

Manhattan Telecommunications Corporation LLC
d/b/a Metropolitan Communications Solutions, LLC

PRODUCT GUIDE
For Detariffed Services

IN THE STATE OF NEW YORK

Effective December 1, 2024, this Manhattan Telecommunications Corporation LLC d/b/a Metropolitan Communications Solutions, LLC Product Guide for Detariffed Services replaces, cancels and supersedes the Metropolitan Telecommunications dba MetTel Product Guide for Detariffed Services within the State of New York.

Issued: November 1, 2024
Issued by:

Effective: December 1, 2024
Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

CONTACTING THE PUBLIC SERVICE COMMISSION

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):

1-800-342-3377 for Continental United States or,

1-800-662-1220 for Hearing/Speech Impaired: TDD or, 518-472-8502 for fax

2. Online: <http://www.dps.ny.gov/complaints.html> or,

3. By Mail:

NYS Department of Public Service Office of Consumer Services
3 Empire State Plaza Albany, NY 12223-1350

TABLE OF CONTENTS

TABLE OF CONTENTS	3
EXPLANATION OF SYMBOLS	4
APPLICATION OF PRODUCT GUIDE	5
SECTION 1 - DEFINITIONS	1-1
SECTION 2 - GENERAL REGULATIONS	2-1
SECTION 2.1 – SERVICE CHARGES	2.1-1
SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES	3-1
SECTION 3.1 – LOCAL USAGE SERVICE	3.1-1
SECTION 4 – SPECIAL ARRANGEMENTS	4-1
A. Special Construction	4-1
B. Non-Routine Installation and/or Maintenance	4-3
C. Individual Case Basis (ICB) Arrangements	4-3
D. Schools and Libraries Discount Program	4-4
E. Health Care providers Support Program	4-7
F. Telecommunications Service Priority (TSP) System	4-10
G. Critical Facilities Administration Service (CFAS)	4-12
H. Message Telecommunications Services	(T) 4-14
1. Toll Free Number Service (8YY)	(N) 4-14
2. Business Direct Dial Service	(N) 4-15.1
I. Universal Emergency Telephone Number Service (911 Service)	4-15.1
J. Enhanced Universal Emergency Telephone Number Service (E911 Service)	4-17
K. Hearing or Speech Impaired Customers	4-20
SECTION 5 – FOREIGN EXCHANGE SERVICE	5-1
SECTION 6 – FEATURE SERVICES	6-1
SECTION 7 – DIRECTORY LISTINGS AND DIRECTORY ASSISTANCE	7-1
SECTION 7.1 – OPERATOR ASSISTANCE SERVICES	7.1-1
SECTION 8 - BUNDLED SERVICES	8-1
SECTION 9 – PRIVATE LINE SERVICES	9-1
SECTION 10 - RATES AND CHARGES	10-1
SECTION 11 – RATE GROUPS	11-1
SECTION 12 – TAXES AND SURCHARGES	12-1

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 Manhattan Telecommunications Corporation LLC d/b/a Metropolitan Communications Solutions, LLC to customers within the State of New York.

Service is available where facilities permit.

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.

Apartment House or Apartments

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

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.

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 1 - DEFINITIONS, (CONT'D)

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.

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

Manhattan Telecommunications Corporation LLC d/b/a Metropolitan Communications Solutions, LLC, unless otherwise clearly indicated from the context.

SECTION 1 - DEFINITIONS, (CONT'D)

Commission

The New York State Public Service Commission.

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.

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.

Data Switching

In connection with composite data service, it denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

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.

SECTION 1 - DEFINITIONS, (CONT'D)

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.

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.

SECTION 1 - DEFINITIONS, (CONT'D)

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.

Handicapped Person

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

- a. Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- b. Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.
- c. Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

- a. Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.
- b. Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

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.

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 1 - DEFINITIONS, (CONT'D)

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.

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.

Interoffice Mileage

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

Interruption

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

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.

Leased Channel

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

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.

SECTION 1 - DEFINITIONS, (CONT'D)

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.

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.

SECTION 1 - DEFINITIONS, (CONT'D)

Operator Handled Station-to-Station Calls

Operator Handled Station-to-Station Calls include calling card, collect, 3rd number, special billing requests to notify, time and charges and other station-to-station calls using the assistance of the operator, except that the additional charge for operator handled calls will not apply when the Company operator (1) reestablishes a call which has been interrupted after the called number has been reached or; (2) reaches the called telephone number where facilities are not available for customer dial completion or; (3) establishes calls for handicapped persons who have been accorded "dial operator" privileges.

Calling cards and special billing calls on which the customer dials the called number are subject to a lower charge than other operator handled calls. The lower charge also applies for Calling Card and special billing calls if the called number is dialed by the operator where equipment is not available for customer completion.

PBX

A private branch exchange.

Payphone Provider

A Payphone Provider is a provider of (1) public or semi-public pay phones; (2) inmate telephone service in correctional institutions; and (3) any ancillary services.

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.

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 Access Line Service

Service providing facilities for a customer owned coin operated telephone ("COCOT").

SECTION 1 - DEFINITIONS, (CONT'D)

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.

Regional Calls

All intrastate telephone calls between stations, both of which are within the New York Metropolitan Local Access and Transport Area (NY Metro LATA) are local calls. The NY Metro LATA is divided into seven regions: New York City, Nassau, East Suffolk, West Suffolk, Lower Westchester, Upper Westchester and Rockland.

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.

Same Building

Any single building, except that when a building has only one story above ground and is divided into units, such as stores, without access between the units, each unit is considered a building. Abutting buildings, or sections of a structure divided above the basement by building walls, are classed as the same building only when openings, such as doorways, through the walls above the basement are in general use and afford ready access at all times between the abutting buildings or the sections. When the openings through the dividing walls are accessible to one subscriber only, the abutting buildings or sections are classed as the same building for that subscriber only.

Same Premises

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

Selective Routing (“SR”)

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

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.

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 1 - DEFINITIONS, (CONT'D)

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.

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.

Switched Voice Grade Analog Link

Switched Voice Grade Analog Link Service provides a channel for the transmission of analog signals with an approximate bandwidth of 300-3000 Hz from a customer's end user premises to a point of interconnection on the point of termination at the customer's collocation multiplexing node in a Company central office.

Synchronous

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

T-1 System

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

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.

Tie Line

A dedicated line connecting two switchboards or dial systems.

SECTION 1 - DEFINITIONS, (CONT'D)

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.

Turret Line

A line connecting a private branch exchange to order equipment.

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.

Two-Point Lines

Lines which have one originating and one terminating point.

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. Business Rates

a. Business rates apply to service furnished:

- 1) In residential locations if the listing indicates a business or profession, except as otherwise provided by this Product Guide.
- 2) In residential locations if there is an extension line from a residential location to a business location.

2. 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.

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 Service Commission, State of New York.

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.

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.

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.

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.

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) 1/30th of such monthly rate, if there was not a previous interruption of at least 24 hours in the same billing period.
- 2) 2/30th 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 the of the Company's control, 1/30th of such monthly rate for each 24 hours (or fraction thereof).

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, 1/30th of such rate for the first 24 hours and 2/30th 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 2/30th 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.

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 stated 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.

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.

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 who 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 Public Service 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.

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.

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 register 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

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 Public Service 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.

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. These procedures are in accordance with the Public Service Commission Rules contained in Subchapter C, Chapter VI, Title 16 of the New York Code of Rules and Regulations, and the Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission Rules.
- 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.

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.

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 telephone service.
 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.

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.

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.

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

SECTION 2.1 –SERVICE CHARGES

A. Service Order and Routine Provisioning

Change of Service Charge

A non-recurring charge that applies when a customer requests a change in the type or grade of service.

Change of Telephone Number Charge

A non-recurring per line charge that applies to each order to change a telephone number.

Connection Charge

A non-recurring per line charge which applies to (a) the installation of a new service; (b) the transfer of an existing service to a different location.

Feature Service Charge

A non-recurring charge to add, change or delete Feature Services on a line.

Inside Wire Installation Charge

If the customer chooses to have an independent contractor complete inside wiring, the Company will only be responsible for providing service up to the network interface, and the customer will only be charged a Connection Charge for the installation of new service or the move of existing service to a new location.

If the customer chooses to have the Company's technician complete the inside wiring, then an hourly rate will be charged for the time required to complete the installation

Inside Wire Maintenance Charge

A non-recurring per visit charge that applies when a customer requests noncomplex wire and jack maintenance and does not subscribe to the Monthly Inside Wire Maintenance Option.

Hunting Arrangement Charge

A non-recurring charge that applies to establish or rearrange the lines in a hunt group.

SECTION 2.1 –SERVICE CHARGES, (CONT'D)

A. Service Order and Routine Provisioning, (Cont'd)

Late Payment Charge

Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% or \$5.00, whichever is greater, will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

Late payment charges do not apply to final accounts.

The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).

Maintenance of Service Charge

A Maintenance Service Charge will apply per visit when the Company is requested by the customer or authorized agent to locate trouble and the problem is determined not to be in facilities maintained by the Company.

Primary Interexchange Carrier Change Charge

A non-recurring per line charge that applies to each request to change the regional carrier and/or the long-distance carrier associated with the customer's line after the initial installation of service. Only one Primary Interexchange Carrier Change Charge applies to a request to change both the regional carrier and the long distance on the same line at the same time.

SECTION 2.1 –SERVICE CHARGES, (CONT'D)

A. Service Order and Routine Provisioning, (Cont'd)

Record Order Charge

A Record Order Charge applies for work performed by the Company in connection with receiving, recording and processing of customer requests when only changes in Company records are involved.

Record Order Charges apply to the following:

- Addition of directory listing;
- Change in listed name, except changes resulting from death, change of marital status or court order
- Change of address
- Change of billing party
- Change from listed service to non-published service, not involving a change of telephone number

Remote Call Forwarding Charge

A non-recurring per line charge that applies to each order to establish Remote Call forwarding service.

Restoral Charge

A non-recurring per line charge that applies each time a service is reconnected after suspension at the customer's request or for non-payment but before termination of the service.

Returned Check Charge

The subscriber shall be responsible for the payment of a charge per incidence when a check which has been presented to the Telephone Company by the subscriber in payment for any charges is returned by a bank because of the subscriber's failure to maintain sufficient funds on deposit.

Rewire Charge

A non-recurring charge that applies for each request placed by the customer that requires the Company to physically rewire facilities.

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. place and 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.

SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)

B. BASIC LOCAL EXCHANGE SERVICE – Business Multi-Line*¹

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. Primary and/or local calling areas are as specified in Section 3.1 of this Product Guide.

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. Regions are as specified in Section 3.1 of this Product Guide.

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. Regions are as specified in Section 3.1 of this Product Guide.

C. LOCAL EXCHANGE USAGE

Information and rates regarding Local Exchange Usage can be found in Sections 3.1 and Section 10, respectively, of this Product Guide.

D. 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.

¹ Service available exclusively for subscribers subscribing to two or more lines.

SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)

E. 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	Directed Call Pick-Up
Call Forwarding	•With Barge-In
•All Calls	•Without Barge-In
•Busy Line	Direct Inward Dialing
•Don't Answer	Direct Outward Dialing
Call Hold	Distinctive Call Waiting Tones
Call Pick-Up	Inside/Outside Ringing
Call Transfer	Enhanced Call Forwarding/ Don't Answer
Call Waiting	
•Dial	Enhanced Three-Way Calling
•Incoming	Hunting
•Intra Group	Intercept
•Originating	Line Treatments
Code Restrictions	Station-to-Station Calling
Consultation Hold	Three-Way Calling
Dial Transfer Arrangement on Incoming Trunk Group	

SECTION 3 – BUSINESS NETWORK SWITCHED SERVICES, (CONT'D)

F. 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.

G. 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.

SECTION 3.1 – LOCAL USAGE SERVICE

A. Local Calling Areas

The Company adopts by reference the following local calling area designations:

- Verizon New York's local calling areas throughout New York as defined in its tariffs P.S.C. No. 3 and P.S.C. No. 16;
- Citizens Telecommunications Company of New York's local calling areas throughout New York as defined in its tariff P.S.C. No. 4;
- Frontier Communications of Ausable Valley's local calling areas throughout New York as defined in its tariff P.S.C. No. 15;
- Frontier Communications of New York's local calling areas throughout New York as defined in its tariff P.S.C. No. 41.
- Frontier Telephone of Rochester's local calling areas throughout New York as defined in its tariffs P.S.C. No. 6;
- Frontier Communications of Seneca Gorham's local calling areas throughout New York as defined in its tariff P.S.C. No. 18;
- Frontier Communications of Sylvan Lake's local calling areas throughout New York as defined in its tariffs P.S.C. No. 14;
- Ogden Telephone Company's local calling areas throughout New York as defined in its tariff P.S.C. No. 14;
- Windstream New York's local calling areas throughout New York as defined in its tariff P.S.C. No. 1.

SECTION 3.1 – LOCAL USAGE SERVICE, (CONT'D)

B. Timing of Calls

1. Unless otherwise indicated, all calls are timed in one-minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
2. For station to station calls, call timing begins when connection is established between the calling telephone and the called telephone station.
3. For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
4. Call timing ends when the calling station “hangs up,” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
5. Calls originating in one time period and terminating in another will be billed the rates in effect at the beginning of each minute.

SECTION 3.1 – LOCAL USAGE SERVICE, (CONT'D)

C. Computation of Mileage

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

- Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

- Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

- Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

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.

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.

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 New York 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>.

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 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 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.

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, subject to New York State Public Service Commission approval.

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

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 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 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.

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) subject to New York State Public Service Commission approval.

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 New York State 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 New York State 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.

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.

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.

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.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

H. MESSAGE TELECOMMUNICATIONS SERVICES

(T)

TOLL FREE NUMBER SERVICE (8YY)

1. General

8YY Number Service is a telecommunications service that permits inward calling, without charge to the caller, to a telephone number associated with the subscriber's existing local exchange service. 8YY Number Service uses the Company's 8YY data base or other Local Exchange Carrier accessed 8YY database to translate an 8YY service number call into a local ten-digit number which is then routed as a local exchange call through the network.

