties that have used blocking to prevent the display of their telephone numbers or numbers and names to Caller ID subscribers. ACR is controlled by the customer via an activation and a deactivation code. When ACR is activated, all calls that are blocked are routed to a standard tone/announcement.

DD. Selective Call Acceptance and Selective Call Forward

Selective Call Acceptance screens incoming calls against a list of subscriber specified directory numbers and accepts only those calls from numbers on the list. Calls from telephone numbers that do not match one of the numbers on the Selective Call Acceptance list will be routed to an announcement stating that the called party is not accepting calls at this time. Calls from outside the Customer Calling service area will ring normally. This feature also controls access to computer lines for security reasons by restricting directory numbers that can terminate to computer lines.

Selective Call Forward enables a customer to transfer selected calls to another telephone number. The Selective Call Forward list of up to twelve numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Only calls from those telephone numbers in the list may be forwarded to the designated telephone number. Calls from multi-line subscribers' lines will be forwarded only where the main

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listed number has been included in the Selective Call Forward list.

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

EE. Call Trace

Enables a customer to initiate a trace of the last call received, regardless of the time lapse since the last call. The customer enters a special code to initiate the trace. Before the trace is completed, the customer will hear a prompt with instructions on how to cancel the trace or complete the trace. If the customer receives another call after hanging up from the traced call, or if the Enhanced Call Waiting feature (described in this section of this Product Guide) is activated prior to activating the trace, Call Trace will not record the correct number.

FF. Selective Call Rejection

Provides a customer the ability to prevent the receipt of incoming calls from up to twelve different telephone numbers. With Selective Call Rejection the calling party receives an announcement indicating that the call cannot be completed to the called party at this time. The Selective Call Rejection list is created by the customer through an interactive dialing sequence. Calls from multi-line subscribers' lines will be blocked only where the main listed number has been included in the Selective Call Rejection list.

GG. Selective Call Ring

Provides a customer with a distinctive ringing pattern for up to *twelve* specific telephone numbers. The customer creates a list of up to *twelve* telephone numbers through an interactive dialing sequence. When a call is received from one of these predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Normal ringing will be produced on calls from numbers not included on the list. Calls from multi-line subscribers' lines will have a distinctive ringing pattern only if those lines have been included on the Selective Call Ring list.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

HH. Per Call Blocking

Provides calling party the ability to prevent their number or number and name from appearing on the called party's Caller ID display unit by dialing a special code prior to placing each call. When the calling party activates this blocking feature, the called party will notice that a privacy indicator, instead of the calling party's telephone number or number and name, will appear on the Caller ID display unit unless ACR is activated.

II. Per Line Blocking

Provides the calling party the ability to block all outgoing calls from appearing on Caller ID display units. A privacy indicator, instead of the calling party's telephone number or number and name, will appear on the Caller ID display unit. This feature can be deactivated by the calling party by dialing a special code, and is available to single party customers with the exception of Payphone Line Service.

JJ. Three-Way Calling With Transfer

This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. The subscriber can transfer the caller to the secondary destination in one of three ways:

(1) Blind Transfer

By placing the original caller on hold, dialing the secondary destination, and upon hearing the ring, hang up, resulting in the original caller being connected to the secondary destination.

(2) Announced Transfer

By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, the subscriber announces the transfer of the call (on hold at the time) and hangs up (on hook), resulting in the original caller being connected to the secondary destination.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

JJ. Three-Way Calling with Transfer, Continued

(3) Three-Way Conferencing with Option to Transfer

By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, taking the original caller off-hold; resulting in a three way connection. The subscriber can then hang up; resulting in the original caller continuing to be connected to the caller at the secondary destination.

The subscriber of Three-Way Calling with Transfer can receive or originate the initial call. Three-Way Calling with Transfer allows the subscriber to originate both legs of a three way connection and subsequently disconnect, enabling the other parties to remain connected. The Three-Way Calling with Transfer subscriber is responsible for all applicable local and toll usage charges for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

KK. Touchtone

Touchtone Service provides for the use of push button tone service in lieu of a rotary dial to originate telephone calls.

LL. Rotary

Rotary Access Service is furnished for a customer having or ordering to be installed multiple lines and desiring to have those lines arranged so that all incoming calls to the group of lines will be directed automatically to an idle line (one of the multiple lines serving the customer).

MM. Remote Call Forwarding

Allows for the automatic transfer of all incoming calls to another dialed

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number. The dialed number is user-defined and can be either 7 or 10 digits long.

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.4. Optional Exchange Access Service Enhancement Features, Continued

PP. Rates – Embarq Areas

T

Feature	Residence	Business
Speed Calling 8 Code	\$5.00	\$5.00
Speed Calling 30 Code	6.00*	6.00*
Three-Way Calling	5.00	5.00
Three-Way Calling, Per activation	1.25	1.25
Call Forwarding	5.00	5.00
Call Forwarding, Fixed	5.00*	5.00*
Call Forward Busy-Fixed	2.00	3.00
Call Forward Busy-Customer Programmable	2.00	3.00
Call Forward No Answer-Fixed	2.00	3.00
Call Forward No Answer-Customer Programmable	2.00	3.00
Call Forward Additional Paths (Per Path)	N/A	3.00
Call Forwarding Group	2.00	3.00
Call Forwarding Group Busy	2.00	3.00
Call Forwarding Group No Answer	2.00	3.00
Fixed Call Forwarding Group	2.00	3.00
Enhanced Call Waiting	6.00	6.00
Call Waiting with Options	5.00*	5.00*
Hot Line	5.00*	5.00*
Distinctive Ringing Plus; First Number	5.00	5.00

*Grandfathered and are not available for new installations. Features in service may be continued in service at the same location provided there is no change to the customer's account.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5. Optional Exchange Access Service Enhancement Features, Continued

QQ. Rates – Embarq Areas, Continued

T

Feature	Residence	Business
Distinctive Ringing Plus; Second Number	\$5.00	\$5.00
Distinctive Ringing Plus; Third Number	5.00	5.00
Return Call, per line	5.00	5.00
Return Call, per activation	1.25	1.25
Blocking , per line	-	-
Repeat Call, per line	5.00	5.00
Repeat Call, per activation	1.25	1.25
Blocking, per line	-	-
Caller ID, per line	8.60*	8.60*
Caller ID with Name, per line	8.60	8.60
Call Waiting ID	5.00	5.00
Anonymous Call Rejection	5.00*	5.00*
Call Trace, per successful attempt	1.00	1.00
Selective Call Acceptance	5.00	5.00
Selective Call Forward	5.00	5.00
Selective Call Rejection	5.00	5.00
Selective Call Ring	5.00	5.00
Three-Way Calling with Transfer	N/A	5.00
Per-Call Blocking,	0.00	0.00
Per-Line Blocking None	0.00	0.00
Touch-tone	.00	.00
Rotary	N/A	4.50
Remote Call Forwarding	N/A	16.00
Outbound Call Block	5.00	5.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5.1 Class® Calling Services (Additional feature rates apply to each subsequent Class® feature provision on the same line) – Verizon Areas

- A. **Priority Call Ringing** permits a Customer to identify critical incoming calls. A Customer can designate up to six (6) numbers. When a call is originated from one of the designated incoming numbers, a distinctive ring identifies the call.

Class of Service	Monthly Charge	Additional
Residence	\$6.00	N/A
Business	\$5.45	\$1.80

- B. **Repeat Dialing** automatically redials the last outgoing telephone number dialed by the customer.

Class of Service	Monthly Charge	Additional
Residence	\$10.10 I	N/A
Business	\$5.40 R	\$2.00 I

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5.1 Class® Calling Services (Additional feature rates apply to each subsequent Class® feature provision on the same line) – Verizon Areas, Continued

C. **Selective Call Forwarding** provides customers with a way to forward incoming calls from up to a maximum of six pre determined calling telephone numbers to another telephone number.

Class of Service	Monthly Charge	Additional
Residence	\$6.04	N/A
Business	\$5.45	\$1.80

D. **Caller ID** (includes Anonymous Call Rejection [ACR]) provides for the display of incoming telephone numbers on a Customer-provided display device attached to the Customer's telephone line or on a Customer-provided telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

Class of Service	Monthly Charge	Additional
Residence	\$11.99 I	N/A
Business	\$9.23	N/A

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5.1 Class® Calling Services (Additional feature rates apply to each subsequent Class® feature provision on the same line) – Verizon Areas

E. **Caller ID with Name** is available to Customers being served by appropriately-equipped central offices and subscribing to Caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a Customer-provided display device. The Company will forward all calling names subject to technical limitations.

Class of Service	Monthly Charge	Additional
Residence	\$12.15	N/A
Business	\$9.90 I	N/A

F. **Call Blocking** provides the Customer with the ability to block or allow outgoing calls. Customers can block long-distance, operator assisted, specific telephone numbers, prefix and/or area codes, or all outgoing calls. This feature can be activated or deactivated through the use of a PIN.

Class of Service	Monthly Charge	Additional
Residence	\$8.50	N/A
Business	\$9.45	\$1.90

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5.1 Class® Calling Services (Additional feature rates apply to each subsequent Class® feature provision on the same line) – Verizon Areas, Continued

G. **Call Trace**, upon Customer activation, permits a Customer to automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to Customers whose basic exchange access service relies entirely on residence lines. The traced number will not be provided by the Company, but will be provided to law enforcement officials upon the written request of the Customer. Fee is per trace attempt successfully completed.

Class of Service	Per Use
Residence	\$1.50 I
Business	\$2.00 I

H. ***69** automatically provides a voice statement of the telephone number of the most recent incoming call and when activated then dials that telephone number.

