

Metropolitan Telecommunications

PRODUCT GUIDE

For Detariffed Services

IN THE STATE OF CONNECTICUT

CHECK SHEET

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**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this Product Guide for the purpose indicated below:

- (C) to signify changed regulation.
- (D) to signify discontinued rate or regulation.
- (I) to signify increase to a rate or charge.
- (M) to signify matter relocated without change.
- (N) to signify new rate or regulation.
- (R) to signify reduced rate.
- (T) to signify a change in text but no change in rate or regulation.

**APPLICATION OF PRODUCT GUIDE**

This Product Guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Metropolitan Telecommunications to customers within the state of Connecticut.

Service is available where facilities permit.

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**SECTION 1 – DEFINITIONS**

For the purpose of this Product Guide, the following definitions will apply:

**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**

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).

**Analog**

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

**ASCII**

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**Asynchronous**

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**Authorized User**

A person, corporation or other entity who is authorized by Manhattan Telecommunications Corporation's customer to utilize service provided by Manhattan Telecommunications Corporation to the customer. The customer is responsible for all charges incurred by an Authorized User.

**Attendant**

An operator of a PBX console or telephone switchboard.

**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.

**Bit**

The smallest unit of information in the binary system of notation.

**Building**

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

**Call Initiation**

The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

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**SECTION 1 - DEFINITIONS, (CONT'D)****Call Termination**

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**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.

**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.

**College**

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

**Communication Systems**

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

**Company**

Metropolitan Telecommunications, unless otherwise clearly indicated from the context.

**Commission**

The Connecticut Public Utilities Regulatory Authority.

**Customer**

The person, firm, corporation, or other entity which orders service and utilizes service provided by the Company. A customer is responsible for the payment of charges and for compliance with all terms.

**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.

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**SECTION 1 - DEFINITIONS, (CONT'D)****Customer Premises**

All space in the same building in which one subscriber has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different building on continuous property, provided such buildings are occupied solely by one subscriber. Foyers, hallways and other space provided for the common use of all occupants of a building are considered the premises of the operator of the building. For a COCOT on a free-standing outdoor pedestal, not affixed to any structure, the pedestal will be treated as the customer's premises.

**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.

**Dial Pulse ("DP")**

The pulse type employed by a rotary dial station set.

**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.

**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.

**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.

**E911 Service Area**

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

**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.

**Error**

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

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**SECTION 1 - DEFINITIONS, (CONT'D)**

**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 customer 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 customer's premises.

**Exchange Usage Charge**

The monthly exchange usage charge represents the charge for local calling.

**Exchange Station**

A station on an exchange line.

**Extended Local Calling Area**

The portion of the local calling area outside the primary calling area.

**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.

**Foreign Central Office**

A central office which does not serve the subscriber's location, except on a foreign exchange basis.

**Ground Start**

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

**Hospital**

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

**Hotel**

An establishment offering lodging with or without meals to the general public on a day-to- day basis.

**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.

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**SECTION 1 - DEFINITIONS, (CONT'D)****Inside Wire**

All wire, connecting blocks, and all material associated with the wire located on the subscriber's side of the CAP.

**Interexchange Carrier (IC) or Interexchange Common Carrier**

The term "Interexchange Carrier" (IC) or "Interexchange Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation, engaged in intrastate communication by wire radio, between two or more exchanges.

**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.

**Interruption**

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

**Joint User**

A person, firm, or corporation that uses the telephone service of a subscriber.

**Kilobit**

One thousand bits.

**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 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.

**Megabit**

One million bits.

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**SECTION 1 - DEFINITIONS, (CONT'D)****Measured 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.

**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. One completed call is equal to one message.

**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.

**Network Control Signaling Unit**

The terminal equipment furnished, installed and maintained by the 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.

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**SECTION 1 - DEFINITIONS, (CONT'D)****Primary Calling Area**

For message rate telephone services, the primary calling area is that area within which the Rate band 1(A) rate applies for a sent-paid telephone call.

For flat rate telephone service, the primary calling area is that area within which no message charge is applicable for a sent-paid telephone call.

**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.

**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 Period**

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.

**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.

**Service Point**

The term "Service Point" when used in connection with subscriber-provided communication channels denotes the point on the subscriber's premises where channels provided by or furnished to the subscriber are terminated in switching equipment used, at least in part, for communications with stations or subscriber-provided terminal equipment.

**Serving Central Office**

The central office from which local service is furnished.

**Serving Terminal**

Point from which line or channel is extended, by means of local wiring and facilities, to a subscriber's premises.

**SECTION 1 - DEFINITIONS, (CONT'D)**

**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.

**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.

**Synchronous**

Transmission in which there is a constant time interval between bits, characters or events.

**Telephone Call**

A voice connection between two or more telephone stations through the public switched exchange system.

**Telephone Grade Lines**

Lines furnished for voice transmission or for certain signaling purposes.

**Termination of Service**

Discontinuance 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 Manhattan Telecommunications Corporation.

**Tone Dial Signaling ("TD")**

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

**Two Day**

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

**User**

A customer, joint user, or any other person authorized by a customer to use service.

**SECTION 2 - GENERAL REGULATIONS**

A. APPLICATION OF RATES AND CHARGES

1. Flat Rate Service and Message Rate Service on Same Premises Flat rate service and message rate service will not be furnished on the same premises except as follows:
  - a. Flat rate service for the exclusive use of the subscriber may be furnished to a subscriber to semi-public service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients.
  - b. Flat rate service and message rate service may be furnished on the same premises only where the services are furnished from different exchanges.
  - c. Flat rate service for the exclusive use of the subscriber may be furnished to a reseller of service that subscribes to message rate or measured service for resale to its customers.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)****B. USE OF SERVICE AND FACILITIES****1. Use of Service****a. Business Service**

The use of business service and facilities is restricted to the subscriber, and the customers of resellers of service in accordance with paragraph b. following except as otherwise provided by this Product Guide.

Services and facilities are furnished only for communications in which the subscriber and the aforementioned persons have a direct interest and shall not be used for collection, transmission or delivery of communications for others except as otherwise provided by this Product Guide.

The Telephone Company shall not be required to furnish service or facilities where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

**b. Resale and Sharing of Service**

1) The Telephone Company will permit the resale or sharing of basic local exchange service and private line services, subject to the following terms and regulations:

a) "Resale" is the reselling by a subscriber of the subscriber's service to others for profit.

"Sharing" is the shared use by a subscriber with others on a shared cost (non-profit) basis of the subscriber's service.

b) Resellers are required to obtain a Certificate of Public Convenience and Necessity issued by the Public Utilities Regulatory Authority, State of Connecticut.

c) The Telephone Company will not be responsible for the manner in which the use of service charges are allocated to others by a subscriber who resells or shares service. All applicable rates and charges for such service will be billed to the subscriber.

d) Orders for service will be accepted by the Telephone Company only from the subscriber.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)****B. USE OF SERVICE AND FACILITIES, (Cont'd)****1. Use of Service, (Cont'd)****b. Resale and Sharing of Service, (Cont'd)****2) Service on which resale or sharing is permitted:**

- a) Resale/Sharing of exchange service will be permitted only on message rate or measured business rate individual and trunk lines. Flat rate exchange service, except specially rated lines connected to FCC registered customer owned coin operated telephones (COCOT).
  - b) The Telephone Company retains the right to serve the ultimate user directly, if that user so chooses.
  - c) Customers of resellers will be permitted to terminate their Telephone Company provided lines on a common PBX.
  - d) When a reseller provides service to a number of customers through a common PBX, the responsibility of the Telephone Company ends at the trunk lines which terminate in the switchboard.
- 3) Directory listings for the customers of subscribers who resell or share service will be provided at the rates for business additional listings as set forth in the company Product Guide. The reseller accepts responsibility for the composition and accuracy of these listings, as well as the monthly charges.
- 4) The Telephone Company shall not be required to permit resale or sharing of service provided by the Telephone Company where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.
- 5) In the event that provision of interoffice circuits becomes a problem because of demand from resellers that could not reasonably be anticipated and included in Telephone Company forecasts, the Telephone Company may require a minimum of six months' notice of circuit requirements from resellers.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)****B. USE OF SERVICE AND FACILITIES, (Cont'd)****1. Use of Service, (Cont'd)****b. Resale and Sharing of Service, (Cont'd)**

6) When an application is cancelled or changed prior to the establishment of service requested by a reseller, termination charges will apply.