2. Regulations

- a. 8YY Number Service calls are dialed and completed without the assistance of a Company Operator and do not include collect calls, conference calls, calling card calls, person-to-person calls, of any other classification of operator-handled calls.
- b. Intercept and forwarding of calls are not available when the 8YY Number Service is changed or disconnected.
- c. 8YY Number Service may be furnished only when and for so long as the customer subscribes to a sufficient number of local exchange lines to handle adequately the volume of telephone calls received, without interfering with any of the services offered by the Company or other LEC. In the event that the use of the service causes such interference, the Company or other LEC shall have the right to block or otherwise discontinue service without prior notification to the subscriber.
- d. 8YY Number Service shall have a minimum service period of one month.
- e. 8YY Number Service is not available on Public Payphone Service.
- f. 8YY Number Service calls made from Public Payphones are subject to a per use surcharge.

3. Features

The following call management features are available with 800 Number Service:

a. Itemized Call Detail

Provides a subscriber with the date, time calling number and duration of each call to an 800 Service number. Itemized Call Detail is available where facilities permit.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

H. MESSAGE TELECOMMUNICATIONS SERVICES, (Cont'd)

BUSINESS DIRECT DIAL SERVICE

1. Business Direct Dial Service allows business customers to directly dial long-distance calls within the state of New York. This service is available on a presubscribed "1+" basis.
2. Business Direct Dial Services are measured use services and are offered on a monthly basis utilizing intrastate communications facilities.
3. Depending upon the service option chosen by the Customer, the charges for the use of such domestic intrastate communications facilities are based upon the total minutes of use and may include a monthly recurring charge.
4. Customers shall be charged the rates identified in Section 10.G.5.

I. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Telephone Company's central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to a telephone company operator if all lines to an emergency report center are busy. If no emergency report center subscriber exists for a central office entity, a telephone user who dials the number 911 will be routed to a Telephone Company operator. No charge applies for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

I. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd.)

2. Regulations

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the telephone company operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the customer adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to handle adequately the incoming calls.
- f. Sufficient personnel should be provided by the customer to handle adequately the incoming calls 24 hours a day.
- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.
- h. The service is furnished with the understanding that the customer shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- i. One monthly bill shall be rendered for the service to the customer. The bill will not be prorated among participating agencies.

3. Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

I. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd.)

3. Conditions of Furnishing Service (cont'd)

personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

4. Rates and Charges

- a. Rates and charges as specified in this Product Guide will apply for lines between emergency report center and central office which is the last switching point for 911 service.
- b. Where the central office building which is the last switching point for the 911 service and the normal central office building for the emergency report center location are not within the same primary calling area, mileage charges for the distance between central office buildings, as specified in this Product Guide, also apply to each line.

J. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities and enhanced 911 software. No charge applies for calls to the 911 number.

2. Regulations

- a. In addition to the following, the customer is subject to regulations shown in this Section, which deals with Universal Emergency Telephone Service.
- b. All installations of E911 Service must serve the total number of main stations within the jurisdiction of the municipality which are within the serving area of the Telephone Company.
- c. ANI and/or Automatic Location Identification (ALI) will not be displayed on calls placed over two-party or four-party line. A specific code will indicate the call is originating from a multi-party access line.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

- J. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)
2. Regulations, (Cont'd)
- d. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service. However, the customer shall make operational tests as in the judgment of the customer are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly. The Maintenance Service Charge will apply when a repair visit to the customer's premises determines that the trouble is a result of customer provided equipment as specified under service charges section of this tariff.
 - e. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories, or listed in Directory Assistance Offices, is confidential. Information will be provided only for the purpose of responding to an emergency call in progress.
 - f. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, and address associated with the originating station location are furnished to the PSAP.
 - g. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities. Neither is the Telephone Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the E911 service.
 - h. Service boundaries of the Telephone Company and political subdivision boundaries may not coincide. In the event that the customer does not subscribe to Selective Routing, it is their obligation to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

J. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)

2. Regulations, (Cont'd)

It is the obligation of the customer to arrange for the handling of E911 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

3. Rates and Charges

- a. Existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges that may be associated with E911 service.
- b. Calls that are transferred over exchange facilities from a PSAP are charged at standard tariff rates applicable to station-to-station calls from the PSAP serving central office to the termination point of the transfer.
- c. Lines between originating Central Office and designated Control Office will be at no cost to the County unless the County specifically requests dedicated trunking. If a customer request dedicated trunking then all tariff rates and charges apply for dedicated trunking including mileage charges that may be associated with E911 service.
- d. Lines between the Control Office and the PSAP.
 - 1) The Telephone Company will provide all associated exchange service and private line service for the provisioning of E911 service for up to two PSAPs per County at no cost. Counties with additional PSAPs will incur all charges for associated exchange service and private line service including mileage charges.
 - 2) All existing tariff rates and charges apply for all services required to provide E911 service in excess of two PSAPs per County including exchange services, private line service and mileage. The Company will bill and collect revenues for the additional services based on the following agreement.
 - a) In counties served more than two PSAPs, the company will bill the County for the additional trunking by using a formula of taking the total charges that would be billed for all PSAPs under a non E911 scenario and multiplying it by a fraction in which the numerator is equal to the number of PSAPs in that county minus two (number of free PSAPs). in the County. The denominator is equal to the total number of PSAPs
 - b) In counties served by more than one LEC and having more than two PSAPs, each LEC will share in the trunking revenues collected using the formula in 3.d.2.a. The trunking revenues would be apportioned to the LECS(s) serving the PSAP that each of them would have received if the dedicated trunking were used to serve a regular customer.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

J. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE, (Cont'd)

- c) In counties that are served by more than one Local Exchange Company, having more than two PSAPs, and the customer is billed separately by each LEC providing service; the customer will be billed using the formula in 3.d.2.a. above.

K. HEARING OR SPEECH IMPAIRED CUSTOMERS

1. Special Equipment for the Hearing or Speech Impaired Customer

As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.

The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

2. Discounted Service for the Hearing or Speech Impaired Customer

a. General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on service.

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

K. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)

2. Discounted Service for the Hearing or Speech Impaired Customer, (Cont'd)

b. Certification

Acceptable certifications are:

- Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York, or
- A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

c. Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication.

d. Billing

The reduction in charges is applied only at one location, designated by the impaired person.

3. New York Relay Service

a. General

The Company will provide access to the New York Relay Service, (NYRS) provides telephone communications service between hearing individuals and deaf/hard of hearing or speech disabled individuals. Anyone can call via the NYRS and utilize the Relay Communications Assistant (CA), also known as Relay Special Operators, to facilitate a telephone conversation utilizing a normal voice telephone and a non-voice telephone such as a teletypewriter or computer.

The CA will type all words spoken by the hearing caller to the caller using a TTY or PC and, in turn, voice all words typed by the TTY or PC to the hearing caller. The NYRS can be reached toll free by dialing the three-digit code 711. The NYRS answers these calls first in voice and then in text using Baudot and ASCII tones. In addition to the 711 code, the NYRS can still be reached on the following toll free 800 numbers.

ANY CALLER	711
VOICE CALLER ONLY	800-421-1220
BAUDOT CALLER ONLY	800-662-1220
ASCII (TTY OR PC)	800-584-2849
VOICE CARRY OVER	877-826-6977

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

K. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)

3. New York Relay Service, (Cont'd)

b. Regulations

- 1) The NYRS completes intrastate calls and is operational 24 hours a day, seven days a week. Interstate calls can be placed via the same 711 or 800 numbers and will be handled by the CA, but these calls are the responsibility of the Relay Provider, and not the Company charges for all calls are from the point of call origination to the point of termination. All applicable message unit or toll charges apply as if the call were dialed directly. There is no charge to the caller for the use of the NYRS or the CA.
- 2) Charges for all calls are from the point of call origination to the point of termination. All applicable message unit or toll charges apply as if the call were dialed directly. There is no charge to the caller for the use of the NYRS or the CA.
- 3) Persons certified as having a speech or hearing disability which requires use of non-voice telephone equipment for telephonic communications receive a 50% reduction in local and intrastate intraLATA toll message charges billed to the telephone service of the person with the disability. The reduction in charges is applied at only one location designated by the person with a disability.
- 4) Calls thru the NYRS may be billed to a third number only within New York State, but can be billed to major calling or pre-paid cards issued by Verizon, or any major Interexchange Carrier or Local Exchange Carrier or Pre-Paid Card Provider, if the card provider has made arrangements with NYRS.
- 5) Any type of call can be placed via the NYRS except calls to informational announcements, group bridging services and other live or taped pay-per-minute services. A conference call can be joined via a relay call using the Relay CA, but the Relay is not a conference call providing service. A Coin-Sent-Paid call can be made via the NYRS using a major Calling Card or Pre-Paid Card. These calls will be charged at the same rate, or less, as if the call were made using coins.
- 6) Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech disabilities in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the hearing or speech disability such as those which qualify the person with a disability for social security benefits on the basis of total deaf/hard of hearing or for use of facilities of an agency for persons with hearing or speech disabilities.

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 4 – SPECIAL ARRANGEMENTS, (CONT'D)

K. HEARING OR SPEECH IMPAIRED CUSTOMERS, (Cont'd)

3. New York Relay Service, (Cont'd)

c. Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

SECTION 5 – FOREIGN EXCHANGE SERVICE

A. FOREIGN EXCHANGE SERVICE

1. General

Foreign Exchange Service is telephone service, which is extended beyond the normal boundaries of the exchange where the customer is physically located. Foreign Exchange Service can be provided on an intracompany (within this company) or intercompany (between this company and another) basis.

Foreign Exchange Service is not a general service offering but may be provided where facilities are available to furnish satisfactory telephone transmission, as determined by the Company.

If, in the judgment of the Company, satisfactory transmission could be provided by use of additional facilities, and the customer is willing to pay the cost of having the additional facilities furnished, service may be provided.

2. Regulations

- a. Foreign Exchange Service is provided only on individual lines.
- b. Public Access Line Service is not furnished on a Foreign Exchange Service basis.
- c. A foreign exchange customer will be listed in the alphabetical directory for the territory in which the serving central office is located.
- d. A customer to exchange service furnished from a foreign central office is required to subscribe to exchange service in the normal central office when the foreign central office is neither adjacent to the normal central office nor within the primary calling area of the normal central office.
- e. The minimum service period for Foreign Exchange Service is six months. A Foreign Exchange Service customer who disconnects service before the end of the minimum service period will be required to pay an amount equal to the monthly charge for Foreign Exchange Service times the number of months left in the minimum service period.
- f. All other regulations for local exchange service, as stated in this Product Guide or the tariff on file, apply to Foreign Exchange Service.

SECTION 5 – FOREIGN EXCHANGE SERVICE, (CONT'D)

A. FOREIGN EXCHANGE SERVICE, (Cont'd)

3. Rates and Charges

There are several combinations of service conditions, which determine how charges for Foreign Exchange Service will be computed and billed. The methods for determining the appropriate rates and charges for each of these conditions are as follows:

a. Intercompany Non-adjacent Exchange - Toll Charges or No Toll Charges
Between the Exchanges

Normal Company

- 1) The customer will be billed 50% of the monthly exchange access linerate applicable in the normal exchange.
- 2) Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial- tone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Product Guide. The Company will bill for its portion of the circuit based on the meet-point.
- 3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

b. Intercompany - Non-adjacent Exchange - Toll Charges or No Toll Charges
Between the Exchanges

Serving Company

- 1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
- 2) Foreign exchange mileage is measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The mileage rate for Foreign Exchange Service will be the rate specified in the Company's Product Guide. The Company will bill for its portion of the circuit based on the meet-point.

SECTION 5 – FOREIGN EXCHANGE SERVICE, (CONT'D)

A. FOREIGN EXCHANGE SERVICE, (Cont'd)

3. Rates and Charges, (Cont'd)

c. Intercompany – Adjacent Exchange-Toll Charges Between the Exchanges

Serving Company

- 1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
- 2) Foreign exchange mileage measured airline from the point of connection with the facilities provided by the connecting company to the nearest point on the base rate area boundary of the serving exchange. The customer will be billed in 1/4 mile increments for mileage at the rate listed.

d. Intercompany -- Adjacent Exchange -- Toll Charges Between Exchanges Normal

Company

- 1) The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.
- 2) Foreign exchange mileage measured route distance from the customer's premises to the point of connection with the lines of the connecting company. The customer will be billed in 1/4 mile increments for mileage at the rate listed.

e. Intercompany -- Adjacent Exchange -- No Toll Between the Exchanges Serving

Company

- 1) The customer will be billed 50% of the monthly exchange access line rate applicable in the serving exchange.
- 2) Foreign exchange mileage measured airline from the point where a line connecting the central offices crosses the boundary between the two exchanges, to the central office of the serving exchange. The customer will be billed in 1/4- mile increments for mileage at the rate listed.

SECTION 5 – FOREIGN EXCHANGE SERVICE, (CONT'D)

A. FOREIGN EXCHANGE SERVICE, (Cont'd)

3. Rates and Charges, (Cont'd)

f. Intercompany -- Adjacent Exchange -- No Toll Between the Exchanges Normal

Company

- 1) The customer will be billed 50% of the monthly exchange access line rate applicable in the normal exchange.
- 2) Foreign exchange mileage measured airline from the central office of the normal exchange to the point where a line connecting the central offices crosses the boundary between the two exchanges. The customer will be billed in 1/4-mile increments for mileage at the rate listed.
- 3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

g. Intracompany -- Adjacent Exchange -- Toll Charges Between the Exchanges

- 1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
- 2) Foreign exchange mileage measured route distance from the customer's premises to the base rate area boundary of the foreign exchange (serving office). The customer will be billed in 1/4-mile increments for mileage at the rate listed.

h. Intracompany Adjacent Exchange No Toll Charges Between the Exchanges

- 1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
- 2) Foreign exchange mileage measured airline from the central office of the exchange in which the customer is physically located (normal office) to the central office where dial-tone is provided (serving office). The customer will be billed in 1/4-mile increments for mileage at the rate listed.
- 3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.