Class of Service	Monthly Charge	Additional
Residence	\$11.99 I	N/A
Business	\$5.85 R	\$2.00 I

I. Additional Features - Residential

Call Forwarding Busy Line	\$5.10	Distinctive Ringing (2 add'l numbers)	\$11.99 I
Call Forwarding Busy Line/Don't Answer	\$5.10	Home Intercom	\$3.25
Call Forwarding Don't Answer	\$5.10	Intercom Deluxe	\$8.90
Call Gate	\$7.10	Remote Call Forwarding - per path	\$15.59
Call Intercept	\$11.99 I	Select / Preferred Call Forward	\$6.04
Call Priority / Selector	\$6.00	Speed Dialing (30#)	\$9.94 I
Call Waiting ID Deluxe with Name	\$8.00	Speed Dialing (8#)	\$9.10 I
Distinctive Ringing (1 add'l number)	\$11.99 I	Ultra Forward (Incl Call Forwarding)	\$10.10 I

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.6 Volume Discounts – Verizon Areas

Residential and Business Package Volume Discounts- The following discounts apply to residence service, per service, to monthly subscription rates for multiple-service purchases and are in addition to the rates and charges applicable to the associated service. The discount provision applies to the following features: Call Block, Call Forwarding (Variable), Call Forward Busy, Call Forward No Answer, Call Forward No Answer & Busy, Call Waiting, Ultra Forward, Distinctive Ringing, Home Intercom, Intercom Deluxe, Priority Call, Repeat Dialing, *69, Select Forward, Speed Dialing 8, Speed Dialing 30, Three-Way Calling, Caller ID, Caller ID w/Name, and Caller ID Manager w/Name. Note: selected features may be offered to business customers only or residential customers only, see individual descriptions for details.

Monthly Subscription
Discount Rates

Two Services, per line#	10%
Three Services, per line#	20%
Four Services, per line#	30%
Five Services, per line#	40%
Six or More, Services per line#	45%

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SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.7. Directory Services

Directory services allow Customers to customize the manner in which their Company-assigned telephone numbers appear in published directory and/or are used by dialable directories and operators. This section applies only to services provided by the Company and is subject to the liability provisions of section 2.4.

A. Alphabetical Directory Listing provides for one listing without charge in the alphabetical section of the directory of the local exchange area in which the Customer's premises are located. This listing is the primary listing and is provided for each line provided pursuant to the Company's exchange access service. Where two or more lines are arranged to hunt, all lines so arranged constitute a separate Customer service.

Class of Service	Non-recurring Charge	Monthly Charge
Residence	\$0.00	\$0.00
Business	\$0.00	\$0.00

B. Additional Listings provide the Customer with a service in which listings may appear in addition to the standard Alphabetical Directory Listing.

Verizon Service Areas

Class of Service	Monthly Charge
Residence	\$4.75
Business	\$5.25

Embarq Service Areas

Class of Service	Monthly Charge
Residence	\$2.00
Business	\$3.50 I

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.7. Directory Services, Continued

C. **Non-Published Telephone Number** is a telephone number, which is not listed in either the directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of exchange access Customers.

Class of Service	Verizon	Embarq	
	Service Areas	Monthly Charge	Monthly Charge
Residence	\$5.68	\$4.25 I	\$5.00
Business	\$9.09	\$4.25 I	\$5.00

D. **Non-Listed Telephone Number** is a telephone number, which is not published in the alphabetical directory, however, these numbers are published in Directory Assistance and other audible and electronic listings and will be available to customers using these services.

Class of Service	Verizon	Embarq
	Monthly Charge	Monthly Charge
Residence	\$3.75	\$5.00
Business	\$3.75	\$5.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.7 Directory Services, Continued

E. **Directory Assistance Call** provides the Customer with either automated or operator-assisted access to the Company’s directory services database on a dial-up basis. A maximum of two (2) number requests will be accommodated per directory assistance.

Class of Service	Verizon	Embarq	T
	Service Areas	Service Areas	
	Per – Call Charge	Per – Call Charge	
Residence*	\$3.99	\$2.99	
Business	\$3.99	3.99 I	

* Residential Customers receive ten (10) free direct-dialed intrastate to Directory Assistance calls per month.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.8. Operator Assistance Surcharges

Operator Assistance Surcharges apply when a Customer utilizes either an automated or live Company-provided operator for purposes of completing or billing a call. Operator Assistance Surcharges in addition to any local or long-distance usage services.

A. Billed to Third Party

	Verizon Service Areas	Embarq Service Areas
Class of Service	Per Access Charge	Per Access Charge
Residence	\$2.50	\$2.00
Business	\$2.50	\$2.50

B. Person to Person

	Verizon Service Areas	Embarq Service Areas
Class of Service	Per Access Charge	Per Access Charge
Residence	\$4.50	\$3.00
Business	\$4.50	\$3.00

C. 1-800 Calling Card

	Verizon Service Areas	Embarq Service Areas
Class of Service	Per Access Charge	Per Access Charge
Residence	\$0.40	\$0.40

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.8. Operator Assistance Surcharges, Continued

D. 0+ Dialed Calling Card

	Verizon Service Areas	Embarq Service Areas
Class of Service	Per Access Charge	Per Access Charge
Residence	\$1.75	\$1.25
Business	\$1.75	\$1.25

E. Busy Line Verification

Class of Service	Per Access Charge
Residence	\$5.00
Business	\$5.00

F. Busy Line Interrupt

Class of Service	Per Access Charge
Residence	\$2.50
Business	\$2.50

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.9. Premises Visit Charge

	Nonrecurring Charge
Residence	\$14.50
Business	\$19.18

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.2. OTHER CHARGES

4.2.1. Presubscribed Interexchange Carrier Charge (PICC)

A presubscribed interexchange carrier charge (PICC) will apply to each presubscribed line on a Customer's account.

	Monthly Charge
Residence Line	\$0.39
Business Line	\$0.39

4.2.2. End User Common Line (EUCL)

	Monthly Charge
Primary Line	\$4.35
Additional Line	\$6.20

4.2.3. Federal Universal Service Fund

Monthly Charge
\$0.35

4.2.4. Touch Tone

	Monthly Charge
Residence Line	\$1.00
Business Line	\$2.01

4.2.5. Local Number Portability

	Monthly Charge
Residence Line	\$0.23
Business Line	\$0.23
PBX Trunk, per Trunk	\$2.07

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.2 Subscriber Intrastate Access Service

4.2.6 General Description

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

4.2.7 Limitations

(A) A telephone number is not provided with Subscriber Intrastate Access Service.

(B) Detail billing is not provided with Subscriber Intrastate Access Service.

(C) Directory listings are not included with Subscriber Intrastate Access Service.

(D) Intercept arrangements are not included with Subscriber Intrastate Access Service

4.2.8 Undertaking of the Company

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

4.2.9 Term of Service

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

4.2.10 Rate Regulations

(A) The Subscriber Access Charge shall not apply to Lifeline customers.

(B) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.

(C) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.2 Subscriber Intrastate Access Service continued

4.2.11 Rate Regulations, continued

(D) The Subscriber Access Charge, as set forth in 4.2.12 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(E) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

(F) Services subject to the Subscriber Access Charge hereunder shall not be liable for the End User Common Line Charge (EUCL), if any, set forth in Section 9.7(A) of Company's interstate access tariff, Tariff FCC No. 1.

4.2.12 Rates

Business Customer Service Type	ILEC AREA/OCN	
	Embarq/0138	VZ BA/9206
Single Line Local Exchange Service	5.35	6.50
Multi-line Local Exchange Service	8.00	6.51
Centrex	8.00	-
Trunk	8.00	6.51
PRI	40.00	32.55
T-1/Digital PBX	192.00	156.24
BRI	7.90	-

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.3. RATE GROUPS (former Bell Atlantic)

Rate Group A-

Egg Harbor	Lambertville	New Egypt	Stroudsburg
Hackettstown	Milford	Newfoundland	Washington
Hopewell	Neshanic	Salem	West Milford

Rate Group B-

Allentown	Dennisville	Mays Landing	Port Norris
Asbury Park	Dover	Medford	Princeton
Atlantic City	Elmer	Mendham	Ramsey
Atlantic Highlands	Englishtown	Middletown	Red Bank
Avalon	Erskine Lakes	Millville	Riverside
Barnegat	Farmingdale	Milmay	Riverton
Beach Haven	Florence	Monmouth Junction	Sea Isle City
Belmar	Fort Dix	Mount Freedom	Seaside Park
Berlin	Franklinville	Mount Holly	Somers Point
Bernardsville	Freehold	Mullica Hill	Succasunna
Boonton	Glassboro	Netcong	Swedesboro
Bridgeton	Hammonton	Oakland	Tuckahoe
Brigantine	Hightstown	Paulsboro	Tuckerton
Burlington	Holmdel	Peapack	Vincentown
Butler	Hopatcong	Pemberton	Vineland
Cape May Court House	Jamesburg	Pennington	Wenonah
Cedarville	Keansburg	Penns Grove	Wildwood
Chatham	Keyport	Phillipsburg	Williamstown
Cragmere	Lakehurst	Pitman	Woodbury
Cranbury	Manasquan	Plainsboro	Woodstown
Deal	Marlton	Pompton Lakes	Wyckoff

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES, Continued

4.3. RATE GROUPS (former Bell Atlantic), Continued

Rate Group C-

Beaver Brook	Ewing	Merchantville	Ridgewood
Blackwood	Fanwood	Metuchen	Rockaway
Bordentown	Franklin Park	Millington	Roselle
Bound Brook	Gloucester	Moorestown	Somerville
Caldwell	Haddonfield	Morristown	South Amboy
Camden	Haddon Heights	Mountain View	South River
Carteret	Hawthorne	New Brunswick	Spring Lake
Cliffside	Lakewood	Ocean City	Summit
Closter	Laurel Springs	Oradell	Teaneck
Collingswood	Lawrenceville	Park Ridge	Toms River
Cranford	Leonia	Perth Amboy	Trenton
Dumont	Linden	Plainfield	Westfield
Dunellen	Long Branch	Pleasantville	Westwood
East Millstone	Madison	Point Pleasant	Whippany
Eatontown	Matawan	Rahway	Woodbridge
Englewood	Mercerville		

Rate Group D-

Bayonne	Hasbrouck Heights	Newark	South Orange
Belleville	Jersey City	Nutley	Union City
Bloomfield	Kearny	Orange	Unionville
Elizabeth	Little Falls	Passaic	Verona
Fair Lawn	Livingston	Paterson	
Hackensack	Millburn	Rutherford	

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 5- SPECIAL SERVICES AND PROGRAMS

5.1. LIFELINE TELEPHONE SERVICE

5.1.1. Description

Lifeline Service is available to low income residence customers who qualify for this service in accordance with the following regulations.