7) Maintenance Service Charges included in the Product Guide apply as appropriate.

**c. Protection of Telephone Company Plant, Property and Service**

The telephone company shall not be required to furnish services to a reseller where the proposed use of the service would tend to injuriously affect the

**2. Use and Ownership of Directories and Unauthorized Attachments**

Telephone directories distributed from time to time by the Telephone Company remain the property of the Telephone Company, shall not be mutilated, and shall be surrendered upon request or upon delivery for the subsequent issue. No binder, holder, insert, auxiliary cover or attachment of any kind shall be attached to or used with the directories owned by the Telephone Company, which mutilates the directory or is so attached as to impede reference to essential service information or otherwise interfere with service.

**3. Use and Ownership of Equipment and Unauthorized Attachments or Connections**

Unauthorized attachments or connections of the Telephone Company's equipment, channels and lines shall be carefully used. Equipment furnished by the Telephone Company shall remain its property and be returned to it whenever requested, in as good condition as reasonable wear will permit.

**4. Broadcast of Recordings of Telephone Conversation and Incoming Messages**

Broadcasting of a recording of a telephone conversation or incoming message during the period of recording is permitted provided that the recording is made in accordance with regulations set forth in this Product Guide and any applicable regulations from the FCC.

**5. Content Related Services**

Customers wishing to establish any content related services must adhere to the terms and conditions in this Product Guide.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

C. OBLIGATION OF TELEPHONE COMPANY

1. This Company does not transmit telephone messages, but offers, subject to the terms and conditions specified in this Product Guide, the use of the facilities where available for communication between parties.

The Telephone Company's obligation to furnish facilities and service is dependent upon its ability

- a. To secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment,
- b. To secure and retain, without expense to it, suitable space for its plant and facilities in the building where service is or is to be provided,
- c. To secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein, or
- d. To secure compliance with the provisions of this Product Guide as to underground construction by the subscriber or any other party in interest, such as the applicant for service or the owner or operator of the premises where service is or is to be provided, and
- e. The Telephone Company's obligation to furnish service or to continue to furnish service is further dependent on its ability to obtain, retain, and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

D. LIABILITY

1. Liability of Customer for Loss of or Damage to Equipment

The customer is required to reimburse the Telephone Company for any loss of, or damage to telephone facilities or equipment, on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

## D. LIABILITY (Cont'd)

## 2. Liability of Telephone Company for Service Interruptions, Errors, etc.

## a. Service Interruptions

A service interruption is considered to occur when the customer is unable to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors. Interruption does not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and /or switching capacity shortages. Nor shall the interruption allowance apply wherever service is interrupted by the negligence or will act of the customer, or where the Company, pursuant to the terms of this Product Guide, suspends or terminates service because of non-payment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by this Product Guide. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Product Guide, the customer is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the customer's local call allowance during a given billing period.

When, after notice by the customer to the Company of an interruption of service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours. The allowance is equal to a portion of the monthly rate for all services and facilities furnished by the Company that are rendered useless or substantially impaired. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

## b. If interruption continues for less than 24 hours:

If the allowance is requested of the business office by the customer on the grounds that his service for the day was substantially impaired by such interruptions, then, for that day:

- 1)  $1/30^{\text{th}}$  of such monthly rate, if there was not a previous interruption of at least 24 hours in the same billing period.
- 2)  $2/30^{\text{th}}$  of such monthly rate, if there was a previous interruption of at least 24 hours in the same billing period.

## c. If interruption continues for more than 24 hours:

- 1) If the interruption is caused by storm, fire, flood or other condition out of the Company's control,  $1/30^{\text{th}}$  of such monthly rate for each 24 hours (or fraction thereof).

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

## D. LIABILITY (Cont'd)

## 2. Liability of Telephone Company for Service Interruptions, Errors, etc., (Cont'd)

## c. If interruption continues for more than 24 hours:, (Cont'd)

- 2) For other interruptions,  $1/30^{\text{th}}$  of such rate for the first 24 hours and  $2/30^{\text{th}}$  of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours more than once in the same billing period, the  $2/30^{\text{th}}$  allowance applies for the first 24 hours of the second and subsequent interruptions.

## d. Exclusivity of allowance in absence of gross negligence or willful misconduct

Apart from the interruption allowance stated above, no liability shall attach to the Telephone Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Telephone Company, its agents, servants or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the subscribers or users of the service or facilities) in the absence of gross negligence or willful misconduct.

## e. Use of facilities of other companies

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

## f. Indemnification by Customer

The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer.

## g. Customer-provided Equipment

The services and facilities furnished by the Company, in addition to the limitations set forth above, also are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omission, interruptions, delays, errors or defects in transmission or other injury, included but not limited to, injuries to person or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

## D. LIABILITY, (Cont'd)

## 2. Liability of Telephone Company for Directory Errors and Omissions, (Cont'd)

## h. Credit to Customer

Credits attributable to any billing period under the preceding paragraphs shall not exceed the total charges for that period for the services and facilities furnished by the Company rendered useless or substantially impaired.

## i. Liability of the Company for Directory Listing Errors

In the absence of gross negligence or willful misconduct and except for the allowances states elsewhere in this Product Guide or with the tariff on file, no liability for damages arising from errors in directory listings or errors in listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or in the wrong community. The customer must notify the company of an error.

An allowance for errors in published directory listings or for errors in listings obtainable from the directory assistance operator shall be given as follow:

- 1) Free listings – for free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.
- 2) Charge listings – for each additional or charge published directory listing, credit shall be given at the monthly rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.
- 3) Operator records – for free or charge listing obtainable from records used by the directory assistance operator, upon notification to the Company of the error in such records by the customer, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
- 4) The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator services providers.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)****E. TELEPHONE NUMBER CHANGES**

The Company reserves all rights to the telephone numbers assigned to customers, including Customized Numbers. The customer has no right to be assigned a particular number unless they agree to pay Customized Number rates which are provided where facilities permit. The customer has no ownership of any telephone number.

When existing service is continued for a new customer, the telephone number may be retained by the new customer only if the former customer consents, and if all charges against the account are paid or assumed by the new customer. Unless the Company's billing facilities can do differently, only one bill covering the full month that the conversion to the new customer took place will be issued. It shall be the responsibility of the new customer to ensure that all charges from either party are fully paid. The Company is not responsible for the release of billing information for the previous customer on the bill, which is sent to the new customer.

**F. ACCESS TO SUBSCRIBER'S PREMISES**

The Telephone Company and its employees may have access to the subscriber's premises at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Telephone Company's facilities or making collections where coin telephone service is provided.

