

METROPOLITAN TELECOMMUNICATIONS OF CONNECTICUT, INC.
D/B/A METTEL

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David A. Aronow, V.P.
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CHECK SHEET

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Section 1 – APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Connecticut.

1.1.1 Service Territory

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, will provide service in the following multi-exchange market groupings:

Torrington, Danielson, New London, Hartford East, Hartford Central, Hartford West, Danbury, Waterbury, Stamford, Bridgeport and New Haven.

1.1.2 Availability

Service is available where facilities permit.

Section 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel

In furnishing facilities and service, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel'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 unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (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.

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's plant, property or service.

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel reserves the right to refuse an application for service made by a present or former customer who is indebted to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.2 Limitations on Liability

A. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel harmless against claims, loss, damage, expense (including attorneys' fees and court costs) 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

B. Customer-Provided Equipment

The service and facilities furnished by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel are subject to the following limitations: Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel caused by customer-provided equipment or premises wire.

C. Use of Facilities of Other Companies

When the facilities of other companies are used in establishing a connection, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.3 Use Of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel of any unauthorized use. The customer may advise its customers that a portion of its service is provided by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, but the customer shall not represent that Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel jointly participates with the customer in the provision of the service.

2.1.4 Use and Ownership of Equipment

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall remain its property and shall be returned to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for any loss of, or damage to, the 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.

2.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

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

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error occurred.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.5 Directory Errors

- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel of the error, mistake or omission in such records by the subscriber, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs a., b., and c. shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph c., for the line or lines in question.
- E. Definitions: As used in Paragraphs a., b., c., and d. above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.5 Directory Errors (cont'd)

- F. Notice: Such allowances or credits as specified in Paragraphs a., b., and c. above, shall be given upon notice to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to have knowledge of such error, mistake or omission, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall give credit without the requirement of notification by the subscribers.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular Tariff rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.3 [RESERVED FOR FUTURE USE]

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED

2.4.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may be required to make a deposit up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a receipt for the deposit and a circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.2 Deposits (cont'd)

A. Interest on Deposits

Interest on deposits are calculated in conformance with the deposit index as defined in Section 16-262j(d) of the Connecticut General Statutes and rounded to the nearest one-tenth of one percentage point, except that in no event shall the rate be less than one and one-half per cent. Interest shall be credited semi-annually to the service account of the customer or paid upon return of the deposit, whichever occurs first.

B. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

C. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will process the transaction on the billing date and apply the deposit to any amount currently owed to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, and return any remaining amount of the deposit to the customer by check.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. Bills are due on the due date shown on the bill and are payable at any business office of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, by U.S. Mail, or at any location designated by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. If objection is not received by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel on customer overpayments that are refunded within 30 days after the overpayment is received by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel within two months after the bill is rendered.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.4 Return Check Charge

When a check which has been presented to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$15.00.

2.4.5 Late Payment Charges

- A. 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% 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.
- B. 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.
- C. Late payment charges do not apply to final accounts.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.6 Customer Overpayments

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will provide interest on customer overpayments that are not refunded within 30 days of the date Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel bill. The rate of interest shall be the greater of the customer deposit interest rate or Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

2.5 INSTALLATION SERVICE

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

2.6 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel employees or agents of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's facilities.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES

2.7.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly bill statement as outlined in 2.7.2 and 2.7.3 below. Surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity may apply.

2.7.2 Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to any applicable State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. Whenever the state levies a new tax on Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will file a revised statement as directed or approved by the Commission.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES (cont'd)

2.7.3 Village or 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 returned check charges, late payment charges and rates for local coin calls.

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.

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.