5.1.2. Regulations

- A. Lifeline Service is available to customers who meet the following eligibility criteria:
 - 1. An applicant for Lifeline Service must not be a dependent for Federal Income Tax purposes, unless he or she is over 60 years of age. This must be self-certified by the applicant.
 - 2. An applicant must be a current participant in one or more of the following New Jersey state programs:
 - a. Supplemental Security Income/Medicaid
 - b. Temporary Assistance to Needy Families/Work First New Jersey
 - c. General Assistance
 - d. Lifeline Utility Credit/Tenants Lifeline Assistance
 - e. Pharmaceutical Assistance to the Aged and Disabled
 - f. Food Stamp Program *
 - g. Home Energy Assistance Program
- B. Optional services available with Lifeline Service are limited to a Nonpublished listing, Call Block, Caller ID, Caller ID With Name, and Call Trace.
- C. A Lifeline Service line will be blocked from access to Connect Request, Call 54, 700, 900, 976, and all other Announcement Services.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 5- SPECIAL SERVICES AND PROGRAMS, Continued

5.1. LIFELINE TELEPHONE SERVICE, Continued

- D. As part of Lifeline Service, toll blocking will be made available, if requested by the customer, at no additional charge.
- E. All past due balances and service restrictions will continue to apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the past due amount(s) has been paid in full.
- F. Any Lifeline Service customer who has a past due balance of \$20.00 or more in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The Restoral of Service Charge applies to Lifeline customers whose message toll service has been restricted for non-payment.

5.1.3. Rates

Lifeline Service Customers will pay the applicable monthly Low Use Message Rate Service Residence Rate and will receive a credit of \$4.35* per month. Lifeline Service Customers will receive a monthly credit equal to the current applicable Federal Subscriber Line Charge.

* The monthly Low Use Message Rate Service and Subscriber Line Charge monthly charges will be reduced only to the extent that the full application of the credits will result in charges that are not less than \$0.00.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 5- SPECIAL SERVICES AND PROGRAMS, Continued

5.2. LINK UP AMERICA

5.2.1. Description

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers.

5.2.2. Regulations

A. Link Up America is available to customers who meet the following eligibility criteria:

1. The applicant must not be a dependent for federal income tax purposes unless he or she is more than 60 years of age.
2. The applicant must be receiving benefits from one or more of the following New Jersey state programs:
 - a. Supplemental Security Income/Medicaid
 - b. Lifeline Utility Credit/Tenants Lifeline Assistance
 - c. Pharmaceutical Assistance to the Aged and Disabled
 - d. Home Energy Assistance Program
 - e. Aid to Families with Dependent Children
 - f. Food Stamp Program
 - g. General Assistance

Applicants must self-certify the eligibility criteria set forth in (a) above. Applicants must receive State certification that they are receiving benefits from one or more of the programs set forth in (b). Certification will be accomplished using Link Up America application forms available at the Department of Human Services, County Welfare offices and Municipal Welfare offices.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 5- SPECIAL SERVICES AND PROGRAMS, Continued

5.2. LINK UP AMERICA, Continued

5.2.2. Regulations, Continued

- B. Link Up America discount is applicable to one access line at a customer's principal residence.
- C. Link Up applicants are not exempt from Telephone Company deposit requirements.
- D. Link Up America discount does not apply to the installation of inside wire.
- E. Service will not be established at discounted rates prior to receipt of the completed Link Up America application form.

5.2.3. Rates

The Link Up America Program provides for a 50% discount on the Service Order Charge and the Central Office Exchange Access Line Charge associated with the connection of a new residence exchange access line as specified in 4.1. Total amount of discount may not exceed \$30.00 as prescribed by FCC order. The remaining portion of the charges will be billed in 12 monthly installments with no interest charges billed to the Link Up customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

Reserved for Future Use

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath™ Digital Centrex Service

6.1.1 Description

MetPath Digital Centrex Service is a message rate business service with a 2-line minimum requirement. It is a central office based service provided from suitably equipped Company facilities. It consists of digital central office control and switching equipment, which when used in conjunction with customer provided stations, offers access to the exchange network and intercommunication among stations.

The equipment permits direct dialing between lines connected to the service in the same central office at no additional charge and direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

MetPath Digital Centrex Service consists of standard features and a number of optional features. The standard features are included in the system. Additional features are offered on an optional basis subject to the availability of facilities.

MetPath Digital Centrex Service is offered on a contractual basis with 5 term commitments available: 12, 24, 36, 60 and 84 months.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.2. Features

a. Standard Features

MetPath Digital Centrex service customers may select any of the following standard features for their lines.

- Automatic Callback Calling
- Call Forwarding - Busy - All Calls or Outside
- Call Forwarding - Don't Answer - All Calls or Outside
- Call Forwarding - Variable - All Calls with Reminder Ring
- Call Park
- Call Pick-up/Call Hold
- Call Transfer - All Calls or Inside
- Call Waiting - Originating
- Call Waiting - Terminating w/Tone Block
- Common Intercept
- Consultation Hold - All Calls
- Directed Call Pick-up with Barge-in
- Directed Call Pick-up without Barge-in
- Directed Call Park
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Executive Busy Override
- Inside/Outside Ringing
- Intercommunication (Intercom)
- Last Number Redial
- Speed Dialing - Short
- Station Line Hunting
- Three Way Calling
- Touch Tone

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.2. Features (Cont'd)

a. Standard Features (Cont'd)

MetPath Digital Centrex service customers may select any of the following standard features subject to availability.

CLASS Features:

- Call Block
- Call ID
- Call Trace
- Priority Call
- Select Forward
- *66 Repeat Dialing
- *69 Call Return

- Conference Arrangement (1-6 Ports) Per System
- Multi-Path Call Forwarding (up to 5 Paths)

- Music On Hold Interface
- Night Service
- Trunk Answer From Any Station
- Uniform Call Distribution w/Queuing

b. Optional Features

MetPath Digital Centrex service customers may select any of the following optional features for their lines subject to the availability of facilities.

- Additional Multi-Port Conference Arrangement
- Digital Facilities Termination
- Hot Line Service
- Distinctive Ring
- Multi-Path Call Forwarding (6 or more Paths)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions

Additional Multi-Port Conference Arrangement

This arrangement provides the station user with the ability to establish additional conference connections in increments up to six lines, including the originating line, by dialing an assigned feature access code.

Automatic Callback Calling

This arrangement permits an originating line user who attempts an intercom call to a busy line in the same Centrex system, to automatically be connected to that line when both the called and calling lines become idle, by dialing a feature activation code. This feature can be cancelled if the originating station user dials the deactivation code.

Call Forwarding - Busy Line - All Calls or Outside

This is a fixed arrangement that forwards incoming calls to a pre-designated number, either inside or outside the system, when the line is busy. This feature can be programmed in one of two modes. “All Calls” which handles calls from both inside or outside the system, or “Outside” which only handles calls from outside the system.

Call Forwarding - Don't Answer - All Calls or Outside

This is a fixed arrangement that forwards incoming calls to a pre-designated number, either inside or outside the system, when the line is unanswered after a specified number of rings. This feature can be programmed in one of two modes. “All Calls” which handles calls from outside or inside the system, or “Outside” which only handles calls from outside the system.

Call Forwarding - Variable - All Calls (with Reminder Ring)

This feature allows a station user to have incoming calls automatically forwarded to a number either inside or outside the system, for temporary periods. To activate the feature a code is dialed followed by the line number to which the calls are to be forwarded. It is deactivated by another code. Reminder ring provides a distinctive ringing signal to the Call Forward - Variable line at the time the call is forwarded.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

Call Park

This feature permits a station user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code and the station line number. A parked call that has not been retrieved within a specified time interval will be returned to the station parking the call.

Call Pick-up/Call Hold

The call hold arrangement permits an in-progress call to be held for extended periods in order that another incoming call on another line may be answered. A call pick-up arrangement permits any line of a call pick-up group to answer incoming calls intended for any other line of the same pick-up group.

Call Transfer-All Calls or Inside

This arrangement permits a station user to transfer any call to another line inside or outside of the Centrex system.

Call Waiting-Originating

This arrangement permits calls to lines of the system which are in use, originated by lines so equipped, to be “announced” by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on call hold by the called party.

Call Waiting-Terminating w/Tone Block

This arrangement permits all incoming calls on lines already in use to be “announced” by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call or if the in-progress call is placed on call hold. It can be provided for calls originating outside the system or for all calls. Tone block allows a station user to temporarily deactivate call waiting prior to initiating a call or during a call in progress. The call waiting will be automatically reactivated when the call or call attempt is terminated.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

CLASS Features:

Call Block

This feature automatically prevents the name and number of the originating caller from appearing on a Caller ID device for every outgoing call and prevents the called party from using * 69 Call Return to call back. Calls to 911, toll-free numbers and 900 numbers cannot be blocked.

Caller ID

This service shows the telephone number of an incoming call on a phone or display device before the call is answered. It also tracks the time and date of every call made to the station number.