**G. MINIMUM CHARGES****1. General**

The minimum charge for exchange service and facilities, private line service and facilities and leased channels is the applicable rate for one month except as otherwise provided in this Product Guide or in the Tariff. Customers must pay the regular 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 equipment 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 used in calculating the minimum period of service.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property by fire or similar cause 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.

If service is switched over to a new customer after the first month at the original customer's same premises, the minimum period of service requirements are assigned to the new customer if he 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 originally was furnished.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)****H. POWER SUPPLY**

The customer is responsible for providing suitable electric power when and where required. In the event of a power failure, no allowance is made for interruption of the service connected to the customer's power supply.

**I. PAYMENTS AND TERMINATION OF SERVICE****1. Advance Payment**

- a. Any applicant for facilities or service whose financial responsibility is not established to the satisfaction of the Company may be required to pay in advance a sum not to exceed two times the average monthly bill for basic local exchange service.
- b. Applicants for facilities or service to which construction charges are applicable may be required to prepay the monthly payments for such construction charges, the amount of such prepayment to be computed as provided in the Product Guide and/or tariff.

**2. Deposits****a. General**

Any applicant or subscriber, whose financial responsibility is not established to the satisfaction of the Telephone Company, may be required to deposit a sum up to an amount equal to the total of the estimated charges for two months for the facilities and service. Such applicant or subscriber who requests or is furnished facilities and service for which a minimum charge of more than one month is specified in this Product Guide, may, in addition, be required to deposit a sum to an amount equal to the total of the minimum charge less any installation charge paid by the subscriber.

The fact that a deposit has been made shall in no way relieve the applicant for or subscriber from complying with the Product Guide regulations for advance payments and for the prompt payment of bills on presentation.

Either a new customer or an existing customer may be required to make a deposit. The need for a deposit is based on a new customer's ability to establish satisfactory credit and on an existing customer's payment history with the Company.

**b. Interest on deposits:**

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the money. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the subscriber.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

## I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)

## 2. Deposits, (Cont'd)

## c. Inadequate deposit:

If the amount of a deposit is inadequate, the customer shall be required to pay an additional deposit on request.

## d. Return of deposit:

When a deposit on existing service is to be returned in whole or in part, the amount to be returned may first be applied to the current amount then payable for telephone service. Return of an amount over and above the current amount then payable for telephone service shall be made by check unless the subscriber requests that the full amount be credited to his bill, or, at the election of the depositor, the full refund shall be made to the depositor.

## 3. Responsibility for Local and Toll Message Charges

The subscriber is responsible for all messages sent over the subscriber's line and for all messages charged to the subscriber's line where the subscriber, or any person answering the subscriber's line, agrees to accept such charges.

## 4. Payment of Charges

a. Monthly charges for facilities and service (other than charges for calls) are payable monthly in advance, and, except where otherwise provided in this Product Guide, all other charges are payable upon request of the Telephone Company.

b. Bills are due on due date shown on the bill and are payable at any business office of the Telephone Company, or at any other office designated by the Telephone Company.

c. Except as shown above, the Telephone Company reserves the right to refuse an application for service made by a present or former subscriber who is indebted to the Telephone Company for telephone service previously furnished, until the indebtedness is satisfied. In the event that service is connected for a subscriber who is indebted to the Telephone Company for telephone service previously furnished such subscriber, the service may be terminated by the Telephone Company unless the subscriber satisfies the indebtedness within 20 days after written notification.

d. Charges for toll messages, and charges in connection with coin box service, are payable upon request.

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**SECTION 2 - GENERAL REGULATIONS, (CONT'D)**

## I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)

## 5. Suspension or Termination for Non-Payment

## a. General

In the event of non-payment of bills rendered for service or for failure to post a required deposit, the Telephone Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Restoral Charge as well as any payment due and any applicable deposits. Such suspension or termination shall not be made until:

- 1) At least five days (10 days for termination) after the customer has either signed for or refused a registered letter containing written notification mailed to the billing address of the customer
- 2) Where termination follows suspension, at least five days must elapse following the date of suspension before service is terminated, unless the customer consents to earlier termination.
- 3) Telephone Service shall not be suspended or terminated for nonpayment of a bill rendered or required deposit on weekends, the holidays listed below, other federal and state holidays proclaimed by the President or the Governor or on days when the main business office of this Company is not open for business.
- 4) Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit on: Weekends; or the following public holidays:

New Year's Day  
Lincoln's Birthday  
Washington's Birthday  
Memorial Day  
Election Day  
Columbus Day  
Veteran's Day  
Thanksgiving Day  
Independence Day  
Labor Day  
Christmas

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**SECTION 2 - GENERAL REGULATIONS (CONT'D)**

I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)

5. Suspension or Termination for Non-Payment, (Cont'd)

b. Exceptions to Suspension and Termination

The monthly rental charge does not apply during the period of suspension or termination for non-payment.

Telephone service shall not be suspended or terminated for:

- 1) Non-payment of bills rendered other than for telephone service or deposits requested in connection with telephone service or special construction charges.
- 2) Non-payment for services for which a bill has not been rendered;
- 3) Non-payment for services which have not been rendered, except the initial advance payment of new subscribers.

6. Verification of Non-payment

a. Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit unless:

- 1) The Company shall have verified in a manner approved by the Commission that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- 2) The Company shall have checked the subscriber's account, on the day suspension or termination occurs, to determine whether payment has been posted to the subscriber's account as of the opening of business on that day.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)**

- I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)
7. Disputed Bills
- a. Telephone service shall not be suspended or terminated for non-payment of any billed charge which is in dispute or for the non-payment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company complaint handling procedures.
  - b. Telephone service may be suspended or terminated for non-payment of the undisputed portion of a disputed bill or deposit if the subscriber, having been asked to pay such undisputed portion, does not do so. Suspended or terminated service shall be reconnected within 24 hours following payment, absent circumstances beyond the Company's control. When circumstances beyond the company's control exist, the service will be connected within 24 hours after the cessation of such circumstances.
  - c. The Commission or its authorized designee may direct reconnection of service which may be within less than 24 hours.
8. Termination for Cause Other Than Non-payment
- a. The Telephone Company, after notice in writing to the subscriber and after having given the subscriber opportunity, appropriate to the circumstances involved, to respond to such notice, may under the following conditions, forthwith terminate the service, and sever the connection and remove its equipment from the subscriber's premises:
    - 1) In the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation by the subscriber of the rules and regulations governing the facilities and service furnished, or
    - 2) If in the judgment of the Telephone Company, any use of the facilities or service by the subscriber tends to injuriously affect the efficiency of the Telephone Company's personnel, plant, property or service.
  - b. The Telephone Company, however, shall have the right to take immediate action, including termination of the service and severing of the connection without notice to the subscriber when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)**