SECTION 5 – FOREIGN EXCHANGE SERVICE, (CONT'D)

- A. FOREIGN EXCHANGE SERVICE, (Cont'd)
3. Rates and Charges, (Cont'd)
- i. Intracompany -- Non-adjacent Exchange -- Toll Charges or No Toll Charges Between the Exchanges
- 1) The customer will be billed the monthly exchange access line rate applicable in the serving exchange (dial-tone).
 - 2) Foreign exchange mileage measured airline from the central office of the exchange in which the customer is located (normal exchange) to the central office where dial-tone is provided (serving exchange). The customer will be billed in 1/4-mile increments for mileage at the rate listed.
 - 3) Locality/Exchange Access Line Mileage also applies from the normal central office to the customer's premises.
- j. An Administrative Charge applies to each foreign exchange circuit.

SECTION 6 – 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.

SECTION 6 – 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.

SECTION 6 – 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.

Local Portability Charge

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.

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.

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.

SECTION 6 – FEATURE SERVICES, (CONT'D)

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 7 – DIRECTORY LISTINGS AND DIRECTORY ASSISTANCE SERVICES

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

1. General

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. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- a. in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Service (E911), the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point (PSAP) for dispatch of emergency service.
- b. the billing name and address that correspond to a non-published telephone number will be furnished to a customer to Billing name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA customer.

2. Regulations

- a. Except as otherwise provided, incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If connection is refused, the calling party will be advised and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a callback to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a callback to the calling party is refused. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.

SECTION 7 – DIRECTORY LISTINGS AND DIRECTORY ASSISTANCE SERVICES (CONT'D)

Non-Published Service (cont'd.)

Regulations (cont'd)

c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

Directory Assistance Service

1. General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

2. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Requests for telephone numbers of non-published service.
- b. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- c. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 1 of this Product Guide, up to a maximum of 50 requests per month.

3. Directory Assistance Call Completion

Directory Assistance Call Completion Service provides for automatic connection of a person calling Directory Assistance to the published telephone number requested.

After the Directory Assistance Operator gives the caller the requested number, a service message will inform them that they may be connected to that number automatically for a specified additional charge.

The caller accepts the offer for DACC by depressing a button (touch tone) or responding by voice (dial), as instructed by the voice message.

SECTION 7.1 – OPERATOR ASSISTANCE SERVICES

A. Operator Assistance Service

A Customer may obtain the assistance of an operator to complete calls in the following manner. Surcharges will be applied on a per call basis for the following operator assisted services:

1. Third Number Billing provides the Customer with the capability to charge a call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
2. Collect Calls provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
3. Person-to-Person provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.
4. Operator Dialed provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.
5. Calling Card Service is a service that charges for calls based on the calling card number used to authorize the call.

SECTION 8 – 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.

SECTION 8 – 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 Waiting, Call ID with Name, Call Forwarding, Repeat Dialing, Speed Dialing 8, Three-Way Calling and Unlimited Call Return

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 9 – PRIVATE LINE SERVICES

A. Mileage on Lines Between Locations

1. General

Mileage is applicable to the following lines:

- Access Channels
- Extensions on individual, auxiliary, Public Telephone Services
- Intercept lines for Answering Bureau Service Intercommunication lines
- Leased channels
- PBX, Centrex and Centralized Switching Lines Private Lines
- Tie Lines
- Turret Lines, call circuits and trunk multiples
- Circuits between concentrator and identifier for answering bureaus Circuits required for supplemental station equipment
- Direct Inward Dial Loops (DID)

2. Definition of Mileage Components

Intrabuilding Channel Charge: Denotes the charge associated with house cable used to provide channels between different floors in the same building. The demarcation point on each floor will be located not more than 10 feet within the customer's premises.

Central Office Loop Charge: Denotes the charge associated with that segment of a line which extends from the interface point on the subscriber's premises to the normal central office.

Continuous Property Loop Charge: Applies only when direct wire runs of eleven (11), or less, pairs of wires are required for circuits between the same subscriber locations on continuous property. In those instances where the size of the property, the terrain of the property or the service requirements specified by the subscriber require the Company to provide loop facilities to the local serving central office from each subscriber location the Continuous Property Loop Charge will not apply. Instead, the appropriate Central Office Loop charges will apply in lieu of the Continuous Property Loop Charge.

Where twelve (12) or more pairs of wires are required for circuits between the same subscriber locations, on continuous property, the subscriber has the option of:

- Block Loop Charge, per pair.
- Cable Carrying Charge schedule of rates for the appropriate size and length of cable.

The Continuous Property Loop Charge will also apply, but only to extensions on individual, or party lines and within the preceding quantity, and other specified limitations, between subscriber locations on adjacent property provided the locations are normally served by the same cable pair (whether the same or multiple terminal) or the same aerial wire pair (whether the same or multiple pole).

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

A. Mileage on Lines Between Locations, (Cont'd)

2. Definition of Mileage Components, (Cont'd)

Block Loop Charge: denotes the charge associated with that segment of a line which extends between subscriber locations on the same or adjacent city blocks, or where blocks are not established. The Block Loop Charge may apply where twelve (12) or more pairs of wires are required for circuits between the same subscriber locations on continuous property.

Interoffice Mileage Charge: denotes the charge associated with that segment of a line which extends between the originating and terminating central offices. The distance between central offices is measured airline by means of a mathematical formula based on the latitude and longitude of the central office buildings.

Multi-Loop Charge: this charge applies only to segments of leased channels used for alarm purposes when more than 50 such segments are furnished between the same premises of the subscriber and the normal central office or between the same premises of the patron of the subscriber and the patron's normal central office. This charge may also apply to segments of Access Channels.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

B. Lines Between Points in Different Building Areas (Interoffice Mileage)

1. General

Interoffice mileage applies to lines terminating in different building areas, except lines between buildings on adjacent blocks in adjacent building areas.

2. Components of Charges

Charges for interoffice lines are determined on the basis of the following:

- Interoffice mileage is measured airline between central office buildings. Such measurement is based upon latitude and longitude coordinates for each central office building.
- Central Office Loop
- Feature Function Charge
- Multi-Loop Charge

3. Multi-Point Lines

The interoffice distance is determined by airline measurements between the central offices in the manner which joins all such points and produces the lowest total rate except as provided for teletypewriter lines operating at speeds up to 150 baud, leased channels for data transmission and leased channels for alarm signaling purposes. The mileage rate for each segment of such measurements is computed separately.

C. Airport Lines – JFK

Airport lines are lines between subscriber locations at the same airport, or between the J.F.K. central office and a subscriber location at the airport, using direct wire runs or cable pairs on poles or in conduits furnished by the subscriber or the authorized agency operating the airport. Provision of this service is subject to the availability of facilities.

D. Airport Lines – La Guardia

Airport lines are lines between subscriber locations at the same airport, or between the La Guardia central office and a subscriber location at the airport, using direct wire runs or cable pairs on poles or in conduits furnished by the subscriber or the authorized agency operating the airport. Provision of this service is subject to the availability of facilities.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

E. Local Data Channels

THIS SERVICE IS FURNISHED ON EXISTING INSTALLATIONS ONLY. ADDITIONS AND REARRANGEMENTS ARE PERMITTED PROVIDED FACILITIES ARE AVAILABLE. MOVES ON THE SAME PREMISES ARE PERMITTED.

1. Local Area Data Channels are provided for local area data service between two points within the same building area using short metallic non-loaded cable facilities. The permissible length of the channel is related to the speed of transmission.
2. Regulations
 - a. Provision of this service is subject to the availability of existing facilities.
 - b. This offering does not create an obligation of the company to construct facilities especially for this service.
 - c. Channel protector units are required for connection of customer-provided data terminal equipment. In lieu of this requirement certain customer-provided data terminal equipment may be directly connected to Local Area Data Channels at the premises of the customer, provided that the customer-provided data terminal equipment is of a type directly connected in accordance with any telephone company tariffs, to a Local Area Data Channel or similar service arrangement prior to July 31, 1980 without the use of a channel protection unit.

F. Mileage Applicable to Direct Inward Dial Loops

The analog loop facilities required to provide transport for Direct Inward Dial Loops (DID) Service from the subscriber's normal serving central office to the interface point on the subscriber's premises.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service

1. General

MetPath T-1 Point-to-Point ("Pt-Pt") 1.5 megabit/sec service consists of two-point DS0 prime 86.44s which provides for simultaneous two-way transmission of serial, bipolar, return-to-zero, isochronous digital signals at a transmission speed of 1.544 megabits per second (mbps). MetPath T-1 Pt-Pt 1.5 megabit/sec service may be used to connect two customer provided stations within a LATA or a customer-provided station to central office multiplexing equipment. MetPath T-1 Pt-Pt 1.5 megabit/sec service is furnished subject to availability of facilities.

2. Explanation of Terms

A BIT is the smallest unit of information in the binary system of notation.

A CHANNEL SERVICE UNIT is equipment at the customer's or user's premises to terminate each MetPath T-1 Pt-Pt 1.5 megabit/sec service local distribution channel and perform such functions as proper termination of circuit facilities, regeneration of signals, recognition and correction of signal format errors and provide remote loop-back capability.

A CIRCUIT is an electrical path between customer premises by which a service is provided.

An INTEROFFICE CHANNEL is a path for digital transmission furnished between serving wire centers. An Interoffice Channel can only be provided where the originating and terminating serving wire centers, as well as all intermediate Telephone Company offices, are equipped with suitable digital facilities and equipment.

ISOCRONOUS - A characteristic of a periodic signal in which the time interval that separates any two corresponding significant instants or transitions of signal level is equal to the unit interval or to a multiple of the unit interval. No timing or clock lead is provided at the customer interface.

A LOCAL DISTRIBUTION OR ACCESS CHANNEL is a path for digital transmission furnished between the customer's premises or Inter-exchange Carrier's location and the Serving Wire Center. A Channel Service Unit is required at the customer's premises for Local Distribution Channel.

A SERVICE is a combination of the channels that are furnished to a customer by the Telephone Company between locations.

1.544 CLEAR CHANNEL CAPABILITY is an optional feature that allows a customer to transport information signals through a MetPath T-1 Pt-Pt 1.5 megabit/sec service line with no constraint on the quantity or sequence of bits at the line rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with Eight Zero Substitution (B8ZS), as described in ANSI T1.102.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

2. Explanation of Terms, (Cont'd)

CENTRAL OFFICE MULTIPLEXING is a MetPath T-1 Pt-Pt 1.5 megabit/sec service optional feature which converts a 1.544 mbps transmission channel into 24 voice grade channels. Multiplexing utilizes a 1.544 mbps transmission channel from a customer's premises or a previously installed higher capacity service to a designated central office multiplexor.

A SERVING WIRE CENTER is a Company location (Central Office) containing the equipment to provide telecommunications services in a specified serving area.

A STATION is a point on a customer's premises at which a Local Distribution Channel is terminated or a Centrex digital tie line termination.

3. Availability of Service

MetPath T-1 Pt-Pt 1.5 megabit/sec service is provided on digital equipment and facilities selected by the Company and is provided from wire centers equipped to furnish such service. This service is subject to the availability of suitable facilities.

4. Regulations

- a. MetPath T-1 Pt-Pt 1.5 megabit/sec service is available on a two-point basis, or may be connected to a central office multiplexor.
- b. MetPath T-1 Pt-Pt 1.5 megabit/sec service is furnished on a full-time basis.
- c. MetPath T-1 Pt-Pt 1.5 megabit/sec service is designed to provide an average performance of at least 95% error-free transmission measured over a continuous 24 hour period, between the Company's interfaces using a test Channel Service Unit properly optioned at the time of the test.

When this service is provided end-to-end over fiber optic facilities, the service shall be provided at an average performance of at least 98% error-free transmission measured over a continuous 24-hour period.

- d. A Channel Service Unit or the customer's functional equivalent unit is required at each terminal location on a MetPath T-1 Pt-Pt 1.5 megabit/sec service digital facility. The unit performs such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back. A unit provided by the customer must comply with the requirements of ANSI T1.403. The customer or user may not disconnect the Channel Service Unit or customer provided unit from the local distribution channel without prior written consent of the Company.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

4. Regulations, (Cont'd)

- e. Service is provided by means of the following service arrangements:
- Service between two customer stations located in the same Serving Wire Center, which consists of two Local Distribution Channels connected at the Serving Wire Center.
 - Service between two customer stations located in different Serving Wire Centers which consists of two Local Distribution Channels connected to an Interoffice Channel at the Serving Wire Centers.
 - Service between a customer station and a central office multiplexor, which consists of a Local Distribution Channel, an Interoffice Channel, if required, and a central office multiplexor.
 - MetPath T-1 Pt-Pt 1.5 megabit/sec service may be used for digital tie line type connections between Centrex digital switching systems or between customer provided PBXs and Centrex digital switching systems.

f. Minimum Service Period

The minimum service period for MetPath T-1 Pt-Pt 1.5 megabit/sec service, including options is 12 months.

g. Credit Allowances for Interruptions

A Credit Allowance will be made when an interruption occurs because of a failure of any component furnished under this Product Guide. An interruption is considered to have occurred when the customer reports a circuit or arrangement to be inoperative, releases it for testing and repair and the Company determines that it is inoperative. A circuit is considered inoperative when the Company determines that continuity has been lost or that the service is operating at a performance level of 4320 or more seconds of transmission containing errors in a consecutive 24-hour period. When this service is provided end-to-end over fiber optic facilities, the service shall be considered inoperative if it is determined by the Company that continuity of its facilities has been lost or that the Company's service is operating at a performance level of 1728 or more seconds of transmission containing errors in a consecutive 24-hour period.

If the customer reports an interruption but declines to release the circuit for repair and continues to use it, the circuit is considered to be impaired--not inoperative-- and no credit allowance is made. An interruption period starts when an interruption is reported to the Company and ends when the circuit or arrangement is operative.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

4. Regulations, (Cont'd)

g. Credit Allowances for Interruptions, (Cont'd)

If the customer elects to use another means of Telephone Company- provided services during the period of interruption, the customer must pay the rate for the alternative service used.