Call Trace

This per-use feature traces the number of the last call received and sends it to an annoyance call center for use by law enforcement agencies. Use of call trace should be limited to life-threatening, obscene or harassing calls.

Priority Call

This feature allows a station user to assign a distinctive ring to calls from up to six important callers.

*69 Call Return

This feature gives the number, date and time of the last incoming call and the option to automatically dial the caller back.

*66 Repeat Dialing

This feature will keep trying to call back the last number dialed from the station for 30 minutes. If the number becomes available within the time, the phone will give a distinct ring while the number is being dialed. This service can also be used if there is no answer at a number.

Select Forward

This feature is an enhancement to call forwarding and allows a station user to forward only selected numbers to any telephone number you choose.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

Common Intercept

This arrangement permits incoming exchange calls to unassigned and/or nonworking station lines to be intercepted by a standard announcement, which informs the calling party that the called number is not in service. Intercom calls to unassigned station lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

Conference Arrangement (1-6 Ports) Per System

This arrangement permits line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.

Consultation Hold - All Calls

This arrangement permits a station user to hold any in-progress call by operation of the switch-hook. The station user is automatically returned to the original call upon completion of the second call.

Digital Facilities Termination

This is an arrangement that provides connection of a High Capacity Digital Service to a Centrex system. It converts a 1.544 Mbps bit-stream to 24 channels for the termination.

Directed Call Pick-up with Barge-in *

This arrangement provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Directed Call Pick-up without Barge-in *

This arrangement provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. If the call has already been answered, the station user who dialed the access code receives a busy signal.

* Only one of the two Directed Call Pick-up arrangements is permitted per system.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

Direct Inward Dialing (DID)

This inherent feature allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the Centrex system without the assistance of an attendant.

Direct Outward Dialing (DOD)

This inherent feature permits lines of the Centrex system to gain access to the local exchange and long distance network without the assistance of an attendant.

Distinctive Ring

This arrangement permits a customer to have one or two additional numbers (dependent numbers) assigned to their line. Each will have a distinctive ringing pattern that is different from the ring associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a distinctive ring master number, which allows for incoming calls only and have no dialing capability.

Executive Busy Override

This arrangement allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switch-hook and dialing a feature code. A warning tone is emitted and a three-way call is established. The station user invoking override can then hang up and the prior conversation will continue, or flash the switch-hook, to drop the third party from the conversation.

Hot Line Service

This arrangement provides the capability to automatically terminate an intercommunication (intercom) call to a pre-selected line without the originator dialing the call. Lines equipped with Hot Line Service have no dialing capability.

Inside/Outside Ringing

This ringing arrangement permits the identification of the source of incoming calls to idle Centrex station lines by a unique ringing pattern.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

Intercommunication (Intercom)

This arrangement permits usage free station-to-station dialing; by which station user in the same Centrex system can communication with each other.

Last Number Redial

This arrangement permits a station user to redial the last called number (up to 24 digits) by depressing a single button or dialing an access code rather than dialing the entire number.

Multi-Path Call Forwarding (up to 5 Paths)

This is a call forwarding option that permits the station user to forward simultaneous incoming messages over one line to a destination.

Multi-Path Call Forwarding (6 or more Paths)

This is a call forwarding arrangement that provides station users with additional paths to forward simultaneous incoming messages over one line to a destination.

Music On Hold Interface

This arrangement provides for the continuous broadcast of music to callers who are waiting for connection to a called party.

Night Service

This arrangement permits the routing of calls normally directed to the attendant to be directed to pre-selected lines within the system. This feature is provided on a call forwarding – fixed or variable basis.

Speed Dialing-Short

This feature permits the user to make calls to frequently called numbers by using a two-digit code. A customer programmable “short” list (of 6, 8 or 10 numbers) is provided per line.

Station Line Hunting

This arrangement permits station lines to be arranged in groups so that calls to a busy line in a call pick-up group will be completed to another line in the group that is not busy.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Feature Definitions (Cont'd)

Circular Hunt

When the hunt is in a circular arrangement and a call comes into a busy line, it will search for an available line. When it reaches the end of the sequence, the call will wrap around to the original number. If no idle line is found after three attempts, the caller will get a busy signal. This is preferable when more than 8 lines are hunting.

Sequential Hunt

When the hunt is in a sequential arrangement, hunting starts at the busy number and proceeds to a non- busy line or to the end of the sequence

Preferential Hunt

A preferential arrangement is an advanced feature used when several of the telephone numbers can be dialed, in addition to the first number in the group. Calls to the telephone number hunt normally, however, calls to the other telephone numbers may follow a different pre-selected sequence.

Three-Way Calling

This arrangement permits a station user to establish a three-way conference by placing an in-progress call on hold, through operation of the switch-hook, and then dialing another number. The station user can connect the two calls by operating the switch-hook again.

Touch Tone

All lines in the system are equipped with touch-tone calling and it is included in the monthly line rate.

Trunk Answer From Any Station

This arrangement permits the station user to answer an incoming exchange network call directed to the main listed number by any line in the system when the attendant position is in the “night mode”. It is programmed with a 3-digit code.

Uniform Call Distribution w/Queuing

An arrangement that provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multi-line hunt group.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.3 Regulations

a. MetPath Digital Centrex Service is provided to customers with a minimum of 2 lines, subject to the availability of facilities.

b. All lines within a MetPath Digital Centrex system must be billed to the same line number, with a single bill being rendered by the Company.

c. One directory listing is provided without charge for each MetPath Digital Centrex Service.

d. MetPath Digital Centrex Service is offered on a month-to-month, 12, 24 or 36 month contractual basis with 5 term commitments available: 12, 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month-to-month basis at the monthly rate associated with the 12-month term plan.

e. Lines in each MetPath Digital Centrex system, regardless of when ordered, are billed at the same rate and under the same service period as the current contract.

f. If a customer terminates the service in whole or in part prior to the completion of the customer's chosen service period, the customer will pay a termination liability calculated as follows:

Termination liability will equal the difference between the monthly rate the customer paid per line during each month the customer subscribed to the service and the monthly line rate that would have been applicable for the period during which the customer subscribed to the service, multiplied by the number of lines. Interest is added at the rate of .99384% per month.

g. If a customer terminates the service in whole or in part prior to the 12-month minimum commitment term, the following charges apply:

Termination liability will equal the difference between the monthly rate the customer paid per line during each month the service was in effect and the monthly line rate that would have applied for a 12-month term, multiplied by the number of lines. Interest is added at a rate of .99384% per month. In addition, for each remaining month to the end of the 12-month minimum commitment term, the customer will pay the monthly rate per line for a 12-month contract.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.4 Regulations (Cont'd)

h. When a customer relocates to different premises, within MetTel's serving area, the contractual obligation will remain in effect. Installation charges apply for each line at the new location.

i. With the written permission of the Company, the obligation to pay the remaining monthly rates of selected service period may be assigned to another customer at the same location.

j. In cases where a customer of Centrex transfers service to MetTel, and customer cancels a term contract with their former service provider, should MetTel choose to exculpate the customer from termination liability under such contract, customer will execute a term contract with MetTel for a minimum of 12 months.

If the service with MetTel is terminated in whole or in part prior to the completion of the customer's chosen service commitment, customer will reimburse MetTel for any termination charges MetTel paid on the customer's behalf to customer's former service provider, in addition to termination liability set forth in Section 6.1.X, items f and/or g.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.5 Recurring and Nonrecurring Charges

Monthly Recurring Charges* - per line:

Month-to-Month \$45.00 N
 D
 |
 |
 |
 |
 D

*Line Rate includes CEAC and FCC End User Line Charge

Voice Messaging – per mailbox \$5.00

Optional Features

Additional Multi-Port Conference Bridge
per 6 port bridge \$28.00

Digital Facilities Terminations, each \$300.00

Hot Line Service, per line \$.85

Distinctive Ring, per dependent number \$4.50

Multi-Path Call Forwarding, per path
6 or more paths \$5.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetPath Digital Centrex Service (Cont'd)

6.1.5 Recurring and Nonrecurring Charges

Non Recurring Charges

Connection Charge, per line \$56.00

Optional Features – one time charges

Additional Multi-Port Conference Bridge
per 6 port bridge \$15.00

Optional Features – one time charges

Digital Facilities Terminations, each \$300.00

Hot Line Service, per line \$15.00

Distinctive Ring, per dependent number \$15.00

Multi-Path Call Forwarding, per path
6 or more paths \$15.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice® Digital Centrex Service (Cont'd)

6.1.6. CentrexPak Service Description

A. MetVoice CentrexPak

CentrexPak Service is a central office message rate service that is available to customers served by compatible electronic type switching equipment where adequate facilities are available. CentrexPak Service includes the facilities necessary for intercommunication between the CentrexPak Service lines within the customer's system and station access to the Local Exchange Network.

The type of facility which connects a customer's stations to the central office is described as follows:

Basic Lines - These facilities provide intercommunication on a 2-digit basis (activated by dialing the appropriate, pre-programmed intercom code for an associated line) in addition to access to and from the exchange network without customer attendant assistance. Basic lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID).

The basic lines can be arranged with the following:

Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction - An arrangement which permits a CentrexPak basic line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without the capability for "zero" dialing.