## I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)

## 8. Termination for Cause Other Than Non-payment, (Cont'd)

- c. Prohibited, unlawful or improper use of the facilities or service includes, forexample:
  - 1) The use of facilities or service of the Telephone Company to transmit a message or locate a person or otherwise to give or obtain information, without payment of Product Guide or tariffed charges,
  - 2) Calling or permitting others to call another person or persons so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such other person or persons,
  - 3) The use of profane or obscene language
  - 4) The use of the service in such a manner as to interfere with the service of one or more other subscribers or to prevent others from making or receiving calls,
  - 5) The use of a mechanical dialing device or recorded announcement equipment to seize a subscriber's line, thereby interfering with the subscriber's use of the service.
  - 6) The obtaining of telephone service by any fraudulent means whatsoever, with the intent of avoiding payment for the service.
- d. Where coin telephone service is furnished, the service may also be terminated by the Telephone Company without notice, for any of the following reasons:
  - 1) In the event that the subscriber fails to redeem upon demand, slugs and therein spurious, mutilated, or foreign coins deposited in the collecting device at the value for which they were deposited.
  - 2) In cases of apparent fraudulent use of the service as evidenced by shortage in receipts for messages recorded during any given collection period, unless the subscriber agrees in writing to compensate the Telephone Company upon demand, for all subsequent shortages in receipts for messages. Where service has been terminated because of shortages in receipts for messages, the execution of a like agreement shall be a condition precedent to the re-establishment of the service.
  - 3) In the event that the subscriber fails to provide access to his premises for the purpose of making collections during regular business hours.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)**

- I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)
  - 8. Termination for Cause Other Than Non-payment (Cont'd)
    - e. Abandonment or unauthorized use may also result in termination of telephoneservice.
      - 1. In the event of abandonment of facilities or use by unauthorized persons, the Telephone Company may terminate telephone service if it is determined by an inspection of the premises, or such other means as are necessary, that such facilities have in fact been abandoned or are being used by unauthorized persons.
      - 2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and that service is subsequently restored to the same subscriber at the same location:
        - a) No charge shall apply for the period during which service had been terminated and
        - b) No charge shall be made for reconnection of the service if the termination was in error.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)**

## I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)

## 9. Billing Discrepancies Back-billing

When such charges are billed, the Company must provide an explanation and advise customers that payment may be made under an installment plan that must not be for a shorter term than one month for each month that late-billed charges are being assessed. In addition, absent culpable conduct by the customer, the Company may not terminate service for non-payment of charges billed in excess of six months after the service was provided.

## 10. Interest on Customer Overpayments

- a. The Company will provide interest on customer overpayments in excess of the correct charge for telephone service supplied to the customer an overpayment was due to erroneous billing by the Company.
- b. The interest rate on the overpayment is 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.
- c. Interest will be paid from the date the customer overpayment is made, adjusted for changes in the deposit rate or late payment rate and compounded monthly until the date the overpayment is refunded.
- d. The Company will not be required to pay interest on customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)****I. PAYMENTS AND TERMINATION OF SERVICE, (Cont'd)****11. Payments and Deposits in Connection with Election Service**

Any customer who is furnished facilities or services for use in connection with a federal, state or local election campaign for political office or in connection with a question, proposition or any other matter which is on an election ballot (Election Service) shall be required to deposit a sum equal to the total of the estimated charges for two months for the facilities or service; provided, however, that when the facilities or service are to be furnished for a period of less than two month, the subscriber shall be required to deposit a sum equal to the estimated charges for such facilities or service for such period.

In any case where the deposit is determined to be insufficient, the Company shall forthwith give written notice to the subscriber of the additional amount of deposit required and of its intention to suspend or terminate service in accordance with the provision of this Product Guide if such additional amount of deposit is not received by the date specified in the notice.

Any customer who is furnished facilities or service for use in connection with Election Service shall be required to sign a written application for election Service which shall identify the applicant or subscriber and which shall expressly state that the person or persons signing the application will be liable for payment of all charge and that the person or persons signing the application understands that the company will discontinue service under the provision of this Product Guide, if any amount due, or any deposit requested, is not paid.

Except as provided here, other regulations for deposits set forth in this Product Guide apply.

**12. Dishonored Check Charge**

A reasonable handling charge will be assessed for all checks returned by the drawee bank for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank.

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**SECTION 2 – GENERAL REGULATIONS, (CONT'D)****J. TEMPORARY SUSPENSION OF SERVICE BY CUSTOMER**

Incoming and outgoing service will be suspended at the customer's request. Partial suspension of service on the same premises is not permitted. All services furnished to the customer on the same premises and all associated mileage services must be suspended at the same time.

The Company will assess a lower monthly rate for a customer requested service suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension Charge	
- First Month or Partial Month	Regular Monthly Rate
- Each Additional Month (up to 12 months)	½ Regular Monthly Rate

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**SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES****A. General**

Network Switched Services provide a customer with a connection to the Company's switching network which enables the customer to:

1. receive calls from other stations on the public switched telephone network;
2. access the Company's local calling service;
3. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 8YY NPA; and access 911 service for emergency calling; and
4. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 8YY service from such provider or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

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**SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)****B. BASIC LOCAL EXCHANGE SERVICE**

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the primary and/or local calling area is included in the charge for Flat Rate Service.

Message Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the region are charged on a per call basis for completed calls during the billing.

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the region charged on a per minute basis for completed calls during the billing period.

**C. PBX, DIRECT INWARD DIALING (DID) and IDENTIFIED OUTWARD DIALING (IOD) TRUNK SERVICE**

Analog and/or digital PBX trunks are provided for connection of customer- provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service permits callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line.

IOD service is a service that identifies stations making outgoing toll calls by recording the calling station number.

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

**SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)****D. MetPath DIGITAL CENTREX SERVICE**

Centrex consists of digital switching equipment on Company premises, connected to station lines on the customer's premises.

Centrex enables stations to dial each other and to dial outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then completed to the desired party by operation of the call transfer feature.

Centrex is offered only where the customer's location is served by central office switching equipment capable of providing the service and is subject to the availability of the equipment and the capacity to provide the service.

Centrex is offered only as a complete service. The Centrex station linecharges consist of exchange access and intercommunication. Exchange access cannot be provided without intercommunication.

**Standard Features:**

Automatic Call Back

Call Forwarding

•All Calls

•Busy Line

•Don't Answer

Call Hold

Call Pick-Up

Call Transfer

Call Waiting

•Dial

•Incoming

•Intra Group

•Originating

Code Restrictions

Consultation Hold

Dial Transfer Arrangement

on Incoming Trunk Group

Directed Call Pick-Up

•With Barge-In

•Without Barge-In

Direct Inward Dialing

Direct Outward Dialing

Distinctive Call Waiting Tones

Inside/Outside Ringing

Enhanced Call Forwarding/ Don't Answer

Enhanced Three-Way Calling

Hunting

Intercept

Line Treatments

Station-to-Station Calling

Three-Way Calling

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**SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)****E. MetPath ISDN-BRI SERVICE**

Integrated Services Digital Network Basic Rate Interface (ISDN BRI) is a service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data signals which can be combined and transmitted on a single access line. The access line provides a combination of two B channels and one D channel. Each B channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data, or High Speed Packet Switched Data. The D channel is a 16 kbps channel and is designed for signaling as well as transmitting packet switched data at speeds up to 9.6 kbps.

The following basic services are available:

Circuit Switched Voice - 64 kbps circuit mode used for voice information calls.

Circuit Switched Data - 64 kbps Circuit mode used for data information calls.

Alternate Circuit Switched Voice/Circuit Switched Data - Can be used alternately for voice information or data information calls.

Low Speed Packet Switched Data - virtual call and permanent virtual circuit bearer service capability on the D channel at speeds up to 9.6 kbps.

High Speed Packet Switched Data - virtual call and permanent virtual circuit bearer service capability on the B channel at speeds up to 64 kbps.

**F. MetPath ISDN-PRI SERVICE**

Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

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**SECTION 4 – SPECIAL ARRANGEMENTS****A. SPECIAL CONSTRUCTION****1. Basis for Charges**

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Product Guide or tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- nonrecurring charges;
- recurring charges;
- termination liabilities; or
- combinations of above.