In certain instances, the customer may be asked to surrender a circuit for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit will be given. The credit will be determined in the same manner as an allowance for any circuit interruption.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is dependent upon the length of the interruption.

Credit Allowances - Calculation

The Credit Allowance for a circuit is calculated by adding the total monthly charges for the circuit. A credit allowance is determined in the following manner: When a MetPath T-1 Pt-Pt 1.5 megabit/sec service circuit fails through the fault of the Company, the subscriber will qualify for a refund on the next month's bill. The refund will be a percentage of the monthly charge. The credits per interruption are as follows:

<u>Interruption Period</u>	<u>Applicable Credit</u>
Less than 30 minutes	None
Over 30 minutes up to but less than 2 hours	10% of Monthly Charge
2 hours up to and including 4 consecutive 24 hour periods	35% of Monthly Charge
Over 4 consecutive 24 hour periods	100% of Monthly Charge

In any month as a result of interruption, the total credit of interrupted service may not exceed 100% of the monthly charge.

In addition, there are specific credit allowance regulations that only apply to a given type of circuit or arrangement. Those regulations are specified in the section of the Product Guide which is applicable to the specific circuit or arrangement.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

4. Regulations, (Cont'd)

g. Credit Allowances for Interruptions, (Cont'd)

Credit Allowances - Exceptions

No credit allowance will be made for the following:

- Interruptions caused by the negligence of the customer, user or others.
- Interruptions due to the failure of equipment or systems provided by others.
- Interruptions during any period in which the Company is not afforded access to the premises where the circuit is terminated.
- Interruptions during any period when the customer or user has released a circuit or arrangement to the Company for maintenance purposes, to make rearrangements, or for the implementation of a customer order for a change or rearrangement.
- Interruptions which continue because of the failure of the customer to authorize replacement of any element of special construction. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt of the customer's written authorization for such replacement.
- Periods when the customer elects not to release the circuit or arrangement for testing and/or repair and continues to use it on an impaired basis.

h. Mileage Measurements

- Interoffice Channel
Mileage used to rate the Interoffice Channel is the direct airline distance measured between the Serving Wire Centers.
- Local Distribution Channel
Mileage used to rate the Local Distribution Channel is the direct airline distance measured between the customer's premises and the Serving Wire Centers.

i. Special Construction and Special Development

- A circuit or arrangement is offered subject to the availability of suitable components (i.e., service functions, channels, or features). When these items are not available, a customer may request that they be specially constructed or developed.
- Special Construction of Plant - Where special construction of plant is necessary, the regulations and charges set forth in this Product Guide apply.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

4. Regulations, (Cont'd)

j. Diverse Routing

The Diverse Routing service function allows a customer with multiple MetPath T- 1 Pt-Pt 1.5 megabit/sec services between the same premises to designate that all such services or any subset of such services be physically provided over different routes. In the event suitable facilities are not available, special construction charges may be applicable.

k. The Telephone Company shall not be responsible to the customer or user if changes in any of the facilities, operations or procedures of the Company utilized in the provision of MetPath T-1 Pt-Pt 1.5 megabit/sec service render any facilities provided by a customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

l. The Telephone Company undertakes to maintain and repair the facilities, which it furnishes hereunder. The customer or user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

m. Clear Channel Capability Option

- This service option will be available only between locations which are equipped for sending and receiving signals with B8ZS coding/decoding capabilities.
- Customer provided equipment must be capable of transmitting and decoding B8ZS signals as described in ANSI T1.102.
- Rates and regulations for MetPath T-1 Pt-Pt 1.5 megabit/sec service continue to apply except for the customer signal constraints of no more than 15 consecutive zeros and at least three pulses in any 24 bit intervals.
- The nonrecurring charge applies only when an existing circuit is arranged for Clear Channel Capability.
- Customers must agree to out-of-service periods required to add this feature to an existing circuit. No credit allowance will be made for the periods of interruption.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

G. MetPath™ T1 Point-to-Point Service, (Cont'd)

4. Regulations, (Cont'd)

n. Central Office Multiplexer Option

The Central Office Multiplexer Option channelizes up to 24 voice grade channels. The voice grade channel services available for Central Office Multiplexing include:

- Voice grade circuits
- Analog data circuits
- PBX and Centrex off premises extensions
- Tie lines
- Interoffice portion of a foreign exchange line (FX)

The customer-provided multiplexer at the customer's premises must be compatible with the central office multiplexer.

A subscriber to Central Office Multiplexing will be billed the following rates and charges:

- MetPath T-1 Pt-Pt 1.5 megabit/sec service rates and charges; and rates and charges for the appropriate voice grade channels between the central office multiplexer and the customer's premises; and
- Central Office Multiplexing arrangement rates and charges; and in addition, the following non-recurring charges apply: the private line installation charge and, if appropriate the Channel Connection Charge apply for each channel arranged for Central Office Multiplexing.
- When Central Office Multiplexing is used in connection with the provision of Foreign Exchange Service, all regulations, rates and charges associated with FX Service apply.

SECTION 9 – PRIVATE LINE SERVICES, CONT'D)

H. Digital Data Service (DDS)

DDS is furnished on existing installations only and subject to availability of facilities. Moves on the same premises, additions and rearrangements are permitted.

1. General

DDS is a private line digital service which provides for simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2 or 56 kbps between two or more points within a LATA.

DDS customers may utilize interoffice digital transport channel or 1.5 megabit/sec service and Central Office Multiplexing for this service.

Secondary Channel Capability is an optional feature which permits a primary channel to be used with customer-provided Data Service Units which can derive a lower bit rate channel for simultaneous two-way synchronous transmission of digital signals at bit rates of $133 \frac{1}{3}$, $266 \frac{2}{3}$, $533 \frac{1}{3}$, $1066 \frac{2}{3}$ or $2666 \frac{2}{3}$ bits per second, depending on the primary channel speed between two or more customer premises.

SECTION 10 - RATES AND CHARGES

A. Verizon Service Area

1. Network Switched Services

a. Basic Local Exchange Service	Multi-Line <u>Business</u>
Message Rate Service	\$45.94*
b. Local Exchange Usage – First 3 Minutes	\$0.0825
Each Additional Minute	\$0.0176
c. PBX, DID AND IOD Trunk Service	
PBX Trunk Message Rate Service – Month-to-Month	\$42.03
PBX Trunk Message Rate Service - 12 Months	\$39.92
PBX Trunk Message Rate Service – 24 Months	\$39.08
PBX Trunk Message Rate Service – 36 Months	\$37.82
Analog DID Trunk Port (MF or DTMF) - per port	\$56.26
Analog DID Trunk Port (Dial Pulse) - per port	\$70.21
Analog 2 Wire DID Loop- per loop	\$23.85
Analog 4 Wire DID Loop- per loop	\$47.70
Analog IOD Trunk Port, 1-10 Ports, each	\$76.15
Analog IOD Trunk Port 11-50 Ports, each	\$49.20
Analog IOD Trunk Port 50+ Ports, each	\$16.40
DID Numbers:	
Each Group of 20 Numbers	\$3.64
Each Group of 100 Numbers	\$18.23
d. MetPath Digital Centrex Service	
Dial 9 - Month-to-Month	\$61.26
Dial 9 – 12 Months	\$37.39
Dial 9 - 24 Months	\$36.01
Dial 9 - 36 Months	\$36.01
Assume Dial 9 - Month-to-Month	\$95.76 (I)
Assume Dial 9 - 12 Months	\$91.08 (I)
Assume Dial 9 - 24 Months	\$89.20 (I)
Assume Dial 9 - 36 Months	\$86.39 (I)

* Business Message Rate Service is eligible for discounts of approximately 19%, 24% and 28% for term commitments of 12, 24 and 36 months respectively.

SECTION 10 - 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 ¹	\$29.88
ISDN Basic Exchange Circuit Switched Voice (First)	No Charge
ISDN Basic Exchange Circuit Switched Voice (Second)	\$18.09 (I)
ISDN Basic Exchange Circuit Switched Data-each	\$8.03 (I)
ISDN Basic Exchange Alternate Circuit Switched Voice/Data-each	\$8.03 (I)
Optional Local Data Usage Packages:	
20 Hour Package	\$21.50 (I)
Each Additional Minute over allowance	\$0.0125 (I)
60 Hour Package	\$44.60 (I)
Each Additional Minute over allowance	\$0.0100
140 Hour Package	\$74.30 (I)
Each Additional Minute over allowance	\$0.008 (R)
Virtual Office ISDN BRI Unltd Loc Ckt Sw Data	\$101.25 (I)
Optional Features:	(N)
Additional Call Offering	\$2.50 (N)
Secondary Directory Number	\$3.75 (N)
Call Display	\$4.50 (N)
Low Speed Packet Switched Data	\$8.03 (N)
Permanent Virtual Circuits	\$3.75 (N)
Additional Virtual Circuits	\$1.25 (N)

f. MetPath ISDN-PRI Service

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

¹ ISDN-BRI rates are in addition to Individual Message Rate Service.

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

2. Foreign Exchange Service

Foreign Exchange Service between Central Offices of the Company

a. Monthly Rates (except as provided in b. following)

(Only individual lines, auxiliary lines, Centrex lines and PBX trunks are offered.)

Where the normal central office and the serving central office are in the same building the rate will be the minimum

\$49.52

Distance between normal central office and serving central office, each line

Interoffice mileage rate (Minimum rate \$49.52)

b. Subscriber Located in the Adjacent Central Office District Outside the Local Calling Area of the Serving Central Office

The distance is measured airline:

<u>From</u>	<u>To</u>
Location of subscriber's station	The nearest point on the boundary of the base rate area of the serving central office district.

<u>Monthly Rates</u>	<u>Each 1/4 Mile or Fraction Thereof</u>	<u>Minimum Rate</u>
Individual line, auxiliary line, Centrex line or PBX trunk	\$2.80	\$5.63

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

2. Foreign Exchange Service, (Cont'd)

Intercompany Foreign Exchange Service

- a. Subscriber Located in a Connecting Company Central Office District Outside the Local Calling Area of the Serving Central Office of the Company

The distance is measured in airline:

From
Point of connection to facilities
of the Connecting Company

To
The nearest point on the boundary
of the base rate area of the serving
central office district.

Monthly
Individual line,
auxiliary line,
or PBX trunk

Each 1/4 Mile or
Rates Fraction Thereof

\$2.24 per line

- b. Subscriber Located in a Connecting Company Central Office District Within the Local Calling Area of the Serving Central Office of the Company

Only individual lines, auxiliary lines and PBX trunks are offered.

The distance is measured airline:

From
The point where a line connecting
the rate centers of the two central
office districts crosses the boundary
between the two central office
districts

To
Rate center of the serving
central office district.

Monthly Rate
Individual line,
auxiliary line,
or PBX trunk

Each 1/4 mile or
fraction thereof

\$3.29

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

2. Foreign Exchange Service, (Cont'd)

Intercompany Foreign Exchange Service, (Cont'd)

Foreign Exchange Service from a Central Office of a Connecting Company.

c. Subscriber Located in a Company Central Office District Outside the Local Calling Area of the Serving Central Office of the Connecting Company.

The route distance is measured:

<u>From</u>	<u>To</u>
Location of subscriber's Station	The point of connection to the facilities of the Connecting Company.
<u>Monthly Rates</u> Individual line, Auxiliary line or PBX trunk	Each 1/10 Mile or Major <u>Fraction Thereof</u> \$3.37

d. Subscriber Located in a Verizon New York Inc. Central Office District Within the Local Calling Area of the Serving Central Office of the Connecting Company.

Only individual lines, auxiliary lines and PBX trunks are offered.

The distance is measured airline:

<u>From</u>	<u>To</u>
The rate center of the subscriber	The point where a line connecting the normal central office district centers of the two central office districts crosses the boundary between the two central office districts.
<u>Monthly Rates</u> Individual line, Auxiliary line or PBX trunk	Each 1/4 mile or <u>Fraction Thereof</u> \$3.29

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

3. Feature Services

	<u>Monthly Business</u>
Anonymous Call Rejection	\$6.75
Call Forwarding Basic	\$16.98
Call Forwarding Busy Line	\$9.25
Call Forwarding No Answer	\$13.30
Call Forwarding Busy Line/No Answer	\$17.50
Call Forwarding Multiple Paths	\$6.50
Call Waiting	\$21.85
Call Waiting ID	\$9.50
Call Waiting ID Deluxe with Name	\$14.50
Call Waiting ID Deluxe with Number	\$11.50
Call Waiting ID with Name	\$14.50
Caller ID number only	\$20.50
Caller ID with Name	\$19.00
Distinctive Ring (1 add'l number)	\$13.53
Distinctive Ring (2 add'l numbers)	\$11.50
Inside Wire Maintenance Plan	\$8.50
Remote Call Forwarding, Per Path	\$52.50 (I)
Speed Dialing 8	\$7.70
Speed Dialing 30	\$11.62
Three-Way Calling	\$16.70
Ultra Call Forwarding (require CF)	\$5.50
Unlimited *66 Repeat Dialing	\$6.75
Unlimited *69 Call Return	\$6.75
*69 Call Return, Per Use	\$2.00
Unlimited Call Return/Repeat Dialing	\$10.00
Vanity Number	\$6.23
Voice Mail	\$13.25
	<u>Per Use</u>
Call Trace	\$2.00
Three Way Calling	\$2.00
*66 Repeat Dialing	\$2.00
*69 Call Return	\$2.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