Fully Restricted - An arrangement that allows intercom-only calling for the CentrexPak basic line user. **700/900/976 Blocked (Originating)** - An arrangement which denies the CentrexPak basic line user the ability to make outgoing calls to 700/900/976 numbers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.6. CentrexPak Service Description (Cont'd)

B. Standard Features

CentrexPak standard features are provided where facilities are available and consist of the following features, which the customer can select at no additional charge:

- Automatic Callback Calling
- Call Forwarding - Busy Line - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring)
- Call Pickup/Call Hold
- Call Transfer - All Calls
- Call Waiting - Originating
- Call Waiting - Terminating (w/Tone Block)
- Common Intercept
- Consultation Hold - All Calls
- Directed Call Pickup with Barge In
- Directed Call Pickup without Barge In
- Inside/Outside Ringing
- Intercommunication
- Speed Dialing Short
- Station Line Hunting
- Three-Way Calling
- Touch-Tone

Automatic Callback Calling An arrangement while permits an originating CentrexPak line user who attempts an intercommunication call to a busy CentrexPak line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between CentrexPak lines of the same CentrexPak system. This feature can be cancelled by the originating station user dialing a deactivation code.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.6. CentrexPak Service Description (Cont'd)

B. Standard Features (Cont'd)

Call Forwarding - Busy Line - All Calls A fixed arrangement which permits the routing of incoming calls to another specified line, either inside the system or outside the system, if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

Call Forwarding - Don't Answer - All Calls A fixed arrangement which permits the routing of incoming calls to another specified line, either inside the system or outside the system, if the intended line is unanswered, after approximately three ringing cycles.

Call Forwarding - Variable - All Calls (w/Reminder Ring) An arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are to be forwarded. The feature is deactivated by dialing another code. Reminder Ring provides for a distinctive ringing signal to be provided to the Call Forward – Variable line at the time the call is forwarded.

Call Hold An arrangement which permits an in-progress call to be held for extended periods in order that another incoming call on another line may be answered.

Call Pickup An arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.

Call Transfer - All Calls An arrangement which permits a station user to transfer any call to another station line of the system or outside of the system.

Call Waiting - Originating An arrangement which permits calls to lines of the system which are in use, originated by lines so equipped, to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.6. CentrexPak Service Description (Cont'd)

B. **Standard Features** (Cont'd)

Call Waiting - Terminating (w/Tone Block) An arrangement which permits all incoming calls on lines already in use to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting - Terminating can be provided for calls originating outside the system or for all calls. Tone Block allows a station user to temporarily deactivate Call Waiting prior to initiating a call or during a call in progress. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

Common Intercept An arrangement which permits incoming exchange calls to unassigned and/or nonworking CentrexPak lines to be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned CentrexPak lines will be intercepted by a standard central office recorded announcement for CentrexPak system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

Consultation Hold - All Calls An arrangement which permits a station user to hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

Directed Call Pickup An arrangement which provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system, is permitted.

Barge In If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non-Barge In If the call has already been answered, the station user who dialed the access code receives a busy tone.

Inside/Outside The Inside/Outside Ringing arrangement permits the identification of the source of incoming calls to idle CentrexPak station lines by a unique ringing pattern.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.6. CentrexPak Service Description (Cont'd)

B. Standard Features (Cont'd)

Intercommunication (Intercom) An arrangement which permits station-to-station dialing, by which station sets on the same CentrexPak system may communicate with each other by dialing a code without application of message charges. Arrangements of a maximum of thirty codes may be provided depending on customer requirements.

Speed Dialing Short (Individual) An arrangement which permits the user to make calls to frequently dialed numbers by using a two-digit code. A customer-programmable "short" list (6, 8 or 10) is provided per line.

Station Line Hunting An arrangement which permits station lines to be arranged in groups so that calls to a busy line in a group will be completed to another line in the group that is not busy.

Three-Way Calling An arrangement which permits a station user to establish a 3-way conference by placing an in-progress call on hold, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

C. Optional Features

i. CentrexPak CLASS Service Features

CentrexPak CLASS features may be available where Company facilities permit at the rates specified. Feature descriptions and regulations are as specified in paragraph 6.1.15.

ii. Ultra Forward

CentrexPak Ultra Forward is a service which will allow customers to activate, deactivate or change their Call Forwarding service from a remote location.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.7. CentrexPak Regulations

CentrexPak Service is available only to customers served from a compatible central office where adequate facilities are available. A system must have a minimum of two (2) and may not exceed a maximum of thirty (30) CentrexPak Service lines.

However, if the CentrexPak system falls below two lines, it will no longer be considered a CentrexPak system and will be converted to a Business Dial Tone line with no features.

All existing Product Guide rules, regulations, rates and charges associated with the conversion will apply. CentrexPak Service is classified as business service and is offered only as a complete service. The exchange access, intercommunication and features are not offered separately.

CentrexPak lines include the facilities between the customer's station equipment and the Company switching equipment and provide access to exchange and message toll service. The Company reserves the right to restrict or otherwise limit CentrexPak features where, in the Company's determination; (a) the feature(s) may create a potential incompatibility or, (b) provision of the feature(s) would require the establishment of new or additional Company procedures.

Incoming calls on Toll Free Service access lines can be terminated on a CentrexPak Service System. Incoming calls terminated in this manner may be transferred to other lines of the same CentrexPak Service System.

The customer is responsible for the publication of any in-house directory. CentrexPak Service lines can be provided at a separate customer premises. No mileage charges apply to different lines of the same CentrexPak Service system that are located at different premises but situated within the same wire center serving area.

The primary location of each CentrexPak system is the area served by the wire center in which the CentrexPak system's dial switching equipment is located.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.7. CentrexPak Regulations (Cont'd)

A secondary location is any location other than the primary location. All lines in a CentrexPak system are equipped for all the basic line features, but the customer may choose not to activate all features. Split billing provides CentrexPak customers with multiple bills for their CentrexPak lines. Each location or individual billing number of a CentrexPak system may have one or more CentrexPak lines. If the CentrexPak system falls below two lines, it is no longer considered a CentrexPak system and must be converted to Business Dial Tone Lines.

Each individual billing number will be treated separately, and the station count will be restarted on each separate bill.

One free directory listing is provided with all CentrexPak systems without additional charge. The facilities to provide access to and from the exchange and toll system, together with the necessary switching equipment for exchange access and intercommunication between the telephone lines of a CentrexPak system, are furnished in sufficient quantity in accordance with standards established by the Company for meeting business customers' service requirements other than those required to meet the unusual needs of an individual customer, such as temporary peak loads or substantial spare facilities in anticipation of possible future growth.

CentrexPak Service is offered on a message rate basis only. No local message unit allowance is included in the monthly rates. All such units are charged for at rates applicable to additional local message units on individual exchange access line message rate business service as specified.

The Central Office End User Common Line Charge is not applicable for CentrexPak systems.

The features Call Transfer, Call Forwarding -Busy, Call Forwarding - Don't Answer and Call Forwarding Variable may generate local or long distance usage charges. If generated these charges are the responsibility of the customer.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.8. CentrexPak Payment Options

CentrexPak customers may select either a month-to-month or a three-year term commitment. The term commitment becomes effective upon ordering the service.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one month following the installation of a CentrexPak line.

6.1.9. CentrexPak Adding Lines

Additional CentrexPak lines may be added to an existing system, up to a maximum of 30, during the term commitment. For customer's subscribing to the three-year plan, the term commitment with respect to any additional lines will be coterminous with such three-year period.

6.1.10. CentrexPak Disconnects

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$\text{MRC} \times \# \text{ of Lines} \times \text{Remainder of Term} = \text{Termination Charge.}$$

End of Term Options. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Arrange for termination of the service
- Convert to month-to-month service

In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.

6.1.11. CentrexPak Rates

CentrexPak Lines, per line		
Month-to-month	\$43.65*	I
36 months	\$41.47*	I

*Line Rate includes CEAC and FCC End User Line Charge

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.11. CentrexPak Optional Features Rates (Cont'd)

Per line(s) equipped

Call Block	\$1.50
Call Trace	1.00
Priority Call	1.50
Repeat Dialing	1.50
*69	1.50
Select Forward	1.50
Caller ID	6.00
Caller ID w/Name	7.00

6.1.12. CentrexFlex Service Description

A. MetVoice CentrexFlex

CentrexFlex Service is a central office message rate service that is available to customers who are served by compatible electronic type switching equipment where adequate facilities are available. CentrexFlex Service includes facilities necessary for intercommunication between the CentrexFlex Service lines within the customer's system and station access to the Exchange Network.

The type of facility which connects a customer's stations to the central office is described as follows:

Basic Lines - These facilities provide intercommunication on a four digit basis in addition to access to and from the exchange network without customer attendant assistance. Basic lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID).

The basic lines can be arranged with the following:

Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Service Description (Cont'd)

A. MetVoice CentrexFlex (Cont'd)

Long Distance Message Restriction - An arrangement which permits a CentrexFlex basic line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without the capability for "zero" dialing.

Fully Restricted - An arrangement that allows intercom-only calling for the CentrexFlex basic line user. 700/900/976 Blocked (Originating) - An arrangement which denies the CentrexFlex basic line user the ability to make outgoing calls to 700/900/976 numbers.

B. Standard Features

CentrexFlex standard features are provided where facilities are available and consist of the following features, which the customer can select at no additional charge:

Automatic Callback Calling	Call Park
Call Forwarding - Busy Line - All Calls	Conference Arrgmt.
Call Forwarding - Don't Answer - All Calls	Consultation Hold
Call Forwarding - Variable - All Calls (w/Reminder Ring)	Executive Busy
Call Pickup/Call Hold	Last Number Redial
Call Transfer - All Calls	Multi-Path Call Fwding.
Call Waiting – Originating	Music on Hold
Call Waiting - Terminating (w/Tone Block)	Night Service
Common Intercept	Trunk Answer
Consultation Hold - All Calls	Uniform Call Distributor
Directed Call Pickup with Barge In	Three Way
Directed Call Pickup without Barge In	Touch-Tone
Inside/Outside Ringing	
Intercommunication	
Speed Dialing Short	
Station Line Hunting	

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Service Description (Cont'd)

B. Standard Features (Cont'd)

Automatic Callback Calling An arrangement which permits an originating CentrexFlex line user who attempts an intercommunication call to a busy CentrexFlex line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between CentrexFlex lines of the same CentrexFlex system. This feature can be cancelled by the originating station user dialing a deactivation code.