**2. Basis for Cost Computation**

The above costs may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - equipment and materials provided or used;
  - engineering, labor, and supervision;
  - transportation; and
  - rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****A. SPECIAL CONSTRUCTION, (Cont'd)****3. Termination Liability**

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
  - (1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
    - equipment and materials provided or used;
    - engineering, labor, and supervision;
    - transportation; and
    - rights of way and/or any required easements;
  - (2) license preparation, processing, and related fees;
  - (3) tariff preparation, processing and related fees;
  - (4) cost of removal and restoration, where appropriate; and
  - (5) any other identifiable costs related to the specially constructed or rearranged facilities.
- c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 4.A.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 4.A.2 preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****B. NON-ROUTINE INSTALLATION AND/OR MAINTENANCE**

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation 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.

**C. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

1. Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which varies from service arrangements in this Product Guide or Tariff. Rates quoted in response to such requests may be different than those specified for similar services in this Product Guide. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

2. U.S. General Services Administration (GSA)

The Company entered into the Enterprise Infrastructure Solution (EIS) contract number GS00Q17NSD3007 with the U.S. General Services Administration (GSA). The contract provides for various business Services across various Switch Types, LATAs and vertical and horizontal loop distances. The EIS contract is a nationwide arrangement available to federal governmental entities or entities qualifying for purchase under the federal EIS contract as the case may be without a specific committed service volume within the Connecticut service area. The initial contract term is five (5) years. Rates and charges for all Services under the contract will be available to the public through the GSA eLibrary website at <http://www.gsaelibrary.gsa.gov>.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****D. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM****1. General**

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Product Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****D. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM, (Cont'd)****2. Regulations****a. Obligation of eligible schools and libraries****1) Requests for service**

- a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- c) Services requested will be used for educational purposes.
- d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

**b. Obligations of the Company**

- 1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Product Guide. Those services contained in this Product Guide which are excluded from the discount program, in accordance with the Rules.
- 2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- 3) In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Product Guide, where specific flexible pricing arrangements are allowed.

**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****D. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM, (Cont'd)****3. Discounted Rates for Schools and Libraries**

- a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

**4. Discount Matrix****a. Services Ineligible for Schools and Libraries Discount****1) Voice Mail Services****b. Schools and Libraries Discount Matrix**

<u>HOW DISADVANTAGED</u>	<u>% DISCOUNT LEVEL</u>	
	<u>Urban discount</u>	<u>Rural discount</u>
% of students eligible for National school lunch program		
<1	20	25
1 - 19	40	50
20 - 34	50	60
35 - 49	60	70
50 - 74	80	80
75 - 100	90	90

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****E. HEALTH CARE PROVIDERS SUPPORT PROGRAM****1. General**

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Product Guide. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

**2. Regulations**

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)**

- E. HEALTH CARE PROVIDERS SUPPORT PROGRAM, (Cont'd)
3. Responsibility of Eligible Health Care Providers
- a. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
  - b. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
  - c. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
  - d. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
  - e. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.
4. Responsibility of the Company
- a. The Company shall offer the rates and charges as specified in Part 5 below, to eligible health care providers to the extent that facilities and services are available and offered at the rates specified.
  - b. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
  - c. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate).
- 
- Issued: October 31, 2022  
Issued by:
- Andoni Economou  
COO & EVP  
55 Water Street, 32<sup>nd</sup> Floor  
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- Effective: November 1, 2022

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)**

## E. HEALTH CARE PROVIDERS SUPPORT PROGRAM, (Cont'd)

## 5. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph (c), which shall be available to all eligible health care providers, regardless of location:

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Connecticut with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Connecticut with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****F. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM****1. Service Description**

The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. The TSP System was developed to support the requirements of the U. S. Government as defined in the TSP Service Vendor Handbook and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or Non-Federal) specified by the Manager - National Communication System (NCS) on behalf of the Executive Office of the President of the United States.

**2. Limitations**

- a. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations. In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).
- b. The customer for TSP System Service also must be the same customer for the underlying Access Service with which it is associated.
- c. The Company will arrange for the installation and/or restoration of TSP System Service upon receipt of the proper certification as specified in FCC Rules and Regulations cited in paragraph (1) preceding.
- d. It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.
- e. When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the Rules and Regulations cited in (1) above, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Telephone Company the right to quote charges after the installation or restoration has been completed.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****F. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM, (Cont'd)****3. Rules and Regulations**

- a. Under certain conditions it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary, and if circumstances permit, the Telephone Company will make every reasonable effort to notify the preempted customer of the action to be taken. Credit allowance for service preemption shall be made in accordance with the provisions set forth in 1.3.1(A) preceding.
- b. No charge applies when a TSP designation is discontinued.
- c. With the exception of credit information, a customer obtaining TSP system service acknowledges and consents to the provision of certain customer service details by the Telephone Company to the Federal Government to allow for the proper maintenance and administration of the TSP system. That information includes but is not necessarily limited to:
  - Confirmation of completed TSP service orders directly to the Manager, National Communications System (NCS);
  - Verification of installation and/or restoration priority level assignment(s) with the Manager, NCS;
  - Reconciliation of TSP service information with the Manager, NCS, or the customer (prime service vendor).

**4. Definitions****National Communications System (NCS)**

The NCS is established under the Executive Office of the President of the United States and is responsible for the day-to-day operation of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****G. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)****1. General**

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

**2. Customer Obligations**

- a. Customers' circuits must be federally registered as TSP circuits.
- b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- c. Customers must pay the appropriate Product Guide charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.
- d. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential and comply with any security procedures established in support of CFAS. This may include, but will not be limited to, provision of appropriate passwords prior to forwarding of CFAS information.

**3. Obligations of the Company**

- a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
- b. Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)**

G. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS), (Cont'd)

4. Obligations of the Company (Cont'd)

- a. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
- b. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- c. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)****H. SUBSCRIBER INTRASTATE ACCESS SERVICE****1. General**

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.

**2. Limitations**

- A telephone number is not provided with Subscriber Intrastate Access Service.
- Detail billing is not provided with Subscriber Intrastate Access Service.
- Directory listings are not included with Subscriber Intrastate Access Service.
- Intercept arrangements are not included with Subscriber Intrastate Access

**3. Undertaking of the Company**

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

**4. 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.

**5. Rate Regulations**

- The Subscriber Access Charge shall not apply to Lifeline customers.
- 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.
- 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.

**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)**

H. SUBSCRIBER INTRASTATE ACCESS SERVICE, (Cont'd)

5. Rate Regulations, (Cont'd)

- The Subscriber Access Charge, as set forth in Section 8.C.3 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.
- 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.

(D)  
|  
(D)

I. Local Telecom Surcharge

Rate Regulations

- Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in Section 8.C.4 following for rates.

(N)

J. Carrier Access Recovery Charge

Rate Regulations

- Customers assessed a Subscriber Intrastate Access Charge as specified in Section 8.C.3 following will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in Section 8.C.4 for rates.

K. Regulatory Recovery Fee-State

Rate Regulations

- Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in Section 8.C.4 for rates.

(N)

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**SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)**

L. End User Port Charges

Rate Regulations,

- Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in Section 8.C.5 for rates.

M. Local Portability Charge

Rate Regulations,

- Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

- The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company. See table in Section 8.C.4 following for rates.

**SECTION 5 – FEATURE SERVICES****Anonymous Call Rejection**

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code. Initially, the feature will be in the deactivated state and will thus have to be activated by the customer.