4. Directory Listings and Directory Assistance	<u>Business</u> <u>Monthly</u>
Additional Listing	\$5.00
Foreign Listing	\$5.00
Non-Listed	\$2.50
Non-Published	\$4.25
Directory Assistance (per use)	\$2.99
Directory Assistance Call Completion (per use)	\$0.00
5. Operator Services	<u>Business</u> <u>Per Use</u>
Third Number Billing	\$1.73
Collect Calls	\$1.73
Person-to-Person	\$3.49
Operator Dialed	\$1.73
Calling Card	
Operator Assisted	\$1.73
Customer Dialed	\$0.45
6. Service Charges	<u>Business</u>
Change of Service Charge per Line/Trunk	\$50.00
Change of Telephone Number Charge	
First Line	\$97.50
Each Additional Line	\$27.50
Connection Charge	
First Line	\$200.00 (I)
Each Additional Line	\$200.00 (I)
Feature Add/Change/Delete Charge	\$27.50
Hunting Arrangement Charge	
First Line	\$52.00
Each Additional Line	\$26.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Service Charges (cont'd.)	<u>Business</u>
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)
Inside Wire Maintenance Charge	\$299.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$5.00
Record Order Charge	\$38.00
Remote Call Forwarding Charge	
First Path	\$100.00
Each Additional Path	\$30.00
Restoral Charge	\$86.90
Returned Check Charge	\$20.00
Rewire Charge	
First Line	\$97.50
Each Additional Line	\$27.50

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

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	\$34.86	\$30.00	\$28.52
Unlimited Local Calling With Regional Toll	\$44.00	\$40.91	\$35.20	\$33.42

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	\$44.86	\$40.00	\$38.52
Unlimited Local Calling With Regional Toll	\$54.00	\$50.91	\$45.20	\$43.42

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services

a. Rates and Charges for Mileage Components

	<u>Monthly Rates</u>	
	<u>Signal Grade</u>	<u>Other</u>
1) Continuous Property Loop		
Per 2-Wire Loop*	\$ 4.24	\$4.24
Per 4-Wire Loop*	\$8.47	\$8.47
Per 2-Wire Loop**	\$5.53	\$5.53
Per 4 -Wire Loop**	\$11.07	\$11.07
Block Loop #		
Per 2-Wire Loop	\$39.94	\$50.86
Per 4-Wire Loop	\$69.44	\$88.46
Central Office Loop #		
Per 2-Wire Loop	\$35.79	\$35.79
Per 4-Wire Loop	\$64.33	\$64.33
2) Intrabuilding Channel Charge **		
Per 2-Wire Termination	\$3.18	\$3.18
Per 4-Wire Termination	\$6.36	\$6.36
3) Signaling		
4 Wire Signaling – E&M Type	\$21.41	
Automatic Signaling	\$36.97	
Analog Manual Ringdown	\$69.75	

*Non-New York Metro LATAs.

**New York Metro LATA.

In addition, feature function rate elements apply to all "other than signal grade"
Central Office and Block Loops.

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

a. Rates and Charges for Mileage Components, (Cont'd)

4) Leased Channels for Alarm Signaling Purposes and segments of Access Channels All applicable rates and charges specified in this section apply except as follows:

- Multi-Loop Charge

This charge applies only to segments of leased channels used for alarm purposes when more than 50 such segments are furnished between the same premises of the subscriber and the normal central office or between the same premises of the patron of the subscriber and the patron's normal central office.

This charge will also apply, at an Interexchange carrier's request, to the segments of Access Channels from the IC point of termination to its serving wiring center.

	Monthly Rate Per Loop	
	<u>2-Wire</u>	<u>4-Wire</u>
(a) First fifty (50) Multi Loop Charge, each		
1/4 mile or less	\$12.60	\$25.19
1/4 to 1/2 mile	\$12.60	\$25.19
over 1/2 mile	\$12.60	\$25.19
(b) Segments in excess of 50, each		
1/4 mile or less	\$5.23	\$10.46
1/4 to 1/2 mile	\$6.36	\$12.73
over 1/2 mile	\$8.54	\$17.06

- Where duplex operation (requiring 4-wire facilities) or a 4-wire facility requested by the subscriber or required by his equipment, the appropriate 4-wire mileage component rate applies.

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

a. Rates and Charges for Mileage Components, (Cont'd)

5) Installation Charges

An installation charge applies for the initial termination of each mileage circuit on subscriber's premises or each alarm signaling circuit terminating on the patron's premises.

	<u>Charge</u>
Where Central Office Loop, Block Loop, or, at the premises of a patron, Multi-Loop Charges apply to the circuit (This charge will also apply for each Direct Inward Dial loop installed.)	\$174.90

For all other mileage circuits

\$144.10

These charges are not applicable to Foreign Exchange Lines, Centrex Off-Premises Primary Station Lines, Intercept Lines, Group Channels, termination of an alarm circuit on the premises of an Alarm Company Central Station.

6) Channel Connection Charge

A channel connection charge applies for the interoffice segment of a mileage circuit as follows:

	<u>Channel Connection Charge</u>
For Signal Grade Circuits:	
Per interoffice segment of 12 miles or less	\$298.75
Per interoffice segment of more than 12 miles	\$305.13
For Other than Signal Grade Circuits:	
Per interoffice segment of 12 miles or less	\$520.65
Per interoffice segment of greater than 12 miles but not more than 25 miles	\$612.11
Per interoffice segment greater than 25 miles	\$782.99

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

a. Rates and Charges for Mileage Components, (Cont'd)

7) Circuit Rearrangement Charges

A Circuit Rearrangement Charge will apply where a customer requests a rearrangement of his service which does not require a physical change in interoffice facilities, however a redesign of the total facility is required.

The charge will apply to the interoffice segment of a circuit when there is a move of a termination of that circuit to another location within the same central office building area; or if the interoffice facilities associated with an existing circuit are reused in place for a new circuit of the same type for the same subscriber.

	<u>Charge</u>
Signal Grade Circuits	\$150.07
Other than Signal Grade Circuits	\$163.74

8) Feature Functions

The following rates always apply in addition to central office, J.F.K. Airport and block loops (one per central office loop and J.F.K. Airport Loop and two per block loop*) for each feature function transmission package.

<u>Each package</u>	<u>Monthly Rate</u>
Basic 2 Wire Voice Functionality	\$8.98
Basic 4 Wire Voice Functionality	\$25.40
Type A PXOS Feature	\$16.23
Type B PXOS Feature	\$16.23
Type C PXOS Feature	\$8.35
Basic 2 Wire Data Functionality	\$5.93
Basic 4 Wire Data Functionality	\$14.80
<u>Enhanced 4 wire Data Functionality:</u>	
Type C-1, C-2, C-4, D-1	\$14.80

* Except that one feature function rate applies for each bridged station line connected to a block loop.

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

b. Lines Between Points in Different Building Areas (Interoffice Mileage)

1) Non-New York Metro LATA Interoffice Mileage Schedule

	<u>Mileage Bands</u>	<u>Fixed</u>	<u>Per 1/4 Mile or fraction thereof</u>
Signal Grade	0	None	None
	Over 0 to 12 Miles	\$15.57	\$1.04
	Over 12 Miles	\$15.57	Per Mile or fraction thereof \$4.15
Voice Grade	0	None	Per 1/4 Mile or fraction thereof None
	Over 0 to 12 Miles	\$36.86	\$3.17
	Over 12 Miles	\$36.86	Per Mile or fraction thereof \$12.67

2) New York Metro LATA Interoffice Mileage Schedule

	<u>Mileage Bands</u>	<u>Fixed</u>	<u>Per 1/4 Mile or fraction thereof</u>
Signal Grade	0	None	None
	Over 0 to 12 Miles	\$30.78	\$2.06
	Over 12 Miles	\$30.90	Per Mile or fraction thereof \$8.21
Voice Grade	0	None	Per 1/4 Mile or fraction thereof None
	Over 0 to 12 Miles	\$72.86	\$6.26
	Over 12 Miles	\$72.86	Per Mile or fraction thereof \$25.05

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

c. Connecting Arrangements

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Each connecting arrangement at the interconnection point of a channel furnished by group channel service and an inter-exchange channel		
Telephone grade	\$155.99	\$414.39

d. Airport Lines

<u>JFK Airport</u>	<u>Monthly Rate</u>
Lines between different buildings	
- Per 2-Wire Loop	\$16.98
- Per 4-Wire Loop	\$33.98
- Private, Teletypewriter and Leased Lines between different floors within the same building, per termination	One intrabuilding Channel Charge.
<u>La Guardia Airport</u>	
Lines with La Guardia Airport Private, Teletypewriter and Leased Lines within the same building and lines between different buildings	
- Two-Point lines, each	\$21.31
- Each additional point	\$ 21.31

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

e. Local Area Data Channels

	<u>Monthly Rates Per Termination</u>
- For channels in the same building and the same premises.	\$ 7.93
- For channels between different buildings on the same premises or the same or adjacent blocks.	\$18.93
- For channels between different buildings on different premises.	\$26.27
- Channel Protector Unit	\$9.35
- Bridging Arrangement – Multi-Point Data Channels	\$122.14

f. Direct Inward Dial Loops

	<u>Monthly Rates</u>
- Per 2-Wire Loop	\$19.08
- Per 4-Wire Loop	\$38.16

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

g. Rates for Intercept Lines

1) Lines Terminating Directly in an Answering Turret

Monthly Rate

a) Patron and Answering Bureau in Same building or
same City Block

\$6.77

b) Patron and Answering Bureau Not Within the Same City Block

- Patron and Answering Bureau in Same Building
Area Distance between Answering Bureau and
its Serving Central Office

.1 mile or less

\$5.93

Over .1 to 1/4 mile

\$6.34

Over 1/4 to 1/2 mile

\$6.95

Over 1/2 mile

\$10.61

- Patron and Answering Bureau in Different Building Areas
Distance Between Answering Bureau and
its Serving Central Office

.1 mile or less

\$5.93

Over .1 to 1/4 mile

\$6.34

Over 1/4 to 1/2 mile

\$6.95

Over 1/2 mile

\$10.61

Distance Between Central Office
Buildings Rate Schedule

* Interoffice Mileage

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

6. Private Line Services, (Cont'd)

5. Rates for Intercept Lines, (Cont'd)

2) Lines Terminating in Central Office Concentrator Equipment

	<u>Monthly Rate</u>
a) Patron and Concentrator in Same Building Area	\$5.93
b) Patron and Concentrator in Different Building Areas	\$5.93 + Interoffice Mileage

3) Concentrator-Identifier Lines

a) Lines From a Central Office Concentrator

- Distance between Answering Bureau and its Serving Central Office	
.1 mile or less	\$5.93
Over .1 to 1/4 mile	\$6.34
Over 1/4 to 1/2 mile	\$6.95
Over 1/2 mile	\$10.61
- Distance Between Central Office Building Serving Answering Bureau and Central Office Building Where Concentrator is Located	*Interoffice Mileage

b) Lines between Concentrator-Identifier Equipment Located on the Premises of an Answering Bureau

- Distance between Answering Bureau Concentrator Location and its Serving Central Office	
.1 mile or less	\$5.93
Over .1 to 1/4 mile	\$6.34
Over 1/4 to 1/2 mile	\$6.95
Over 1/2 mile	\$10.61
- Distance Between Central Office Buildings Serving Answering Bureau Locations	*Interoffice Mileage

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

7. MetPath™ T1 Point-to-Point Service

All MetPath™ T1 Point-to-Point services will be offered on an Individual Case Basis (ICB).

8. Digital Data Service

a. Digital Access Lines

- NY Metro LATA

Type 1	All Speeds – NRC	\$460.58
	2.4 Kbps – Monthly	\$1,035.05
	4.8 Kbps – Monthly	\$1,281.76
	9.6 Kbps – Monthly	\$1,597.16
	56 Kbps – Monthly	\$7,687.53

Type 2	All Speeds – NRC	\$574.19
	2.4 Kbps – Fixed – Monthly	\$1,199.54
	2.4 Kbps – Per Mile – Monthly	\$17.86
	4.8 Kbps – Fixed – Monthly	\$1,398.33
	4.8 Kbps – Per Mile – Monthly	\$21.95
	9.6 Kbps – Fixed – Monthly	\$2,001.55
	9.6 Kbps – Per Mile – Monthly	\$33.91
	56 Kbps – Fixed – Monthly	\$3,201.08
	56 Kbps – Per Mile – Monthly	\$69.60

Inter-DSA Channel

2.4 Kbps – Fixed – Monthly	\$239.91
2.4 Kbps – Per mile – Monthly	\$1.25
4.8 Kbps – Fixed – Monthly	\$315.13
4.8 Kbps – Per Mile – Monthly	\$2.43
9.6 Kbps – Fixed – Monthly	\$473.01
9.6 Kbps – Per Mile – Monthly	\$4.85
56 Kbps – Fixed – Monthly	\$712.89
56 Kbps – Per Mile – Monthly	\$21.95

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

8. Digital Data Service, (Cont'd)

a. Digital Access Lines, (Cont'd)

– Outside NY Metro LATA

Type 1	All Speeds – NRC	\$460.58
	2.4 Kbps – Monthly	\$188.38
	4.8 Kbps – Monthly	\$232.38
	9.6 Kbps – Monthly	\$292.88
	56 Kbps – Monthly	\$451.00
Type 2	All Speeds – NRC	\$574.19
	2.4 Kbps – Fixed – Monthly	\$224.13
	2.4 Kbps – Per Mile – Monthly	\$3.03
	4.8 Kbps – Fixed – Monthly	\$258.50
	4.8 Kbps – Per Mile – Monthly	\$3.85
	9.6 Kbps – Fixed – Monthly	\$374.00
	9.6 Kbps – Per Mile – Monthly	\$6.05
	56 Kbps – Fixed – Monthly	\$588.50
	56 Kbps – Per Mile – Monthly	\$12.38
Inter-DSA Channel	2.4 Kbps – Fixed – Monthly	\$48.13
	2.4 Kbps – Per Mile – Monthly	\$0.21
	4.8 Kbps – Fixed – Monthly	\$61.88
	4.8 Kbps – Per Mile – Monthly	\$0.40
	9.6 Kbps – Fixed – Monthly	\$92.13
	9.6 Kbps – Per Mile – Monthly	\$0.80
	56 Kbps – Fixed – Monthly	\$134.75
	56 Kbps – Per Mile – Monthly	\$3.99
Multi-station Arrangement	Monthly – Per station	\$16.72
Secondary Channel Capability	NRC – Each line	\$460.58
	Monthly – Each line	\$25.96