Call Forwarding - Busy Line - All Calls A fixed arrangement which permits the routing of incoming calls to another specified line, either inside the system or outside the system, if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

Call Forwarding - Don't Answer - All Calls A fixed arrangement which permits the routing of incoming calls to another specified line, either inside the system or outside the system, if the intended line is unanswered, after approximately three ringing cycles.

Call Forwarding - Variable - All Calls (w/Reminder Ring) An arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are to be forwarded. The feature is deactivated by dialing another code. Reminder Ring provides for a distinctive ringing signal to be provided to the Call Forward – Variable line at the time the call is forwarded.

Call Hold An arrangement which permits an in-progress call to be held for extended periods in order that another incoming call on another line may be answered.

Call Pickup An arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.

Call Transfer - All Calls An arrangement which permits a station user to transfer any call to another station line of the system or outside of the system.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Service Description (Cont'd)

B. Standard Features (Cont'd)

Call Waiting - Originating An arrangement which permits calls to lines of the system which are in use, originated by lines so equipped, to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

Call Waiting - Terminating (w/Tone Block) An arrangement which permits all incoming calls on lines already in use to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting - Terminating can be provided for calls originating outside the system or for all calls. Tone Block allows a station user to temporarily deactivate Call Waiting prior to initiating a call or during a call in progress. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

Common Intercept An arrangement which permits incoming exchange calls to unassigned and/or nonworking CentrexFlex lines to be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned CentrexFlex lines will be intercepted by a standard central office recorded announcement for CentrexFlex system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

Consultation Hold - All Calls An arrangement which permits a station user to hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

Directed Call Pickup An arrangement which provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system, is permitted.

Barge In If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services6.1 MetVoice Digital Centrex Service (Cont'd)6.1.12. CentrexFlex Service Description (Cont'd)**B. Standard Features** (Cont'd)

Non-Barge In If the call has already been answered, the station user who dialed the access code receives a busy tone.

Inside/Outside The Inside/Outside Ringing arrangement permits the identification of the source of incoming calls to idle CentrexFlex station lines by a unique ringing pattern.

Intercommunication (Intercom) An arrangement which permits station-to-station dialing, by which station sets on the same CentrexFlex system may communicate with each other by dialing a code without application of message charges. Arrangements of a maximum of thirty codes may be provided depending on customer requirements.

Speed Dialing Short (Individual) An arrangement which permits the user to make calls to frequently dialed numbers by using a two-digit code. A customer-programmable "short" list (6, 8 or 10) is provided per line.

Station Line Hunting An arrangement which permits station lines to be arranged in groups so that calls to a busy line in a group will be completed to another line in the group that is not busy.

Three-Way Calling An arrangement which permits a station user to establish a 3-way conference by placing an in-progress call on hold, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

Call Park - An arrangement which permits a station user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number. A parked call that has not been retrieved within the time specified by the customer will be returned to the station parking the call.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Service Description (Cont'd)

B. Standard Features (Cont'd)

Conference Arrangement (1 - 6 Ports) - An arrangement which permits line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.

Consultation Hold - All Calls - An arrangement which permits a station user to hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

Executive Busy Override - An arrangement which allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook and dialing a feature code. A warning tone is emitted and a three-way call is established. The station user invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the conversation.

Last Number Redial - An arrangement which permits a station user to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

Multipath Call Forwarding (1 - 5 paths) - A call forwarding option which permits the station user to forward incoming simultaneous messages.

Music On Hold Interface - An arrangement which provides for the continuous broadcast of music to callers who are waiting for connection to a called party.

Night Service - An arrangement which permits the routing of calls normally directed to the attendant to be directed to pre-selected lines within the system. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basis.

Trunk Answer Any Station - An arrangement which permits the station user to answer an incoming exchange network call directed to the main listed number by any line in the system when the attendant position is in the "night" mode, via the activation of a three digit code.

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SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Service Description (Cont'd)

B. Standard Features (Cont'd)

Uniform Call Distribution ((UCD) w/Queuing) - An arrangement which provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

C. Optional Features

Additional Multi-Port Conference Arrangement - An arrangement which provides the station user the ability to establish additional conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

Digital Facilities Terminations - An arrangement which provides connection of a High Capacity Digital Service to a system. This arrangement converts a 1.544 Mbps bit-stream to 24 channels which terminate in a system.

Hot Line Service - An arrangement which provides the capability to automatically terminate an intercommunication call to a pre-selected line without the originator dialing the call. Lines equipped with Hot Line Service have no dialing capability.

Distinctive Ring - An arrangement which permits the CentrexFlex customer to have one or two additional numbers (dependent numbers) assigned to their line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

Multipath Call Forwarding (6 or more paths) - An arrangement which provides station users with additional paths to forward simultaneous messages over one line to a destination.

CLASS – See sections 6.1.11 for rates and 6.1.15 for feature descriptions.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.12. CentrexFlex Regulations

CentrexFlex Service is available to customers served from a compatible central office where adequate facilities are available. A system must have a minimum of two (2) CentrexFlex Service lines. If the CentrexFlex system falls below two lines, it will no longer be considered a CentrexFlex system and will be converted to a Business Dial Tone line with no features.

All existing Product Guide rules, regulations, rates and charges associated with the conversion will apply. The exchange access, intercommunications and features are not offered separately.

CentrexFlex lines include the facilities between the customer's station equipment and the Company's switching equipment and provide access to exchange and message toll service. CentrexFlex system is provided in one of three line size categories. Line Capacity Category I is for a system that has 2-30 lines; Line Capacity Category II is for a system that has 31-75 lines; and Line Capacity Category III is for a system that has 76 or more lines. A CentrexFlex customer may select either a month to month option or a term commitment ~~paid~~ which is either 12, 24 or 36 months.

The Music On Hold Interface arrangement requires a customer-provided music source which meets the conditions for customer-provided terminal equipment. The music source must be located at the customer's premises and be connected to the central office via a channel facility at the rates specified the Company's Local Private Line Channel Product Guide.

CentrexFlex Service is offered on a message rate basis only. No local message unit allowance is included in the monthly rates. All such units are charged for at the rates applicable to additional local message units on individual exchange access line message rate business service as specified.

One free Directory listing is provided with all CentrexFlex systems. Additional listings are available as specified.

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SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.13. CentrexFlex Disconnects

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$\text{MRC} \times \# \text{ of Lines} \times \text{Remainder of Term} = \text{Termination Charge.}$$

End of Term Options. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Arrange for termination of the service
- Convert to month-to-month service

In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.

6.1.14. CentrexFlex Rates

A. CentrexFlex Lines, per line, per month

	<u>*Category I (2- 30 Lines)</u>	<u>*Category II (31-75 Lines)</u>	<u>*Category III (76+ Lines)</u>
MTM	\$30.00 I	\$29.00 I	\$28.50 I
12 months	\$28.50 I	\$27.55 I	\$27.08 I
24 months	\$28.50 I	\$27.55 I	\$27.08 I
36 months	\$28.50 I	\$27.55 I	\$27.08 I

*Line Rate includes CEAC and FCC End User Line Charge

B. Optional Features, per month

Additional Multi-Port Conference Bridge, per 6 port bridge	\$28.00
Multi-Path Call Forwarding, per path, 6+ paths	5.00
Hot Line Service, per line	.85
Distinctive Ring, per dependent number	4.50

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.1 MetVoice Digital Centrex Service (Cont'd)

6.1.15. CLASS Feature Definitions

Call Block

This feature automatically prevents the name and number of the originating caller from appearing on a Caller ID device for every outgoing call and prevents the called party from using * 69 Call Return to call back. Calls to 911, toll-free numbers and 900 numbers cannot be blocked.

Caller ID

This service shows the telephone number of an incoming call on a phone or display device before the call is answered.

Caller ID w/Name

This service shows the name of an incoming call on a phone or display device before the call is answered.

Call Trace

This per-use feature traces the number of the last call received and sends it to an annoyance call center for use by law enforcement agencies. Use of call trace should be limited to life-threatening, obscene or harassing calls.

Priority Call

This feature allows a station user to assign a distinctive ring to calls from up to six important callers.

*69 Call Return

This feature gives the number, date and time of the last incoming call and the option to automatically dial the caller back.

*66 Repeat Dialing

This feature will keep trying to call back the last number dialed from the station for 30 minutes. If the number becomes available within the time, the phone will give a distinct ring while the number is being dialed.

Select Forward

This feature is an enhancement to call forwarding and allows a station user to forward only selected numbers to any telephone number you choose.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.2 MetPak Advantage Plan for Business Customers

6.2.1. Description

The MetPak Advantage Plan provides Business Customers with the option to pay a flat monthly fee for unlimited calling. The flat monthly fee is in addition to the rate the customer pays for their telephone line (see Section 4.0 of this Product Guide for prevailing rates for Business Lines). There are two options for the customer to consider, (1) unlimited local calling, (2) unlimited local and ¹regional toll calling. The monthly flat rate is dependent upon which option the customer elects. These call plans are only available on MetTel Individual Business Lines and Centrex Lines. Lines on Resale are not available at this time. MetTel reserves the right to terminate a Plan.

6.2.2 Regulations

- A. Only one calling plan option can be ordered per individual line.
- B. The unlimited calling options are available to business customers, who at the time they order these plans have no more than 25 voice grade lines for all BTNs per service address. Eligible customers may order the options on a maximum of 10 lines per service address. Business customers with multiple service addresses may order the unlimited calling options subject to the preceding eligibility requirements.
- D. Customers must use MetTel as their local, regional toll and long distance carrier in order to qualify for the options as defined in A. preceding. In those cases in which the customer may have selected “None” as their PIC option for regional toll and long distance, they will still qualify for the unlimited local option. In those cases in which the customer may have selected “None” as their PIC option for long distance, they will still qualify for the unlimited local and regional toll options, or an unlimited local and a per minute MetTel regional toll calling plan.
- E. These plans only apply to voice traffic for sent-paid, directly-dialed local, regional and domestic long distance calls, i.e., in-state and state-to-state. Calls to Internet Service Providers, which is non-voice information access traffic, are not covered under this plan.