**Blocking Service**

Blocking Service is a feature wherein the Company will restrict, to the maximum extent technically possible, a customer's access to either 900 services alone or to all Dedicated Mass Announcement Network, Interactive Information Network, Group Bridging Services, and 700 and 900 services. Those services can be identified by specific central office prefixes and service access codes. The Company does not represent, warrant, or guarantee that all calls can be blocked.

**Call Forwarding - Basic**

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded.

**Call Forwarding – Busy Line**

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

**Call Forwarding – Don't Answer**

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

**Call Forwarding – Busy/Don't Answer**

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

**Call Forwarding – Multipath**

This feature allows the station user to forward simultaneous messages over one line to a destination.

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**SECTION 5 – FEATURE SERVICES, (CONT'D)****Call Trace**

Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the customer has not made or received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly but can be obtained by an appropriate law enforcement agency when the customer files a complaint.

**Call Waiting**

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

**Call Waiting ID**

This service is an augmented form of Caller ID-Number Only, designed for use by Call Waiting subscribers, that also allows a customer on an existing call to receive Caller ID - Number Only information for a new incoming call.

**Caller ID – Number Only**

This feature provides the number associated with the line from which an incoming call originates.

**Caller ID – Name and Number**

This feature provides the name and number associated with the line from which an incoming call originates.

**Distinctive Ringing**

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive Distinctive Ring patterns.

**Hot Line**

Provides a telephone access line to be programmed to automatically establish a pre-designated connection when the calling line goes off-hook. Can be used for intra or inter central office calls. Calls may be terminated on the line. The customer cannot override the Hot Line feature and must call the Company to change the pre-designated number. Service is not available on ISDN or Coin lines.

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**SECTION 5 – FEATURE SERVICES, (CONT'D)****Hunting**

An arrangement in which hunting begins with the terminal number associated with the called number and continues sequentially through the last terminal number in the hunt group.

**Inside Wire Maintenance**

This service provides customers with ongoing maintenance of noncomplex wire and jacks.

**Priority Call**

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

**Remote Call Forwarding**

Remote Call Forward (RCF) is a local exchange service that utilized a directory number and local central office facilities to automatically forward all incoming calls to another directory number designated by the customer.

**Selective Call Acceptance**

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

**Selective Call Forward**

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "\*63" or "1163" from a rotary telephone.

**Selective Call Rejection**

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer.

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**SECTION 5 – FEATURE SERVICES, (CONT'D)****Speed Calling (8 Code)**

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

**Speed Calling (30 Code)**

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

**Three-Way Calling**

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

**Unlimited \*66 Repeat Dialing**

Automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

**Unlimited \*69 Repeat Dialing**

Enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

## **SECTION 6 – DIRECTORY LISTINGS**

### Additional Listing

Each listing in excess of the allowance for free listings.

### Foreign Listing

A listing appearing in a directory other than the directory in which local exchange service is furnished.

### Non-Listed Service

A listing that is available in directory assistance but not printed in the telephone directory.

### Non-Published Service

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

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**SECTION 7 – BUNDLED SERVICES****MetPak Advantage Plans****A. 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. There are two options for the customer to consider, (1) unlimited local calling and (2) unlimited local and regional toll calling. The monthly flat rate is dependent upon which option the customer elects.

**1. Regulations**

- a. Available in Verizon areas only.
- b. Only one calling plan option can be ordered per individual line.
- c. 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 offer. In those cases in which the customer may have selected “None” as their PIC (Preferred Interexchange Carrier) 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. Unlimited Local Usage for Business applies to voice grade traffic only. The Company reserves the right to terminate a Customer’s plan for use with inappropriate non-voice traffic or violations of this Product Guide.
- 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.

**2. Rates**

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

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**SECTION 7 – BUNDLED SERVICES****B. MetPak Advantage Plus Plan**

The MetPak Advantage Plus Plan mirrors the MetPak Advantage Plans. Additionally, the following features are included for each line equipped with the offer:

Anonymous Call Rejection	Call ID with Name
Call Waiting	Call Forwarding
Three-Way Calling	Speed Dialing 8
Unlimited Call Return	Repeat Dialing.

**C. Term Agreements**

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.

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. In the event the customer terminates the Month-to Month plan option, the change will be reflected on the customer's next bill from the date of notification.

If the customer terminates a 12, 24 or 36 month term agreement prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of \$10.00 per month per MetPak Advantage Plan for each month remaining in the term.

An early termination charge **will not apply** under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value of the current service period; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the revenue value, as described following, of the new term commitment is equal to or greater than the remaining revenue value\* of the current term commitment.

\* The 'revenue value' of a term commitment means the minimum amount that the customer would be required to pay MetTel under the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

**SECTION 8 - RATES AND CHARGES**

## A. Verizon Service Area

## 1. Network Switched Services

## a. Basic Local Exchange Service

Message Rate Service	\$93.75* (I)
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## b. Local Exchange Usage

First 3 Minutes	\$0.0700
Each Additional Minute	\$0.0100

## c. PBX, DID AND IOD Trunk Service

PBX Trunk Message Rate Service	\$28.13
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DID Trunk Port (MF or DTMF) - per port	\$16.95
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## DID Numbers:

Each Group of 100 Numbers (Dial Pulse)	\$116.93
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Each Group of 100 Numbers (Multi-Frequency)	\$76.41
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## d. MetPath Digital Centrex Service (w/CEAC)

Dial 9 - Month-to-Month	\$46.04
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Dial 9 - Month-to-Month	\$94.48 (I)
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Centrex Caller ID	\$10.75
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- \* Message Rate Local Exchange Service is eligible for discounts of approximately 19%, 21% and 24% for term commitments of 12, 24 and 36 months respectively.

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**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## A. Verizon Service Area, (Cont'd)

## 1. Network Switched Services, (Cont'd)

## e. MetPath ISDN-BRI Service

ISDN Basic Exchange Digital Line <sup>1</sup>	\$15.00 (I)
ISDN Basic Exchange Circuit Switched Voice (First)	No Charge
ISDN Basic Exchange Circuit Switched Voice (Second)	\$3.00
ISDN Basic Exchange Circuit Switched Data-each	\$2.00
ISDN Basic Exchange Alternate Circuit Switched Voice/Data-each	\$2.00
Circuit Switched Data Per Minute	\$0.0900

## f. MetPath ISDN-PRI Service

All ISDN-PRI services will be offered on an Individual Case Basis (ICB).

<sup>1</sup> ISDN-BRI rates are in addition to Basic Exchange and Centrex Service rates.