SECTION 10 - RATES AND CHARGES, (CONT'D)

A. Verizon Service Area, (Cont'd)

8. Digital Data Service, (Cont'd)

b. Digital Data Service II

- NY Metro LATA

Channel Termination Per Station	All Speeds – NRC All Speeds – All Terms	\$300.00 \$664.84
Interoffice Channel, Each, Fixed	All Speeds – All Terms	\$283.65
Interoffice Channel, Each, Per Mile	All Speeds – All Terms	\$45.76
Multi-Station Arrangement Per Station	All Speeds – All Terms	\$19.63
Secondary Channel Capability Per Station	All Speeds - NRC	\$300.00

- Non-NY Metro LATA

Channel Termination Per Station	All Speeds – NRC All Speeds – All Terms	\$300.00 \$498.90
Interoffice Channel, Each, Fixed	All Speeds – All Terms	\$203.29
Interoffice Channel, Each, Per Mile	All Speeds – All Terms	\$32.71
Multi-Station Arrangement Per Station	All Speeds – All Terms	\$11.91
Secondary Channel Capability Per Station	All Speeds - NRC	\$300.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

B. Citizens Service Area

1. Network Switched Services

a. Basic Local Exchange Service	Multi-Line
Flat Rate Service	<u>Business</u>
Rate Group 1	\$36.35
Rate Group 2	\$39.43
Rate Group 3	\$42.63
Rate Group 4	\$45.65
Rate Group 5	\$53.45
Rate Group 6	\$34.88
Rate Group 7	\$22.11
b. PBX and DID Trunk Service	
PBX Trunk Flat Rate Service	
Rate Group 1	\$184.89 (I)
Rate Group 2	\$190.16 (I)
Rate Group 3	\$195.65 (I)
Rate Group 4	\$200.85 (I)
Rate Group 5	\$76.74
DID Ports	
Initial Port	\$143.75
Each Additional Port	\$31.25
c. MetPath Digital Centrex Service	
All Terms	\$68.75
d. MetPath ISDN-BRI Service	
ISDN Basic Exchange Digital Line ¹	\$31.25
ISDN Basic Exchange Circuit Switched Voice/Data - Usage	<u>\$62.50</u>
Total	\$93.75
Optional Features:	
Extended Service Arrangement	\$50.00
High Speed Packet Switched Data	\$43.75
Packet Switched D Channel	\$7.50
e. MetPath ISDN-PRI Service	
All ISDN-PRI services will be offered on an Individual Case Basis (ICB).	

¹ ISDN-BRI rates are in addition to Individual Line Service.

SECTION 10 - RATES AND CHARGES, (CONT'D)

B. Citizens Service Area, (Cont'd)

2. Feature Services

	<u>Monthly</u>
Anonymous Call Block	\$8.13
Call Forwarding-Basic	\$10.63
Call Forwarding - No Answer	\$10.63
Call Forwarding - Busy	\$10.63
Call Forwarding - Busy/No Answer	\$10.63
Call Intercept (Call Rejection)	\$6.88
Call Waiting	\$30.94 (I)
Call Waiting-Cancel Call Waiting	\$30.94 (I)
Caller ID Number only	\$29.38 (I)
Caller ID (Name & number)	\$36.25 (I)
Call Priority/Selector	\$6.88
Call Transfer (grandfathered to existing customers)	\$2.50
Distinctive Ring	\$8.75
Inside Wire Maintenance Plan	\$8.50
Remote Call Forwarding – Initial Path	\$48.75
Remote Call Forwarding – Additional Paths	\$48.75
Remote Call Forwarding – Usage 1 st Minute	\$0.0625
Remote Call Forwarding – Usage Additional Minutes	\$0.0250
Select Call Block	\$6.88
Select Call Waiting (Same as VIP Alert)	\$3.75
Speed Calling (30-Code)	\$6.50
Speed Calling (8-Code)	\$4.81
Select/Preferred Call Forward	\$6.88
Special Call Acceptance	\$6.88
Special Call Forwarding	\$6.88
Special Call Waiting	\$5.00
Three-Way Calling	\$10.94
Unlimited Call Return (*69)	\$6.88
Unlimited Repeat Dialing (*66)	\$6.88
Vanity Number (aka Gold, Custom)	\$2.50
VIP Alert (same as Selective Call Waiting)	\$3.75
Voice Mail	\$13.50
Toll Restriction - All Calls except 7 digit dial, 911, TF	\$6.25
Block International Calls	\$7.50
Bill Number Screening - 3rd#, Collect Calls	\$2.50
900 per call Block	\$2.50
	<u>Per Use</u>
Call Trace	\$8.00
Three-Way Calling	\$4.00
Call Return (*69)	\$4.00
Repeat Dialing (*66)	\$4.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

B. Citizens Service Area, (Cont'd)

3. Directory Listings and Directory Assistance	<u>Business</u>
Additional Listing	\$40.69
Foreign Listing	\$15.63
Non-Listed	\$7.50
Non-Published	\$6.88
Directory Assistance	\$5.99
Directory Assistance Call Completion	\$1.50

4. Operator Services	
Third Number Billing	\$2.85
Collect Calls	\$2.80
Person-to-Person	\$5.13
Operator Dialed	\$2.80
Calling Card	
Operator Assisted	\$2.80
Customer Dialed	\$1.70

5. Service Charges

Change of Service Charge per Line/Trunk	\$50.00 (I)
Change of Telephone Number Charge	
First Line	\$40.88
Each Additional Line	\$13.63
Connection Charge	
First Line	\$200.00
Each Additional Line	\$200.00
Feature Add/Change/Delete Charge	\$24.00
Hunting Arrangement Charge	
First Line	\$40.88
Each Additional Line	\$13.63
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 10 - RATES AND CHARGES, (CONT'D)

B. Citizens Service Area, (Cont'd)

5. Service Charges (cont'd.)

Inside Wire Repair Charge:	<u>Business</u>
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$5.00
Record Order Charge	\$27.25
Remote Call Forwarding Charge:	
First Path	\$56.31
Each Additional Path	\$13.63
Restoral Charge	\$62.50
Returned Check Charge	\$20.00
Rewire Charge:	
First Line	\$40.88
Each Additional Line	\$13.63

SECTION 10 - RATES AND CHARGES, (CONT'D)

C. Frontier Communications of Ausable Valley, Seneca Gorham & Sylvan Lake; Ogden Telephone Service Areas

1. Network Switched Services

a. Basic Local Exchange Service		Multi-Line
Message Rate Service		<u>Business</u>
Rate Group 1		\$31.36
Rate Group 2		\$32.93
Rate Group 3		\$24.74
Rate Group 3 – with 50 Message Unit Allowance		\$28.00
Flat Rate Service		
Rate Group 4		\$34.05
Rate Group 5		\$34.33
Rate Group 6		\$32.65
Rate Group 7		\$33.75
Rate Group 8		\$33.75
b. Local Exchange Usage – Ogden Telephone – Rate Group 3		\$0.1063
Per Message – All Others		\$0.063
Message Units per Call (Keeseville to Plattsburg Only)		
0-10 Miles	1	\$0.063
11-15 Miles	2	\$0.125
16-20 Miles	3	\$0.188
21-30 Miles	4	\$0.250
31-45 Miles	5	\$0.313
c. PBX and DID Trunk Service		
PBX Trunk Message Rate Service		
Rate Group 1		\$157.60 (I)
Rate Group 2		\$157.60 (I)
Rate Group 3		\$18.15
Rate Group 3 (Includes 50 Message Unit Credit)		\$24.40
PBX Trunk Flat Rate Service		
Rate Group 4		\$97.60 (I)
Rate Group 5		\$32.48
Rate Group 6		\$30.15
Rate Group 7		\$31.25
Rate Group 8		\$31.95
DID Ports		
Rate Groups 1-2		\$37.19
Rate Group 3		\$31.80
Rate Group 4		\$39.38
Rate Groups 5-8		\$48.75
DID Numbers:		
Each Group of 100 Numbers		\$17.50

Issued: September 15, 2025

Effective: October 15, 2025

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 10 - RATES AND CHARGES, (CONT'D)

C. Frontier Communications of Ausable Valley, Seneca Gorham & Sylvan Lake; Ogden Telephone Service Areas, (Cont'd)

2. Feature Services	<u>Monthly</u>
Anonymous Call Rejection	\$8.13
Call Forwarding-Basic	\$10.63
Call Forwarding - Busy	\$10.63
Call Forwarding - No Answer	\$10.63
Call Forwarding - Busy/No Answer	\$10.63
Call Priority/ Selector	\$8.74
Call Transfer	\$5.81
Call Waiting-Cancel Call Waiting	\$30.94 (I)
Call Waiting ID	\$7.49
Call Forwarding - Multipath - each	\$13.75
Caller ID	\$36.25 (I)
Caller ID - Number Only	\$30.00 (I)
Calling Number Delivery Blocking - Permanent	\$6.25
Customized Number	\$20.01
Distinctive Ring - one dependent number	\$6.25
Inside Wire Maintenance Plan	\$8.50
Remote Call Forwarding – Per Path	\$45.63
Special Call Acceptance	\$8.74
Select Call Block	\$8.74
Special Call Forwarding	\$8.74
Distinctive Ring - two dependent numbers	\$6.25
Distinctive Ring - three dependent numbers	\$7.19
Speed Calling (30-Code)	\$7.49
Speed Calling (8-Code)	\$6.24
Three-Way Calling	\$10.94
Toll restriction - Allows Only 7 Digit Dialed Numbers	\$2.50
Toll Restriction- Directly Dialed 1+ Calls	\$2.50
Ultra Forward Service (Remote Access to Call Fwdg.)	\$11.88
Unlimited Call Return *69	\$8.74
Unlimited Repeat Dialing *66	\$8.74
Voice Mail	\$13.50
	<u>Per Use</u>
Call Trace	\$8.00
Three-Way Calling	\$4.00
Call Return (*69)	\$4.00
Repeat Dialing (*66)	\$4.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

C. Frontier Communications of Ausable Valley, Seneca Gorham & Sylvan Lake; Ogden Telephone Service Areas, (Cont'd)

3. Directory Listings and Directory Assistance	<u>Business</u>
	<u>Per Month</u>
Additional Listing	\$18.06
Foreign Listing	\$12.50
Non-Listed	\$9.38
Non-Published	\$6.88
	<u>Per Use</u>
Directory Assistance	
Local	\$5.99
National	\$5.99
Directory Assistance Call Completion	\$2.00
4. Operator Services	
Third Number Billing	\$3.00
Collect Calls	\$3.00
Person-to-Person	\$4.50
Operator Dialed	\$3.00
Calling Card	\$3.00
5. Service Charges	<u>Business</u>
Change of Service Charge per Line/Trunk	\$50.00 (I)
Change of Telephone Number Charge	
First Line	\$39.60
Each Additional Line	\$39.60
Connection Charge	
First Line	\$200.00
Each Additional Line	\$200.00
Feature Add/Change/Delete Charge	\$24.00
Hunting Arrangement Charge	
First Line	\$45.00
Each Additional Line	\$20.00
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)

C. Frontier Communications of Ausable Valley, Seneca Gorham & Sylvan Lake; Ogden Telephone Service Areas, (Cont'd)

5. Service Charges (cont'd.)

	<u>Business</u>
Inside Wire Repair Charge	
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$5.00
Remote Call Forwarding Charge	
First Path	\$45.00
Each Additional Path	\$20.00
Restoral Charge-per line	\$39.60
Returned Check Charge	\$20.00
Rewire Charge	
First Line	\$39.60
Each Additional Line	\$39.60

SECTION 10 - RATES AND CHARGES, (CONT'D)

D. Frontier Communications of New York Service Area

1. Network Switched Services

a. Basic Local Exchange Service			
Measured Rate Service			
All Rate Groups			Multi-Line Business \$21.40 (I)
a. Local Exchange Usage			
Per Minute			
First 3 Minutes		<u>Day/Evening</u>	<u>Night/Holiday</u>
Each Additional Minute		\$0.0713	\$0.0475
		\$0.0225	\$0.0150
b. PBX and DID Trunk Service			
PBX Trunk Measured Rate Service			\$18.90
DID Ports			\$34.75
DID Numbers:			
Each Group of 100 Numbers			\$18.40
d. MetPath Digital Centrex Service			
All Terms			\$68.75
e. MetPath ISDN-BRI Service			
ISDN Basic Exchange Digital Line ¹			\$40.00
Optional Features:			
Circuit Switched Voice/Data			\$3.75

¹ ISDN-BRI rates are in addition to Individual Line Service.