2.8 [RESERVED FOR FUTURE USE]

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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 Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- A. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- B. Nonpayment for service for which a bill has not been rendered;
- C. Nonpayment for service which have not been rendered;
- D. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 633 of 16 NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- E. Nonpayment of backbilled amounts as outlined in 2.11.12.
- F. Nonpayment of service which have not been rendered;
- G. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel in accordance with Company's complaint handling procedures.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- A. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment

A. General

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, any use of the facilities or service by the customer may adversely affect Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's personnel, plant, property or service. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, or
4. in the event that service is connected for a customer who is indebted to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for service or facilities previously furnished, that service may be terminated by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.11.7 regarding Deferred Payment Agreements.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

B. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel without payment of Tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such 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 such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

C. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
 - a) No charge shall apply for the period during which service had been terminated, and
 - b) Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

- D. Change in Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's Ability to Secure Access

Any change in Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.9.5 Emergency Termination of Service

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may require that the request be submitted in writing as a follow-up to a request made by telephone.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.10.1 Application of Rates

- A. Business rates as described in Section 7 apply to service furnished:
1. In office buildings, stores, factories and all other places of a business nature;
 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 3. At any location when the listing or public advertising indicates a business or a profession;
 4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 5. At any location where the customer resells or shares exchange service;
- B. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.10.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.10.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel is not required to issue any additional notice before disconnecting service.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.11.1 Application of Rates

Residential rates as described in Section 6 apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

2.11.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits

A. General

Except as provided in b. following, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may require a deposit, as described in Section 2.4.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

B. Customers Exempt from Deposits

1. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
2. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

C. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.11.7 below.)

New deposits from a residential customer are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.11.4 Installment Billing For Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.4 Installment Billing For Nonrecurring Charges (cont'd)

Installment billing is subject to the following restrictions:

- A. Installment billing may be used only by residential customers;
- B. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- C. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- D. More than one installment plan may be in effect for the same customer at the same time;
- E. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- F. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- G. Installment billing payments will continue even when an account is temporarily suspended;
- H. No interest or carrying charges will be applied to the outstanding balance during the installment period.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.5 Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.11.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 30 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- B. After issuing the written notification in accordance with 2.9.1, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
- C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for a Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

If Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.8 Dishonored Checks

When a check received from a residential customer is dishonored, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

2.11.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel is advised that a new customer has moved into the location.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.10 Backbilling for Residential Customers

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to render timely accurate billing. Unless the customer causes the late billing, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel under this Tariff.

2.12.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
 - 1. if interruption continues for less than 24 hours:
 - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
 - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
 - 2. if interruption continues for more than 24 hours:
 - a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.1 Credit for Interruptions (cont'd)

C. (cont'd)

2. (cont'd)

- b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths 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 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

D. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel rendered useless or substantially impaired.

E. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment 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 where service is interrupted by the negligence or willful act of the subscriber or where Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel or to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's facilities;
- B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- C. interruptions of service during any period in which Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. interruptions of service during any period when the customer has released service to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- E. interruptions of service due to circumstances or causes beyond the control of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION

2.13.1 Regulations

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.1 Regulations (cont'd)

- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Public Service Law.

Section 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

3.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion.

Section 3 - CONNECTION CHARGES (cont'd)

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

<u>Business</u>	<u>Residence</u>
\$35.00 (I)	\$20.00

3.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- 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.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Change - including rearrangement or reclassification - of existing service at the same location.

Residence Charge per: Move, Add or Change
\$20.00

Business Charge per: Move, Add or Change
\$75.00

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David A. Aronow, V.P.
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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.2 Trouble Isolation Charge

A maintenance of service charge will be applied for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided inside wire, terminal equipment or communications system connected to Telephone Company facilities (including terminal equipment or a communications system connected in violation of the Tariffs).

Maintenance visit will be subject to appropriate maintenance of service charges specified below.

Maintenance of Service charges are as follows:

	<u>Non- Recurring Charges</u>		
	<u>Residence</u>	<u>Business</u>	<u>Complex Business</u>
First 1 Hour	\$250.00 (\$450.00 if outside of business hours)		
Each Additional 1 Hour	\$125.00 (\$250.00 if outside of business hours)		
Dispatch but No Trouble Found for No Access	\$175.00		

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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.4.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

Service charges are as follows: T

	<u>Non- Recurring Charges</u>		
	<u>Residence</u>	<u>Business</u>	<u>Complex Business</u>
First 1 Hour	\$250.00 (\$375.00 if outside of business hours)		
Each Additional 1 Hour	\$125.00 (\$187.50 if outside of business hours)		

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3.5 ADDITIONAL SERVICE CONNECTION CHARGES

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

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

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

	<u>Per Line or Trunk</u>	<u>Per Order</u>
Disconnection Order Charge	\$16.75	
Change of Service Charge	\$16.75	
Features - Add/Change/Delete		\$24.00

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Section 4 - SUPPLEMENTAL SERVICES

4.1 TOTALPHONE SERVICE

4.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

4.1.2 Description of Features

A. Three Way Calling

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

C. Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers.