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## A. Verizon Service Area, (Cont'd)

## 2. Feature Services

	<u>Monthly</u>
Block *66 Repeat Dialing	\$0.50
Block *69 Call Return	\$0.50
Block Call Trace	\$0.50
Call Forwarding	\$9.75
Call Forwarding Busy Line	\$5.00
Call Forwarding Busy/No Answer	\$9.50
Call Forwarding Don't Answer	\$7.15
Call Return/Repeat Dialing	\$7.95
Call Waiting	\$13.50
Call Waiting ID Deluxe with Name**	\$11.00
Call Waiting ID w/Name, *69 & *66	\$14.00
Call Waiting ID with Name **	\$11.50
Call Waiting/Call Forwarding	\$11.50
Call Waiting/Call Forwarding/3 Way/	\$12.83
Call Waiting/Call Forwarding/3 Way/SPD8	\$15.58
Call Waiting/Three Way Calling	\$9.17
Caller ID Deluxe	\$17.50
Caller ID Number Only	\$13.50
Caller ID w/ Name, *69 & *66	\$14.00
Caller ID w/ Name, *69	\$12.50
Caller ID/ *69 Call Return	\$12.50
Caller ID/*66 Repeat Dialing	\$12.50
Caller ID/Call Return/Repeat Dialing	\$14.00
Distinctive Ring Type I (One Addl. #)	\$9.50
Distinctive Ring Type II (Two Addl. #s)	\$11.50
Remote Call Forwarding – initial path	\$38.75 (l)
Remote Call Forwarding – add'l path	\$34.88 (l)
Speed Calling 8	\$6.00
Speed Calling 30	\$9.00
Three-Way Calling	\$9.25
Unlimited *66 Repeat Dialing	\$6.00
Unlimited Call Return *69	\$6.00
	<u>Per Use</u>
Call Return	\$2.00
Call Trace	\$1.50
Repeat Dialing	\$2.00
Three-Way Calling	\$2.00

\*\* Requires Call Waiting

Issued: November 8, 2022  
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**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## A. Verizon Service Area, (Cont'd)

3. Directory Listings	
Additional Listing	\$4.50
Foreign Listing	\$4.50
Listing with Multiple Lines	\$6.00
Non-Listed	\$4.50
Non-Published	\$4.75

4. Directory Assistance	
Local	\$2.99
National	\$2.99
Name and Address Request	\$2.99
Business Category Search	\$2.99
Directory Assistance Call Completion	\$0.35

## 5. Bundled Services

## a. Monthly Recurring Charges for MetPak Advantage

	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
Unlimited Local Calling	\$37.50	\$35.65	\$34.90	\$33.75
Unlimited Local Calling With Regional Toll	\$44.00	\$41.80	\$40.95	\$39.60

## b. Monthly Recurring Charges for MetPak Advantage Plus

	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
Unlimited Local Calling	\$47.50	\$45.65	\$44.90	\$43.75
Unlimited Local Calling With Regional Toll	\$54.00	\$51.80	\$50.95	\$49.60

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## A. Verizon Service Area, (Cont'd)

## 6. Non-Recurring Charges

New Line or Move	
First Line	\$200.00
Each Additional Line	\$200.00
Remote Call Forwarding	
First Line	\$115.00
Each Additional Line	\$60.00
Telephone Number Change	
First Line	\$73.11
Each Additional Line	\$18.11
Rewire Charge	
First Line	\$73.11
Each Additional Line	\$18.11
Change of Service Charge – per Line	\$50.00 (I)
Features – Add/Change/Delete – per Order	\$55.00
Restore Service for Non-Payment – per Account	\$55.00
Maintenance of Service Charge	\$350.00 (I)
Inside Wire Installation Charge	
Normal Business Hours	
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Outside Normal Business Hours	
First Hour	\$450.00 (I)
Each Additional Hour	\$225.00 (I)

**SECTION 8 - RATES AND CHARGES, (CONT'D)****B. Frontier Service Area****1. Network Switched Services****a. Basic Local Exchange Service**

## Flat Rate Service\*

Rate Groups 1-5, 7

\$168.75 (I)

Rate Group 6

\$168.75 (I)

## Measured Rate Service\*

Rate Groups 1-5, 7

\$128.75 (I)

Rate Group 6

\$128.75 (I)

## Message Rate Service (Grandfathered)

Rate Groups 1-5, 7

\$128.75 (I)

Rate Group 6

\$128.75 (I)

**b. PBX and DID Trunk Service**

## PBX Trunk Flat Rate Service

Rate Groups 1-5, 7

\$168.75 (I)

Rate Group 6

\$168.75 (I)

## PBX Trunk Measured Rate Service

Rate Groups 1-5

\$128.75 (I)

## PBX Trunk Message Rate Service (Grandfathered)

Rate Groups 1-5

\$128.75 (I)

## DID Ports\*\*

\$50.00

## DOD Ports\*\*

Ports 1-10

\$60.13

Ports 11+

\$23.75

**c. Local Exchange Usage**

## Measured Rate – Per Minute

Monday – Friday (8AM – 8PM)

\$0.0350

All Other Times

\$0.0245

## Message Rate – Per Message

\$0.1350

\* Flat Rate and Measured Rate Local Exchange Services are eligible for discounts approximately 19%, 21% and 24% for term commitments of 12, 24 and 36 months respectively.

\*\* In addition to PBX Service

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Issued by:

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**SECTION 8 - RATES AND CHARGES, (CONT'D)**

B. Frontier Service Area (Cont'd)	
1. Network Switched Services, (Cont'd)	
d. MetPath Digital Centrex Service	
Centrex 1100	
Band 1-Line Charge	\$204.06 (I)
Band 2-Line Charge	\$204.06 (I)
Band 3-Line Charge	\$204.06 (I)
Band 4-Line Charge	\$204.06 (I)
Band 5-Line Charge	\$204.06 (I)
Band 7 (Woodbury)	\$204.06 (I)
Common Equipment per system, all Rate Bands	\$46.25 (I)
Centrex 2100	
Bands 1-Line Charge	\$129.69 (I)
Band 2-Line Charge	\$129.69 (I)
Band 3-Line Charge	\$129.69 (I)
Band 4-Line Charge	\$129.69 (I)
Band 5-Line Charge	\$129.69 (I)
Band 7 (Woodbury)	\$129.69 (I)
Common Equipment per system, all Rate Bands	\$100.00 (I)
Bridged Stations (N)	\$62.50 (I)
Centrex 3100	
Bands 1-2 Fully Restricted/Bridged/Hot Line	\$240.94 (I)
Bands 3 Fully Restricted/Bridged/Hot Line	\$240.94 (I)
Bands 4 Fully Restricted/Bridged/Hot Line	\$240.94 (I)
Bands 5 Fully Restricted/Bridged/Hot Line	\$240.94 (I)
Band 7 (Woodbury)	NA
Common Equipment per system, all Rate Bands	\$70.00
Bridged Stations	\$31.56
Centrex 3100	
Bands 1-2 Unrestricted/Toll Restricted	\$210.94 (I)
Bands 3 Unrestricted/Toll Restricted	\$210.94 (I)
Bands 4 Unrestricted/Toll Restricted	\$210.94 (I)
Bands 5 Unrestricted/Toll Restricted	\$210.94 (I)
Band 7 (Woodbury)	NA
e. MetPath ISDN-BRI Service	
ISDN Basic Exchange Digital Line <sup>1</sup>	\$7,020.00 (I)
Optional Features:	
AC Switched Voice or Data	\$33.75
Line Sharing – Each Additional Device	\$270.00
Link Extension Facility	\$2340.00
Circuit Switched Data Usage:	
Local – Per Minute	\$0.0125
f. MetPath ISDN-PRI Service	
All ISDN-PRI services will be offered on an Individual Case Basis (ICB).	

<sup>1</sup> ISDN-BRI includes POTS Line.