¹Regional is defined as those call areas beyond the customer’s local calling area and / or extended call area but do not constitute an Interstate or InterLATA call.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 6 – Business Network Switched Services

6.2 MetPak Advantage Plan for Business Customers (Cont'd)

6.2.2 Regulations (Cont'd)

F. These plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI or ISDN PRI Services, Digital PBX Trunk Services (T1s), Remote Call Forwarding Service, Foreign Exchange Service, Coin or Pay Telephone Service. The calling options, as defined in A. preceding, will not be provided to customers with PBX or Key Systems who convert their trunks to Business Message Rate lines. The Company maintains the right to terminate the plan when the Company has determined the service has been compromised for its intended applications.

G. These plans do not include calling card or collect calls, information type calls such as Time and Weather, 555, 700, 900, 976 Services, Directory Assistance Services or any type of Operator Handled Call.

6.2.2 Rates

MetPak Advantage is a plan that provides Businesses the opportunity to customize flat rate calling plans for their local and regional calling needs. The plans are only available on Individual Business Lines and Centrex lines. All rates are per line, per month.

	MTM	12M	24M	36M
Unlimited Local	\$34.00 I	\$31.60 I	\$27.20 I	\$25.85 I
Unlimited Local, Regional	\$44.00 I	\$40.90 I	\$35.20 I	\$33.45 I

6.3 MetPak Advantage Plus Plan for Business Customers

6.3.1 Description

The MetPak Advantage Plus Plan provides Individual Business Line customers with a package of optional features at a fixed monthly rate per line, in addition to the MetPak Advantage Plan defined in Section 6.2 preceding.

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6.3 MetPak Advantage Plus Plan for Business Customers

6.3.2 Features

The MetPak Advantage Plus Plan provides customers with all of the following features for an additional fixed monthly rate of \$10.00 per line. Anonymous Call Rejection, Caller ID with Name, Call Forwarding, Three-Way Calling, Speed Dialing 8*, Unlimited Call Return and Repeat Dial.

6.3.3 Rates

The MetPak Advantage Plus Plan mirrors the MetPak Advantage Plans; additionally the features described in paragraph 6.3.2 preceding are included for each line equipped with the offer. Service pertains to Individual Business lines only.

	MTM	12M	24M	36M
Unlimited Local	\$44.00 I	\$40.90 I	\$35.60	\$34.30
Unlimited Local, Regional	\$54.00 I	\$50.20 I	\$43.60	\$41.90

6.3.4 Term Plans

The MetPak Advantage Plans for Unlimited Local and Regional Toll, and Unlimited Local, Regional Toll and Long Distance Usage for Business customers are available under a Month-to-Month, 12, 24 or 36 Month Term Agreement. Customers on the Month-to-Month term option may discontinue their enrollment in the plan(s) at any time upon notification to MetTel.

Term agreements are applied per line and each line can have a different start date. At the end of the term period, or any subsequent renewal, the agreement will automatically be renewed for successive 12, 24 or 36 Month Terms, on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Pricing will remain the same during any automatic renewal unless the MetTel has provided 30 days' notice of any change. MetTel reserves the right to change the price for the Term Agreements at any time on 30 days' notice, and such new price shall apply to all new and existing term agreements from the end of the 30-day period.

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6.4 ISDN PRI

6.4.1 General

ISDN Primary Rate Interface (PRI) Service provides a customer with the capability for simultaneous voice and data and for inward and outward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises. The service complies with industry standards for twenty-three (23) Bearer Channels at 64Kbps each and one (1) Data Channel at 64Kbps. It is a digital service offering available to business customers.

6.4.2 Description

MetPath™ ISDN PRI Service is an alternative for individual local exchange access loop services provisioned on a 1.544 megabit per second (Mbps) bandwidth facility using the Integrated Services Digital Network (ISDN) architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. It can also be used as loop transport for circuit switched data applications. In addition, MetPath™ ISDN PRI Service provides the customer with the service capabilities and features described in this section.

MetPath™ ISDN PRI Service consists of an optional primary rate access facility or other high speed access, a PRI connection, and optional features. The primary rate access facility is a customer premises to central office arrangement providing ISDN capabilities. The PRI connection consists of 23 "B" channels and one "D" channel or 24 "B" channels which are defined as follows:

B Channel:

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel:

The D channel is a 64 kilobit per second (kbps) channel that carries signaling and control for the B channels. The PRI Connection is available in three Interface Arrangements. The

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6.4 ISDN PRI (Cont'd)

6.4.2 Description (Cont'd)

23B+D consists of 23 "B" bearer channels plus one signaling/control "D" channel. The 24B contains 24 "B" channels, without a signaling/control "D" channel. The 23B+Back-up D consists of 23 bearer channels and one "D" channel arranged in a hot standby mode.

The 23B+D can be arranged to control several 24 B connections in a fixed configuration. The 23B+Back-up D is a hot standby arrangement that is capable of handling signaling in the event of failure on any 23B+D connection.

A typical trunk group configuration would consist of one or more 23B+D connections, one 23B+Back-up D connection, and numerous 24 B connections. Additional redundancy is achieved by ordering more than one 23B+Back-up D connection.

A PRI Trunk Group is a group of channels which are designated as one of the following:

Toll Free Service	Call-by-Call Service Trunk Group
Incoming Exchange Trunk Group	Outgoing Exchange Trunk Group
Out WATS Service	Two-Way Exchange Trunk Group

Only one Call-by-Call trunk group may be provisioned on an MetPath™ ISDN PRI arrangement. Where available, up to two trunk groups of each of the other trunk group types above may be provisioned on a PRI Arrangement. The total number of trunk groups per PRI arrangement is limited to four. The capability to assign other than Call-by-Call trunk groups varies by central office switch type.

A Simulated Facility Group is a software defined register used to limit the number of simultaneous calls with specific attributes.

6.4.3 Service Capabilities

MetPath™ ISDN PRI Service provides the capability to:

- Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- Have one D channel control numerous PRI Interface Arrangements, depending on facility

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6.4 ISDN PRI (Cont'd)

6.4.3 Service Capabilities (Cont'd)

handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.

- A 23B + Back-up D Interface Arrangement is required when two or more 24B PRI Interface Arrangements are ordered.
- Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Wide Area Telecommunications Service (WATS) and Toll Free Service, or optionally configure channels to access other Product Guide services on a per-call basis.
- Allow the user to have access to the directory number of the calling party.

Customers subscribing to MetPath™ ISDN PRI Service must comply with ISDN Primary Rate Interface specifications as designated by the Company. The ISDN Primary Rate Interface is comprised of a limited set of standard user- network interfaces. The PRI customer premises equipment (CPE) located at the customer's premises must be compatible with the network interface.

The Primary Rate Access Facility provides an ISDN compatible high capacity access path at a transmission speed of 1.544 megabits per second (Mbps) for communications between the customer's premises and the central office. Each Primary Rate Access Facility supports one MetPath™ ISDN PRI Connection.

Customers may utilize alternate high capacity digital facilities (that meet the specifications as determined by the Company) in lieu of the ISDN Primary Rate Access Facility. The applicable rules, regulations and rates from the appropriate Company Product Guide will apply for the alternate high capacity digital facilities.

6.4.4 Features

The following features are available with MetPath™ ISDN PRI:

Call-by-Call Service Selection - Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple Product Guide services on a per-call basis. The customer premises equipment signals the local central

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6.4 ISDN PRI (Cont'd)

6.4.4 Features (Cont'd)

Calling Line Identification - Allows the user to have access to the directory number of the calling party.

Calling Line Identification With Name – Allows the user to have access to the directory number and name of the calling party.

Modified Redirecting Number – This feature allows the number of the original called party number plus the last redirected calling party number to be passed to the end user when a call is forwarded or redirected. The Calling Line ID or Calling Line ID with Name will not show up as being transferred on the terminating CPE. The user must have Calling Line ID or Calling Line ID with Name plus Redirecting Number to enable this feature.

Redirecting Number – Allows the original calling party number plus the last calling party number to be passed to the end user when a call is forwarded to a PRI. The PRI will deliver the calling party number and the redirecting number. The user must have Calling Line ID or Calling Line ID with Name to enable this feature.

Two B Channel Transfer – This feature allows the CPE to accept a call from one user and, after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

Nonhunt Directory Number – This feature allows a nonhunt directory number on individual PRI or multiline PRIs in a hunt group using D channel backup. This number allows testing on an individual PRI or multiline hunt group with D channel back up.

ISDN PRI Service Portability - Allows a customer to request that all or a portion of their ISDN Primary Service and Telephone Numbers be provisioned from an alternate switch in the same rate area as defined by the Telephone Company.

6.4.5 Regulations

MetPath™ ISDN PRI is only available from a generically capable central office. Feature availability and service capabilities are dependent on the network facilities and central office

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6.4.5 Regulations (Cont'd)

ISDN-compatible terminal equipment is a requirement for operation. It is the customer's responsibility to obtain and power such equipment. MetPath™ ISDN PRI Service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside their serving central office or their calling area. Where compatible network facilities are available, customers will be able to originate and receive circuit-switched data calls inside or outside of their service central office.

These provisions do not apply to the transmission of packet data on the B channel. Packet data on the B channel may be provided only on an individual case basis. Existing local usage charges apply to circuit-switched voice calls. Flat rate service is not available.

Circuit-switched data and voice calls will be billed on a local usage-sensitive basis as specified in this Product Guide. Toll charges will apply when circuit-switched data and voice calls are made outside of the local calling area.