SECTION 10 - RATES AND CHARGES, (CONT'D)

D. Frontier Communications of New York Service Area, (Cont'd)

2. Feature Services	<u>Monthly</u>
Anonymous Call Rejection	\$8.13
Call Forwarding-Basic	\$10.00
Call Forwarding-Busy	\$10.00
Call Forwarding-Don't Answer	\$10.00
Call Forwarding-Busy/Don't Answer	\$10.00
Call Forwarding Multipath	\$13.75
Call Waiting w/Cancel CW	\$30.94 (I)
Call Waiting ID (aka Call Whisper)	\$2.50
Call Waiting ID Deluxe with Name	\$2.30
Caller ID – Number	\$30.63 (I)
Caller ID - Name & Number (Deluxe)	\$36.25 (I)
Call Intercept	\$8.74
Call Priority/ Selector	\$8.74
Distinctive Ring 1st Dependent Number	\$6.25
Distinctive Ring 2nd Dependent Number	\$6.25
Hunting-per line or trunk	\$2.50
Inside Wire Maintenance Plan	\$8.50
Message Waiting Indicator	\$0.63
Remote Call Forwarding – Per Path	\$45.63
Special Call Acceptance	\$8.74
Select Call Block	\$8.74
Select/Preferred Call Forward	\$8.74
Selective Class of Call Screening (Collect or 3rd Number)	\$2.50
Speed Calling (30-Code)	\$5.38
Speed Calling (8-Code)	\$5.00
Three-Way Calling	\$10.94
Call Transfer on Three-Way Calling, features billed separately	\$2.50
Toll Restriction 1+, 0+, 0-, 011, DDD 1+, 411, 1+555-1212	\$2.50
Ultra Forward	\$7.50
Unlimited Call Return (*69)	\$7.81
Unlimited Repeat Dialing (*66)	\$7.50
Voice Mail	\$13.50
	<u>Per Use</u>
Call Trace	\$8.00
Three-Way Calling	\$4.00
Call Return (*69)	\$4.00
Repeat Dialing (*66)	\$4.00

SECTION 10 - RATES AND CHARGES, (CONT'D)

D. Frontier Communications of New York Service Area, (Cont'd)

3. Directory Listings and Directory Assistance	<u>Business</u>
Additional Listing	<u>Monthly</u>
Foreign Listing	\$16.25
Non-Listed	\$15.63
Non-Published	\$9.38
	\$5.94
	<u>Per Use</u>
Directory Assistance	\$5.99
Directory Assistance Call Completion	\$1.50
4. Operator Services	
Third Number Billing	\$2.00
Collect Calls	\$2.00
Person-to-Person	\$3.50
Operator Dialed	\$2.00
Calling Card	
Operator Assisted	\$2.00
Customer Dialed	\$1.45
5. Service Charges	<u>Business</u>
Change of Service Charge per Line/Trunk	\$50.00 (I)
Change of Telephone Number Charge	
First Line	\$45.88
Each Additional Line	\$20.88
Connection Charge	
First Line	\$200.00
Each Additional Line	\$200.00
Feature Add/Change/Delete Charge	\$24.00
Hunting Arrangement Charge	
First Line	\$39.88
Each Additional Line	\$14.88
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)

Issued: January 31, 2026
Issued by:

Effective: February 1, 2026
Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 10 - RATES AND CHARGES, (CONT'D)

D. Frontier Communications of New York Service Area, (Cont'd)

5. Service Charges (cont'd.)	<u>Business</u>
Inside Wire Repair Charge Per Dispatch	\$299.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$10.00
Record Order Charge	\$24.00
Remote Call Forwarding Charge	
First Path	\$45.88
Each Additional Path	\$20.88
Restoral Charge	\$20.70
Returned Check Charge	\$20.00
Rewire Charge	
First Line	\$45.88
Each Additional Line	\$20.88

SECTION 10 - RATES AND CHARGES, (CONT'D)

E. Frontier Communications of Rochester Service Area

1. Network Switched Services

a. Basic Local Exchange Service	Multi-Line
Measured Rate Service	<u>Business</u>
All Rate Groups	\$28.29
b. Local Exchange Usage	
Per Minute	<u>Day/Evening</u> <u>Night/Holiday</u>
First 3 Minutes	\$0.1375 \$0.1250
Each Additional Minute	\$0.0275 \$0.0175
c. PBX and DID Trunk Service	
PBX Trunk Measured Rate Service	\$17.25
DID Ports	
Ground Start	\$37.99
Loop Start	\$33.75
DID Numbers:	
Each Group of 100 Numbers	\$17.55
d. MetPath Digital Centrex Service	
All Terms	\$73.74 (I)
e. MetPath ISDN-BRI Service*	
ISDN BRI Urban Measured CSD	\$49.94
With Usage Hour Package:	
50 hours	\$74.94
100 hours	\$99.94
250 hours	\$124.94
500 hours	\$149.94
ISDN BRI Rural Measured CSD	\$118.69
With Usage Hour Package:	
50 hours	\$143.69
100 hours	\$168.69
250 hours	\$193.69
500 hours	\$218.69
Circuit Switched Data – Per Minute	\$0.038

*The ISDN BRI rates include individual Measured Rate Service.

Issued: April 30, 2025

Effective: May 15, 2025

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 10 - RATES AND CHARGES, (CONT'D)

E. Frontier Communications of Rochester Service Area, (Cont'd)

2. Feature Services	Monthly
Anonymous Call Rejection	\$8.13
Block 1010XXXX	\$2.50
Call Forwarding-Basic	\$10.63
Call Forwarding-Busy Line	\$10.63
Call Forwarding-No Answer	\$10.63
Call Forwarding-Busy / No Ans	\$10.63
Call Forwarding Multipath (grandfathered)	\$10.00
Call Forwarding Multiple Simultaneous	\$4.01
Call Waiting/Cancel Call Waiting	\$30.94 (I)
Call Waiting ID/aka Call Whisper (grandfathered)	\$2.75
Caller ID - Basic (obsolete)	\$11.88
Caller ID - Deluxe (w/Name)	\$36.25 (I)
Distinctive Ring One Dependent Number	\$7.44
Distinctive Ring Two Dependent Number	\$5.00
DID Numbers, Ea. Grp of 100	\$17.55
Hot Line	\$2.50
Hunting-per line or trunk	\$1.44
Inside Wire Maintenance Plan	\$8.50
Message Waiting Indicator	\$0.63
Call Priority/ Selector	\$8.74
Remote Call Forwarding – Per Path	\$50.00
Selective Call Acceptance	\$8.74
Selective Call Rejection (Call Intercept)	\$8.74
Selective Call Forward	\$6.19
Selective Class of Call Screening	\$2.50
Speed Calling (30-Code)	\$5.56
Speed Calling (8-Code) (grandfathered)	\$4.94
Three- Way Calling with Transfer	\$7.44
Three-Way Calling	\$10.94
Toll Restriction 1+, 0+, 0-, 011, DDD 1+, 411, 1+555-1212	\$2.50
Ultra - Forward (CF Plus)	\$8.13
Unlimited Call Return	\$8.74
Unlimited Repeat Dialing	\$8.74
Voice Mail	\$13.50
	<u>Per Use</u>
Call Trace	\$8.00
Three-Way Calling	\$4.00
Call Return (*69)	\$4.00
Repeat Dialing (*66)	\$4.00

Issued: April 30, 2025

Effective: May 15, 2025

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 10 - RATES AND CHARGES, (CONT'D)

E. Frontier Communications of Rochester Service Area, (Cont'd)

3. Directory Listings and Directory Assistance	<u>Business</u>
	<u>Monthly</u>
Additional Listing	\$40.69
Foreign Listing	\$12.00
Non-Listed	\$6.88
Non-Published	\$6.44
	<u>Per Use</u>
Directory Assistance	\$5.99
Directory Assistance Call Completion	\$2.00
4. Operator Services	
Third Number Billing	\$4.00
Collect Calls	\$4.00
Person-to-Person	\$5.00
Operator Dialed	\$4.00
Calling Card	\$4.00
5. Service Charges	<u>Business</u>
Change of Service Charge per Line/Trunk	\$50.00 (I)
Change of Telephone Number Charge	
First Line	\$26.25
Each Additional Line	\$26.25
Connection Charge	
First Line	\$200.00
Each Additional Line	\$200.00
Feature Add/Change/Delete Charge	\$24.00
Hunting Arrangement Charge	
First Line	\$22.29
Each Additional Line	\$22.29
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 10 - RATES AND CHARGES, (CONT'D)

E. Frontier Communications of Rochester Service Area, (Cont'd)

5. Service Charges (cont'd.)	<u>Business</u>
Inside Wire Repair Charge	
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$10.00
Record Order Charge	\$22.29
Remote Call Forwarding Charge	
First Path	\$48.54
Each Additional Path	\$26.25
Restoral Charge	\$48.88
Rewire Charge	
First Line	\$48.54
Each Additional Line	\$26.20

SECTION 10 - RATES AND CHARGES, (CONT'D)

F. Windstream New York Service Area

1. Network Switched Services

a. Basic Local Exchange Service	Multi-Line
Flat Rate Service	<u>Business</u>
Rate Group 1	\$24.45
Rate Group 2	\$31.67
Rate Group 3	\$32.63
Rate Group 4	\$33.27
Rate Group 5	\$36.60
Rate Group 6	\$38.45
Rate Group 7	\$43.04
Rate Group 8	\$47.63
Rate Group 9	\$43.04
Message Rate Service	
Rate Group 9 Only	\$13.92
b. Local Exchange Usage	
Per Message	\$0.1391
c. PBX and DID Trunk Service	
PBX Trunk Flat Rate Service	
Rate Group 1	\$35.81
Rate Group 2	\$51.57
Rate Group 3	\$53.42
Rate Group 4	\$54.41
Rate Group 5	\$59.79
Rate Group 6	\$62.79
Rate Group 7	\$70.53
Rate Group 8	\$78.27
Rate Group 9	\$70.53
PBX Trunk Message Rate Service	
Rate Groups 1, 5 and 7 Only	\$20.66
DID Ports	\$29.06
DID Numbers:	
Each Group of 10 Numbers	\$18.95

SECTION 10 - RATES AND CHARGES, (CONT'D)

F. Windstream New York Service Area, (Cont'd)

1. Network Switched Services, (Cont'd)

d. MetPath ISDN-BRI Service

ISDN BRI Measured Rate Digital Line With 40 Usage Hour Package:	\$19.13
ISDN BRI Measured Rate Digital Line With Unlimited Usage Package:	\$161.63
Optional Features:	
ISDN BRI AC Switched Voice or Data, Exc Svc	\$6.00
ISDN BRI Additional Call Offering (ACO)	\$1.13
ISDN BRI Additional Directory Number (each)	\$2.40
ISDN BRI Call Forwarding	\$4.88
ISDN BRI Call Pickup (per member)	\$1.13
ISDN BRI Calling Number ID/Calling Name ID	\$10.50
ISDN BRI Circuit Switched Data Exchange Svce	\$4.50
ISDN BRI Circuit-Switched Voice per B-Channel	\$4.50
ISDN BRI Link Extension Facility, per BRI	\$57.00
ISDN BRI Multi-line Hunt Group	\$1.13
ISDN BRI Packet Switch Data - B Channel	\$180.00
ISDN BRI Packet Switch Data - D Channel	\$11.25
ISDN BRI Six-Way Conference Calling	\$3.00
ISDN BRI Local Usage – Per Minute Local Circuit-Switched Voice & Data Calls	\$0.0300

SECTION 10 - RATES AND CHARGES, (CONT'D)

F. Windstream New York Service Area, (Cont'd)	<u>Business</u>
2. Feature Services	<u>Monthly</u>
Anonymous Call Rejection	\$3.00
Call Forwarding-Basic	\$4.88
Call Forwarding-Busy	\$1.88
Call Forwarding-Don't Answer	\$1.88
Call Waiting	\$5.93
Call Waiting ID	\$8.18
Caller ID	\$10.50
Caller ID Deluxe	\$12.75
DID Numbers. Block of 100	\$18.95
Distinctive Ring, 1 Dependent Number	\$4.43
Inside Wire Maintenance Plan	\$8.50
Remote Call Forwarding, Per Path	\$33.96
Selective Class of Call Screening (Collect or 3rd Number)	\$2.81
Speed Calling (30-Code)	\$4.88
Speed Calling (8-Code)	\$3.38
Three-Way Calling	\$4.43
Unlimited Call Return	\$5.63
Unlimited Repeat Dialing	\$4.88
Voice Mail	\$13.50
	<u>Per Use</u>
Call Trace	\$5.50
Three-Way Calling	\$1.75
Call Return	\$1.75
Busy Redial	\$1.75
3. Directory Listings and Directory Assistance	<u>Monthly</u>
Additional Listing	\$3.90
Foreign Listing	\$3.90
Non-Listed	\$4.43
Non-Published	\$4.43
Directory Assistance	<u>Per Use</u>
Local	\$0.95
National	\$1.25
Directory Assistance Call Completion	\$1.99
4. Operator Services	
Third Number Billing	\$2.07
Collect Calls	\$2.02
Person-to-Person	\$4.62
Operator Dialed	\$1.68
Calling Card	
Operator Assisted	\$1.68
Customer Dialed	\$0.67

SECTION 10 - RATES AND CHARGES, (CONT'D)

F. Windstream New York Service Area

5. Service Charges	<u>Business</u>
Change of Service Charge per Line/Trunk	\$50.00 (I)
Change of Telephone Number Charge	
First Line	\$39.65
Each Additional Line	\$17.15
Connection Charge	
First Line	\$200.00
Each Additional Line	\$200.00
Feature Add/Change/Delete Charge	\$24.00
Hunting Arrangement Charge	
First Line	\$39.65
Each Additional Line	\$17.15
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)
Inside Wire Repair Charge	
First Hour	\$299.00 (I)
Each Additional Hour	\$149.00 (I)
Maintenance of Service Charge per Line/Trunk	\$350.00 (I)
Primary Interexchange Carrier Change Charge	\$5.00
Record Order Charge	\$15.30
Remote Call Forwarding Charge	
First Path	\$53.87
Each Additional Path	\$17.15
Restoral Charge	
First Line	\$68.57
Each Additional Line	\$17.15
Returned Check Charge	\$20.00
Rewire Charge	
First Line	\$39.65
Each Additional Line	\$17.15

SECTION 10 - RATES AND CHARGES, (CONT'D)

G. All Areas

1. Non-Recurring Service Charges

The non-recurring service charges for each service area can be found in Section 10 of this Product Guide.