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## B. Frontier Service Area, (Cont'd)

2. Feature Services	<u>Monthly</u>
Anonymous Call Block	\$6.50
Block All	\$2.00
Call Control	\$5.00
Call Forwarding-Basic	\$8.50
Call Forwarding - No Answer	\$8.00
Call Forwarding - Busy	\$8.50
Call Forwarding - Busy/No Answer	\$8.50
Call Intercept (Privacy Manager)	\$19.50
Call Waiting	\$24.00 (l)
Call Waiting-Cancel Call Waiting	\$24.00 (l)
Caller ID Number only	\$27.00 (l)
Caller ID (Name & number)	\$31.85 (l)
Call Priority/Selector	\$6.50
Distinctive Ring – 1 Number	\$6.60
Distinctive Ring – 2 Numbers	\$9.45
Hunting	\$2.84
Inside Wire Maintenance Plan	\$8.50
Remote Call Forwarding – Per Path	\$32.50
Select Call Block	\$6.99
Speed Calling (30-Code)	\$6.99
Speed Calling (8-Code)	\$6.50
Select/Preferred Call Forward	\$6.99
Three-Way Calling	\$8.75
Unlimited Call Return (*69)	\$6.50
Unlimited Repeat Dialing (*66)	\$6.50
Toll Restriction	\$7.00
Block of 20 DID Station Numbers	\$16.00
	<u>Per Use</u>
Call Trace	\$6.50
Three-Way Calling	\$3.00
Call Return (*69)	\$3.00
Repeat Dialing (*66)	\$3.00

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## B. Frontier Service Area, (Cont'd)

## 3. Directory Listings

Additional Listing	\$35.00 (I)
Foreign Listing	\$12.50
Non-Listed	\$7.50
Non-Published	\$8.00

## 4. Directory Assistance

Local	\$5.99
National	\$5.99
Name and Address Request	\$5.99
Business Category Search	\$5.99
Directory Assistance Call Completion	\$0.50

## 5. Bundled Services

## a. Monthly Recurring Charges for MetPak Advantage Plus

	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>
Unlimited Local Calling	\$65.00	\$56.50	\$54.50	\$52.50
Unlimited Local Calling With Regional Toll	\$75.00	\$66.50	\$64.50	\$62.50

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## B. Frontier Service Area, (Cont'd)

## 6. Non-Recurring Charges

New Line or Move	
First Line	\$200.00
Each Additional Line	\$200.00
Remote Call Forwarding	
Per Order	\$75.00
Telephone Number Change	
First Line	\$75.00
Each Additional Line	\$75.00
Hunting	
First Line	\$75.00
Each Additional Line	\$75.00
Rewire Charge	
First Line	\$45.00
Each Additional Line	\$45.00
Change of Service Charge – per Line	\$50.00 (I)
Features – Add/Change/Delete – per Order	\$24.00
Restore Service for Non-Payment – per Account	\$35.00
Maintenance of Service Charge	\$350.00 (I)
Inside Wire Installation Charge	
Normal Business Hours	
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Outside Normal Business Hours	
First Hour	\$450.00 (I)
Each Additional Hour	\$225.00 (I)

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## C. All Areas

## 1. Telecommunications Service Priority (TSP) System

MetTel concurs in the rates found in Metropolitan Telecommunications Corporation (MetTel) Tariff FCC #1, Section 6 as they now exist, and as they may be revised, added to or supplemented.

MetTel's Tariff FCC #1 may be accessed via the following URL: <http://www.mettel.net/tariffs.html>

## 2. Critical Facilities Administration Service (CFAS)

Engineering Charge – Per Hour

\$150.00

## 3. Subscriber Intrastate Access Service

<b>Business Customer Service Type</b>	<b>ILEC AREA/OCN</b>	
	<b>Frontier / 5200</b>	<b>Verizon / 5130</b>
Single Line Local Exchange Service	7.50	7.50
Multi-line Local Exchange Service	7.87	9.67 (I)
Centrex	7.87	9.67 (I)
Trunk	7.87	9.67 (I)
PRI	39.35	48.35 (I)
(D)	(D)	(D)
BRI	7.98	8.00

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

## C. All Areas (cont'd)

4. Local Telecom Surcharge (LTS), Carrier Access Recovery Charge (CARC), Regulatory Recovery Fee -State (RRF-S) and Local Portability Charge (LPC) Rate Table applies to all service areas.

Services	Monthly Per Line or Per Trunk*			
	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
ISDN PRI (rates per svc.)	-	\$22.50	\$24.95 (N)	\$89.55 (I)
Foreign Exchange--Single Line	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Foreign Exchange--Multi-Line	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Remote Call Forward	\$5.00	-	\$4.99 (N)	\$1.99 (I)
Centrex	\$5.00	\$4.50	\$4.99 (I)	\$1.99 (I)
Trunks	\$5.00	\$4.50	\$4.99 (I)	\$17.91(I)
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$24.95 (I)	\$89.55 (I)

\*Unless otherwise noted

**SECTION 8 - RATES AND CHARGES, (CONT'D)**

C. All Areas (cont'd)

## 5. End User Port Charge Rate Table

Business Monthly Per Line or Per Trunk\*

Services	End User Port Charge	
	Frontier / 5200	Verizon /5130
Single Line Local Exchange Svc.	\$0.99	-
Multi-line Local Exchange Svc.	\$0.99	-
Lifeline customer	-	-
ISDN BRI	\$2.21	\$1.90
ISDN PRI (rates per svc.)	\$28.55	\$46.01
Foreign Exchange–Single Line	\$0.99	-
Foreign Exchange–Multi-Line	\$0.99	-
Remote Call Forward	-	-
Centrex	\$0.99	-
Trunks	\$0.99	1.21
T-1/Digital PBX (rates per svc.)	\$28.55	\$29.04

\*Unless otherwise noted

**SECTION 9 – RATE GROUPS**

## A. Frontier Service Area

<u>RATE CENTER</u>	<u>RATE GROUP</u>	<u>RATE CENTER</u>	<u>RATE GROUP</u>
ANSONIDRBY	4	MYSTIC	2
BRANFORD	4	NAUGATUCK	4
BRIDGEPORT	3	NEW CANAAN	3
BRISTOL	4	NEW HAVEN	5
CANAAN	1	NEW LONDON	2
CANTERBURY	2	NEWBRITAIN	5
CANTON	4	NEWMILFORD	2
CHESHIRE	4	NEWTOWN	3
CLINTON	4	NIANTIC	2
COLCHESTER	2	NORFOLK	1
COLUMBIA	4	NORWALK	3
CORNWALL	1	NORWICH	3
COVENTRY	4	NOTHOMPSON	1
DANBURY	2	OLD SAYBRK	2
DANIELSON	1	OLDGRNWICH	2
DARIEN	3	PAWCATUCK	2
DEEP RIVER	2	PLAINFIELD	2
DERBY	4	PLAINVILLE	5
E HAMPTON	5	PUTNAM	1
ENFIELD	4	REDDING	2
ESSEX	1	RIDGEFIELD	2
FAIRFIELD	3	ROCKVILLE	5
FARMINGTON	5	SEYMOUR	5
GEORGETOWN	3	SHARON	1
GLASTONBY	4	SIMSBURY	4
GUILFORD	4	SOUTHINGTN	3
HADDAM	4	STAFFD SPG	1
HARTFORD	5	STAMFORD	3
HARWINTON	2	STORRS	2
HUNTINGTON	5	THOMASTON	2
JEWETTCITY	2	TORRINGTON	2
KENT	1	TRUMBULL	4
KILLINGWTH	4	WALLINGFD	4
LAKEVILLE	1	WASHINGTON	1
LEBANON	1	WATERBURY	5
LEDYARD	2	WATERTOWN	2
LITCHFIELD	1	WESTPORT	2
LYME	2	WILLIMNTIC	2
MADISON	4	WILTON	2
MANCHESTER	5	WINDSOR	4
MERIDEN	5	WINDSORLKS	5
MIDDLETOWN	5	WINSTED	1
MILFORD	5	WOLCOTT	3
MOODUS	2	WOODBURY	7