All PRI facilities must have at least one 23B+D connection for signaling and control functions.

A 23B+Back-up D channel arrangement is required whenever the combination of PRI Connections ordered or in service would otherwise cause more than 47 B channels to be controlled by a single "D" channel associated with a 23B+D connection.

When more than one Company service is accessed over the same PRI Arrangement, Call- byCall Service Selection may be required. When, at the customer's request, this service is furnished from other than the normal serving central office, charges for foreign exchange and/or foreign central office service will apply as specified in this Company's Product Guides.

Foreign exchange and/or foreign central office charges do not apply when a customer is served from an alternate serving central office because the normal central office is not equipped, as specified following.

This service is available only from offices which have the necessary facilities to provide ISDN on the standard ISDN network platform. In the event that a customer is served by a non-conforming office, an office that is out of capacity or a central office that is part of a remote switching cluster, the Company will attempt to provide ISDN service from an alternate serving central office in the same rate area at no additional charge to the customer where adequate

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6.4 ISDN PRI (Cont'd)

6.4.5 Regulations (Cont'd)

The local calling area and telephone numbers will be those associated with the customer's normal serving central office switch. Such provisioning may be elected where, at the discretion of the Company, service can be provided at reasonable cost to the Company.

If ISDN service is not available from a central office in the same rate area, the Telephone Company will attempt to provide service from an alternate serving central office, outside of the customer's normal rate area, at no additional charge to the customer, provided that the Company's existing rates for ISDN service cover any additional cost for service from the alternate serving central office.

The customer must accept the serving location assigned by the Company, and may request to move service to the local serving central office at such time as ISDN service is available in that office.

If ISDN service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office, as specified in the Company's Product Guides.

When ISDN service is available from the customer's local serving central office, the customer may revert to and accept a number change to one associated with the local serving central office, and be subject to calling areas associated with the original serving central office as specified in the Company's Product Guides. If the customer does not wish to take service from the local central office after ISDN service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service may apply, as established in the Company's Product Guides.

No charge will apply to the transfer of this service back to the normal serving central office as set forth above. Each PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified in this Product Guide. Telephone numbers ordered in blocks of 20 from the DID Product Guide and Individual Additional Telephone Numbers ordered from this Product Guide may be delivered on the same Simulated Facility Group or dedicated (non Call-by- Call) trunk group.

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6.4 ISDN PRI (Cont'd)

6.4.5 Regulations (Cont'd)

The quantity of Individual Additional Numbers may not exceed the size of the trunk group of Simulated Facility Group to which they are assigned.

6.4.6 Termination Liability

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$\text{MRC} \times \# \text{ of PRI's} \times \text{Remainder of Term} = \text{Termination Charge.}$$

6.4.7 Additions to Service

During the contract period, the customer may add PRI services at the same monthly rate as specified in the initial contract. The contract period for these additional PRI features may be coterminous with the initial contract. New PRIs can be added with any month to month or contract term and will not necessarily be conterminous with existing PRIs.

6.4.8 Changes in Future Contract Rates and Renewal Options

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel their existing contract without penalty, providing they sign-up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions and prices of the new contract.

Prior to the expiration of the existing contract period, a customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be for a period of time which is equal to or greater than the length of the original contract. The number of PRI arrangements must be equal to or greater than the number of arrangements contained in the original contract. The contract period effective date will be the date the customer signs the new contract.

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6.4 ISDN PRI (Cont'd)

6.4.9 Rates – Non Recurring and Monthly¹

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Primary Rate Access Facility, each		
Month-to-Month	\$700.00	\$150.00
2 or 3 Year Contract	None	\$145.00
PRI Arrangement, each ²		
23B+D or 24B		
Month-to-Month	\$700.00	\$300.00
23B + Back-up D		
Month-to-Month	\$700.00	\$350.00
Volume Contracts, 23B+D, 24B, 23B+Backup D		
Package 1 with 1 – 10 PRIs (each)		
2-Year Contract	None	\$285.00
3-Year Contract	None	\$275.00
Package 2 with 11 – 20 PRIs (each)		
2-Year Contract	None	\$280.00
3-Year Contract	None	\$270.00
Package 3 with 21+ PRIs (each)		
2-Year Contract	None	\$275.00
3-Year Contract	None	\$265.00

¹The ISDN PRI rates in this Product Guide are based upon the Company's purchase of these services from Verizon NJ under a Total Service Resale arrangement. The Company may purchase ISDN PRI Services from other wholesale providers at rates and rate structures that differ from those in this Product Guide. These rates are cost-based and vary by customer based on the wholesale provider's central office ISDN PRI port costs and the loop costs which are based on the distance from the serving central office to the customer's location. The Company will provide these services to its customers on an Individual Case Basis (ICB) using rates that will vary by customer as well as contractual term and quantity of services.

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6.4 ISDN PRI (Cont'd)

6.4.9 Rates – Non Recurring and Monthly (Cont'd)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Circuit-Switched Data Usage Allowances, per Account			
<u>Package</u>	<u>Monthly Allowance</u>		
Option 1	None	None	None
Option 2	250 Hours	None	\$250.00

Each minute or fraction thereof which exceeds the Usage Allowance Options stated above will be billed:

- Option 1, at \$.02 per minute
- Option 2, at \$.008 per minute

Modified Redirecting Number, per PRI Arrangement			
Month-to-Month		\$75.00	\$40.00
3-Year Contract		None	35.00
Redirecting Number, per PRI Arrangement			
Month-to-Month		\$75.00	\$50.00
3-Year Contract		None	45.00
Calling Line Identification, per PRI Arrangement			
Month-to-Month		\$100.00	\$100.00
3-Year Contract		None	95.00
Call-by-Call Service Selection, per PRI Arrangement			
Month-to-Month		\$100.00	\$75.00
3-Year Contract		None	73.00

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6.4 ISDN PRI (Cont'd)

6.4.9 Rates – Non Recurring and Monthly (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Calling Line Identification with Name, per PRI Arrangement		
Month-to-Month	\$100.00	\$150.00
3-Year Contract	None	140.00
Two B Channel Transfer, per PRI Arrangement		
Month-to-Month	\$100.00	\$75.00
3-Year Contract	None	65.00
Non Hunt Directory Number		
Month-to-Month	\$25.00	\$14.00
3-Year Contract	None	12.00
Optional Service Features Packages		
Feature Package I (Calling Line Identification and Call-by-Call Service Selection), per PRI Arrangement		
Month-to-Month	\$100.00	\$150.00
3-Year Contract	None	145.00
Feature Package II (Calling Line Identification and Call-by-Call Service Selection), per PRI Arrangement		
Month-to-Month	\$100.00	\$235.00
3-Year Contract	None	225.00

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6.4 ISDN PRI (Cont'd)

6.4.9 Rates – Non Recurring and Monthly (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
PRI Reconfiguration Charges – Change Charge Add/change to existing trunk group, or addition of new trunk group, per occasion	\$50.00	None
Change in D-channel configuration (23B, 24B, 23B+BU- D) per PRI Arrangement addition of new trunk group, per occasion	\$300.00	None
Individual Additional Telephone Numbers, each	\$25.00	\$3.00
⁴ ISDN Primary Service Portability, per PRI ported	None	25.00

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6.5 ISDN BRI

6.5.1 Description

ISDN Basic Rate Interface (BRI) Service is an optional service arrangement which can be used in conjunction with a customer's Individual Line Business service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

6.5.2 Service Capabilities

Customers can configure BRI using the following service capabilities:

- a. Featured voice on the B channel(s).
- b. Circuit-switched data on the B channel(s) at speeds up to 64 kbps.
- c. Alternating circuit-switched voice and circuit-switched data on the same B channel.

Customers subscribing to BRI must comply with ISDN Basic Rate Interface specification as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as a two-wire interface is the physical interface between a switch equipped with ISDN and the network termination (NTI). The NTI is customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

6.5.3 Regulations

This service is offered only where facilities and appropriate technology are available. BRI rates and charges are in addition to other applicable rates, usage charges and applicable taxes and surcharges. Existing local usage charges apply to circuit-switched voice calls and D channel packet-switched data calls. Circuit-switched data calls will be billed on a local usage sensitive basis. Toll charges may apply when circuit switched data calls are made outside of the customer's local calling area. Calls identified as circuit-switched data will be billed at the Circuit-Switched Data Usage rate even if the customer's equipment establishes the call as circuit switched voice service and then transmits 56 kbps or 64 kbps circuit switched data.

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6.5 ISDN BRI (Cont'd)

6.5.3 Regulations (Cont'd)

This service is available only from offices which have the necessary facilities to provide ISDN on the standard network platform. In the event that a customer is serviced by a non-conforming office, the Company will provide ISDN service from an alternative serving central office at no additional charge to the customer, where adequate facilities exist. Such provisioning may be elected where, at the discretion of the Company, service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company and must agree to move service to the local serving central office at such time as service is made available in that office.

This service is available only where the customer's service location is within the distance limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible at a reasonable cost to the Company. In such instances, each request for service will be evaluated on an Individual Case Basis and charged appropriately, if necessary.

The Company may require a term agreement from the customer. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.

6.5.4 Rates

ISDN Basic Exchange Digital Line	\$18.98 I
ISDN Centrex Digital Line	\$12.26 N
ISDN Basic Exchange Circuit Switched Data	\$5.99
ISDN Circuit Switched Data CTX	\$10.29 N
ISDN Basic Exchange Alt Circuit Switched Voice/Data	\$5.99
ISDN AC Voice/Data CTX	\$10.29 N
ISDN Basic Exchange Circuit Switched Voice	\$5.99
ISDN CS Voice CTX	\$7.87 N
Circuit Switched Data Intrastate Rate - per min	\$0.1090

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