2. 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 access via the following URL: <http://www.mettel.net/tariffs.html>

3. Critical Facilities Administration Service (CFAS)

Engineering Charge – Per Hour	\$150.00	
-------------------------------	----------	--

4. Toll Free Number Service (8YY)

Set-Up Fee	\$25.00	(R)
------------	---------	-----

Monthly Charge	\$4.95	(R)
----------------	--------	-----

Usage Charge		
1st Minute	\$0.069	
Each Additional Minute, or fraction thereof	\$0.069	

Payphone Surcharge, per call	\$0.75	
------------------------------	--------	--

Itemized Call Detail, per month per routing arrangement	\$0.00	
------------------------------------------------------------	--------	--

Alternate Call Routing, per month Each Additional Routing Number	\$1.00	
---------------------------------------------------------------------	--------	--

5. Business Direct Dial Service

A.	Flat Rate Plan without Local Service - With Monthly Fee		(N)
	Monthly Fee, per line	\$3.95	
	Per Call, per minute	\$0.089	
B.	Flat Rate Plan with Local Service – With Monthly Fee		(N)
	Monthly Fee, per line	\$3.95	
	Per Call, per minute	\$0.069	
C.	Flat Rate Term Contract Plans with Local Service – No Monthly Fee		(N)
	12 Month Plan - Per Call, per minute	\$0.059	
	24 Month Plan - Per Call, per minute	\$0.049	
	36 Month Plan - Per Call, per minute	\$0.039	

SECTION 10 - RATES AND CHARGES, (CONT'D)

G. All Areas, (Cont'd)

6. Local Portability Charge

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.

Services	Monthly Per Line or Per Trunk*
	Business
Single Line Local Exchange Svc.	\$1.99 (I)
Multi-line Local Exchange Svc.	\$1.99 (I)
Lifeline customer	-
ISDN BRI	\$1.99 (I)
ISDN PRI (rates per svc.)	\$89.55 (I)
Foreign Exchange–Single Line	\$1.99 (I)
Foreign Exchange–Multi-Line	\$1.99 (I)
Remote Call Forward	\$1.99 (I)
Centrex	\$1.99 (I)
Trunks	\$17.91 (I)
T-1/Digital PBX (rates per svc.)	\$89.55 (I)

*Unless otherwise noted

SECTION 11 – RATE GROUPS

A. Citizens Service Area

<u>RATE CENTER</u>	<u>RATE GROUP</u>	<u>RATE CENTER</u>	<u>RATE GROUP</u>
ADAMS	3	FAIR HAVEN	2
ADAMS CTR	3	FILLMORE	1
ALFRED	2	FONDA	3
ALMOND	2	FOREST PORT	4
ANDOVER	3	FORT PLAIN	2
APALACHIN	4	FRANKLIN	1
BAINBRIDGE	2	GEORGETOWN	2
BARRYVILLE	3	GILBERTSVILLE	1
BELLEVILLE	3	GLEN	3
BERKSHIRE	4	GLOVERSVILLE	3
BLOOMINGBURG	3	GREENE	4
BLUE MTN LAKE	1	GREENWOOD	2
BOONVILLE	4	GUILFORD	3
BRANCHPORT	2	HAMMONDSPORT	2
BROADALBIN	4	HANNIBAL	4
BROOKFIELD	4	HAWLEYTON	4
CANAJOHARIE	2	HENDERSON	3
CANDOR	2	INDIAN LAKE	1
CAROGA LAKE	3	JASPER	2
CATO	5	JOHNSTOWN	3
CHEMUNG	3	LAKE LUZERNE	4
CHENANGO BRIDGE	4	LAKE PLEASANT	1
CHESTERTOWN	3	LEONARDSVILLE	4
CINCINNATUS	3	LITTLE MEADOWS, PA	6
CIRCLEVILLE	3	LOCKWOOD	3
CLAYVILLE	4	LONG LAKE	1
CONSTABLEVILLE	2	LOWVILLE	2
CORFU	5	LYONS FALLS	2
CORINTH	4	LYSANDER	5
CROGHAN	2	MADISON	2
DALTON	1	MANNSVILLE	3
DARIEN	5	MARATHON	4
DENTON	3	MASONVILLE	2
DERUYTER	4	MAYFIELD	3
DOWNSVILLE	2	MCDONOUGH	2
DRYDEN	4	MIDDLETOWN	4
DUNDEE	2	MORRIS	3
EAGLE BAY	2	MORRISVILLE	2
EARLVILLE	2	MOUNT UPTON	3
ELIZAVILLE	3	NARROWSBURG	2
ETNA	3	NEW BERLIN	2

Issued: November 1, 2024

Effective: December 1, 2024

Issued by:

Andoni Economou, Chief Operating Officer and EVP
55 Water Street, Floor 32
New York, New York 10041

SECTION 11 – RATE GROUPS, (CONT'D)

A. Citizens Service Area, (Cont'd)

<u>RATE CENTER</u>	<u>RATE GROUP</u>	<u>RATE CENTER</u>	<u>RATE GROUP</u>
NEW WOODSTOCK	5	WELLS	3
NEWARK VALLEY	4	WEST VALLEY	2
NEWCOMB	1	WHITNEY POINT	4
NORTH BROOKFIELD	4	WILLIAMSTOWN	4
NORTH CREEK	3	WURTSBORO	3
NORTHVILLE	3	WELLS	3
NORWICH	3		
OLD FORGE	2		
OTISVILLE	3		
OXFORD	2		
PORT JERVIS	3		
PULASKI	4		
QUAKER LAKE, PA	7		
RAQUETTE LAKE	2		
RED HOOK	3		
REMSEN	4		
RHINEBECK	4		
ROSCOE	1		
SANBORN	5		
SANDY CREEK	2		
SCOTCHTOWN	4		
SHELBURNE	2		
SIDNEY	2		
SLATE HILL	3		
SLATERVILLE SPRGS	3		
SMYRNA	2		
SOUTH NEW BERLIN	2		
SOUTH OTSELIC	2		
SPENCER	4		
ST JOHNSVILLE	2		
STAATSBURG	4		
TIVOLI	3		
TRIBES HILL	4		
TRUXTON	4		
UNADILLA	2		
UNIONVILLE	3		
VIRGIL	4		
WALTON	2		
WATERVILLE	4		
WAYNE	2		

SECTION 11 – RATE GROUPS, (CONT'D)

B. Frontier Communications of Ausable Valley, Seneca Gorham & Sylvan Lake; Ogden Telephone Service Areas

<u>RATE CENTER</u>	<u>RATE GROUP</u>
ASABLFORKS	1
HILTON	3
HONEOYE	6
HOPEWLLJCT	4
KEESEVILLE	1
PAULSMITHS	2
RUSHVILLE	7
SPENCERPT	3
STANLEY	8
WILMINGTON	1

C. Windstream New York Service Area

<u>RATE CENTER</u>	<u>RATE GROUP</u>
BEMUSPOINT	5
CAZENOVIA	7
CENTRAL SQ	7
CHAUTAUQUA	1
CLYMER	5
ELLINGTON	5
FREWSBURG	5
FULTON	9
GERRY	5
JAMESTOWN	5
KENNEDY	5
LAKESWOOD	5
MANLIUS	7
MARCELLUS	7
MUNNSVILLE	3
PANAMA	5
PHOENIX	7
RANDOLPH	5
SHORTSVL	8
SINCLAIRVL	5
STEAMBURG	5
STEDMAN	5
W WINFIELD	6

SECTION 12 – TAXES AND SURCHARGES

A. Surcharge for State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring, nonrecurring and usage rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The applicable Gross Revenue. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised statement as directed or approved by the Commission.

Gross Revenue Surcharge – Maximum Rate:

Services Provided for Resale	0.3764%
IntraLATA Toll and RCP Service	2.8273%
All Other Services	2.9405%

B. Municipal Surcharge on Local Utility Gross Revenue Taxes

In certain cities and villages, a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except toll message usage, operator's charges for busy verification and interrupt service, WATS, returned check charges, late payment charges and rates for local coin calls. Foreign exchange service provided from a central office of this Company located in a city or village where a surcharge applies is subject to the surcharge applicable in the serving central office.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within 5 business days.

Introduction, cancellation, or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the change.

Municipal Surcharge – Maximum Rate:

Buffalo, Rochester & Yonkers	3%
All Other Jurisdictions	1%

SECTION 12 – TAXES AND SURCHARGES, (Cont'd)

C. Metropolitan Commuter Transportation District Tax Surcharge

1. In the counties listed in Paragraph 2 following, a surcharge to recover the additional expense related to the Temporary Metropolitan Transportation Business Tax Surcharge (MTA Tax) applies to recurring, nonrecurring and usage rates and charges for all intrastate services except charges collected for sent-paid Public Access Smart-pay Lines dialed calls, check return and late payment charges. Foreign exchange service provided from a central office located in one of the counties in Paragraph 2 following is subject to the surcharge.
2. The surcharge is applicable to service furnished in the following counties:
 - New York City Counties
 - Dutchess County
 - Bronx County
 - Nassau County
 - Kings County
 - Orange County
 - New York County
 - Putnam County
 - Queens County
 - Rockland County
 - Richmond County
 - Suffolk County
 - Westchester County
3. Any changes to this rate will be filed on 15 days' notice to the Commission, and as directed by the Commission. Customers will be notified of such changes on the first bill following the rate change. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Company will file a revised surcharge as directed by the Commission.

MTA Tax – Maximum Rate:

Services Provided for Resale	0.1277%
IntraLATA Toll and RCP Service	0.6890%
All Other Services	0.7300%

SECTION 12 – TAXES AND SURCHARGES, (Cont'd)

D. Subscriber Intrastate Access Service

1. General Description

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

3. Undertaking of the Company

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

4. Terms of Service

a. 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

a. 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 Product Guide and any contract. No other credits are available for Subscriber Intrastate Access Service.

b. 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.

c. The Subscriber Access Charge, as set forth in paragraph 6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

SECTION 12 – TAXES AND SURCHARGES, (Cont’d)

D. Subscriber Intrastate Access Service (cont’d.)

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

6. Rates

Services	Subscriber Intrastate Access Charge				
	APPLICABLE ILEC/STATE/OCN				
	Verizon NY/5130	Frontier NY/See Note 1*	Frontier Rochester NY/0121	Citizens of NY/0096	Windstream NY/0106, 0109, 0113
Single Line Local Exchange Service	NA	NA	NA	NA	NA
Multi-line Local Exchange Service	9.67 (l)	10.20	10.20	10.20	10.20
Resold DSL – Single Line	NA	NA	NA	NA	NA
Resold DSL – Multi-Line	9.67 (l)	10.20	10.20	10.20	10.20
ISDN BRI	8.00	8.00	6.27	8.00	7.50
Foreign Exchange – Single Line	NA	NA	NA	NA	NA
Foreign Exchange – Multi-Line	9.67 (l)	10.20	10.20	10.20	10.20
Centrex	9.67 (l)	10.20	10.20	10.20	10.20
Trunks	9.67 (l)	10.20	10.20	10.20	10.20
T-1/Digital PBX	48.35 (l)	51.00	51.00	51.00	51.00
ISDN PRI	48.35 (l)	51.00	51.00	51.00	51.00

* Note 1: OCNs – 0072, 0100, 0110, 0122, 0128.

SECTION 12 – TAXES AND SURCHARGES, (Cont'd)

E. Carrier Access Recovery Charge

1. General Description

a. The Carrier Access Recovery Charge (CARC) is a per-line charge that recovers a portion of the access revenue reductions ordered by the FCC in their Intercarrier Compensation Reform Order.

2. Rate Regulations

a. Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 6 preceding 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. See table in paragraph F following for rates.

D. Local Telecom Surcharge

1. Rate Regulations

a. Telecommunications rules and regulations allow 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 (LTS) on all local exchange service lines provided by the Company. See table in paragraph F following for rates.

E. Regulatory Recovery Fee – State

1. Rate Regulations

a. 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 paragraph F following for rates.

SECTION 12 – TAXES AND SURCHARGES, (Cont'd)

F. Rates for Carrier Access Recovery Charge (CARC), Local Telecom Surcharge (LTS) and Regulatory Recovery Fee-State (RRF-S)

Services	Applies to all ILECs in NY		
	Monthly Per Line or Trunk (unless otherwise noted)		
	Carrier Access Recovery Charge	Local Telecom Surcharge	Regulatory Recovery Fee-State
Single Line Local Exchange Service	NA	NA	NA
Multi-line Local Exchange Service	4.50	5.00	4.99 (I)
Resold DSL – Single Line	NA	NA	NA
Resold DSL – Multi-Line	4.50	5.00	4.99 (I)
ISDN BRI	4.50	5.00	4.99 (I)
Foreign Exchange – Single Line	NA	NA	NA
Foreign Exchange – Multi-Line	4.50	5.00	4.99 (I)
Centrex	4.50	5.00	4.99 (I)
Trunks	4.50	5.00	4.99 (I)
Remote Call Forwarding	NA	5.00	4.99 (I)
T-1/Digital PBX	22.50	NA	24.95 (I)
T-1/Digital PBX Resale	22.50	NA	24.95 (I)
ISDN PRI	22.50	NA	24.95 (I)

SECTION 12 – TAXES AND SURCHARGES, (Cont’d)

E. End User Port Charge

1. Rate Regulations

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

- Integrated Services Digital Network (ISDN) – Basic Rate
- Integrated Services Digital Network (ISDN) – Primary Rate
- PBX Trunks

See table in paragraph 2 following for rates.

2. Rate Table

Services	End User Port Charge (EUPC)				
	APPLICABLE ILEC/STATE/OCN				
	Verizon NY/5130	Frontier NY/See Note 1*	Frontier Rochester NY/0121	Citizens of NY/0096	Windstream NY/0106, 0109, 0113
Single Line Local Exchange Service	NA	NA	NA	NA	NA
Multi-line Local Exchange Service	NA	NA	NA	NA	NA
Resold DSL – Single Line	NA	NA	NA	NA	NA
Resold DSL – Multi-Line	NA	NA	NA	NA	NA
ISDN BRI	1.90	2.68	2.10	6.91	1.20
Foreign Exchange – Single Line	NA	NA	NA	NA	NA
Foreign Exchange – Multi-Line	NA	NA	NA	NA	NA
Centrex	NA	NA	NA	NA	NA
Trunks	1.21	NA	NA	NA	NA
T-1/Digital PBX	29.04	30.05	23.48	59.21	18.18
T-1/Digital PBX Resale	29.04	30.05	23.48	59.21	18.18
ISDN PRI	46.01	30.05	23.48	59.21	18.18
* Note 1: OCNs – 0072, 0100, 0110, 0122, 0128.					