D. Speed Calling 8

This feature allows a user to dial selected numbers using one digit. Up to eight numbers can be selected.

E. Speed Calling 30

This feature allows a user to dial selected numbers using one or two digits. Up to thirty numbers can be selected.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.1 TOTALPHONE SERVICE (cont'd)

4.1.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 5, Residential Network Switched Service, and Section 6, Business Network Switched Service.

B. Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Residential	\$ 20.00	Business	\$ 33.00
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C. Trial Period

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 4.5, Service and Promotional Trials, below.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.2 SmartLink SERVICES

4.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all SmartLink services. Transmission levels may not be sufficient in all cases.

4.2.2 Description of Features

A. Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. It is the responsibility of the customer to provide the necessary CPE.

B. Call Again/ Repeat Dialing

The Call Again/ Repeat Dialing feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Call Again/ Repeat Dialing feature also allows customers, having reached a busy number, to dial a code before hanging up. Call Again/ Repeat Dialing feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.2 SmartLink SERVICES (cont'd)

4.2.2 Description of Features (cont'd)

B. Automatic Redial (cont'd)

The following types of calls cannot be Automatically Redialed:

- i) Calls to 800 Service numbers
- ii) Calls to 900 Service numbers
- iii) Calls preceded by an interexchange carrier access code
- iv) International Direct Distance Dialed calls
- v) Calls to Directory Assistance
- vi) Calls to 911

C. Missed Call Dialing/Call Return

The Missed Call Dialing/Call Return stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

D. Call Tracing

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel the customer can use this application to combat nuisance calls.

E. Priority Call Forwarding

Allows a customer to have incoming calls from a maximum of six specified telephone numbers forwarded to another number.

F. Priority Call Ringing

Allows a customer to distinguish up to six specified calls from all others by using a special ring.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.2 SmartLink SERVICES (cont'd)

4.2.2 Description of Features (cont'd)

G. Caller Identification Deluxe (Caller ID Deluxe)

This feature enables the customer to view on a display unit the Directory Number (DN) and Name (up to 15 characters) of the calling party (incoming call).. The calling party's name and number are also displayed during a Call Waiting tone, if the Caller ID Deluxe subscriber also subscribes to Call Waiting and uses a specially equipped display device. The Telephone Company will deliver all current names and numbers, subject to blocking and technical limitations, including those associated with non-published and non-listed service.

H. Per-Call Blocking

Allows the calling party to temporarily prevent the transmission of the calling party's directory number and name to the called party who may subscribe to Caller ID or Caller ID Deluxe. This feature must be customer activated on a Per-Call basis.

4.2.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 5, Residential Network Switched Service, and Section 6, Business Network Switched Service.

C. Trial Period

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.3. MISCELLANEOUS FEATURES

The features in this section are made available on an individual basis or in addition to multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

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

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

4.4 CENTREX SERVICE FEATURES

4.4.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

4.4.2 Description of Features

A. Camp On

This feature allows the switch to observe that a wanted line is busy, wait until it is free, then automatically and immediately connect the calling line that has been waiting.

B. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

C. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

D. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

E. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.4 CENTREX SERVICE FEATURES (cont'd)

4.4.2. Description of Features (cont'd)

F. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

G. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

H. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

I. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

J. Uniform Call Distribution

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.4 CENTREX SERVICE FEATURES (cont'd)

4.4.3. Rates and Charges

A. Monthly Rates

Maximum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

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C. Trial Period

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.5 SERVICE AND PROMOTIONAL TRIALS

4.5.1 General

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

4.5.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to indicate they wish to retain the service will be disconnected from the service at no charge.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.5 SERVICE AND PROMOTIONAL TRIALS (cont'd)

4.5.2 Regulations (cont'd)

- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel retains the right to limit the size and scope of a Promotional Trial.

Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.6 BUSY VERIFICATION AND INTERRUPT SERVICE

4.6.1 General

Upon request of a calling party, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

4.6.2 Rate Application

A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

4.6.3 Rates

Verification Charge, each request	\$3.00 (I)
Interrupt Charge, each request	\$3.00 (I)

4.7 DIRECTORY ASSISTANCE SERVICE - Frontier of CT (fSNET) T

4.7.1 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel with a list of names and addresses for which telephone numbers are desired.

4.7.2 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. Calls from coin telephones, including COCOTS.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel of the error in order to receive credit.
- D. 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 10 of this Tariff, up to a maximum of 50 requests per month.

4.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Per call	\$4.99	I
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4.7.4 A Customer may obtain any of the following for a charge; Name and Address Request, Business Category Search, National Directory Assistance (NDA) or Call Completion (DACC).

Per Call	Name and Address Request	\$4.99	I
Per Call	Business Category Search	\$4.99	I
Per Call	DACC	\$.50	
Per Call	NDA	\$4.99	I

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Section 4 - SUPPLEMENTAL SERVICES (cont'd) Frontier of CT (fSNET)

4.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

	<u>Maximum</u>
Local Operator Assistance, per call:	\$0.50

4.9 Listings

Customers are entitled to one (1) free listing. Monthly rates apply for the following services:

Additional, foreign or duplicate listing	\$7.50
Non-listed	\$7.00 I
Non Published	\$7.50

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Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.9 TOLL RESTRICTION SERVICE

4.9.1 General

Toll Restriction denies outgoing access to the toll network by both directly dialed calls and calls through an operator. Toll Restriction is considered local only service. Telephone lines equipped with toll restriction will not be able to process any toll calls. Access to a Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel operator will not be available.

Emergency calls can be completed by dialing “9-1-1”. Calls to Directory Assistance “4-1-1-”, to the telephone company “8-1-1”, telephone repair service “6-1-1” and “420-3131” will be allowed. Calls to “900” numbers, collect and bill to third will be blocked.

4.9.2 Regulations

Toll Restriction Service is available to customers who wish to control their long distance calling.

Toll Restriction is available to individual line residence and business customers where facilities permit.

4.9.3 Rates and Charges

Toll Restriction is furnished installed and maintained at the following rates and charges.

	Monthly Rates	Service Establishment Charges
Toll Restriction Each access line equipped	\$6.65	\$20.00 Residence \$33.00 Business

The Non-Recurring Charges specified in Section 5 provide for the new installation of telephone service. When Toll Restriction is included as part of that service, the Service Establishment Charge does not apply.

 Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.10 VANITY TELEPHONE NUMBERS

4.10.1 Description

Vanity Telephone Numbers is a service, which allows residence and business customers to request their own 4-digit telephone number. Subscribers may request numbers that were easy to remember and dial or numbers whose alpha-translation is significant to the subscriber. The Company will obtain specific directory number combinations from the customer. A search of maximum of 5 telephone numbers in 1 NXX or 1 specific number across 5 NXX's, where applicable in a wire center will be given per customer request.

4.10.2. Charge

The Non-Recurring charge is a One-Time Search fee for a maximum of 5 specialized telephone numbers. The Non-Recurring charge may not be waived or abated and will be applied even if the telephone numbers are not available.

Exceptions:

- 1) The customer will be informed and not be charged for this service when limitations exist in a Wire Center, or where an Exchange Line NXX is not available or allowed for assignment.
- 2) The alpha-translation of the telephone number will not be printed in the Telephone Directory.
- 3) In accordance with Tariffs Part I, Sheet 2, Item 9, the Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.
- 4) For existing customers a record order charge will also apply for changes and additions to their existing service as stated Section 3.3.

	<u>Non-Recurring Charge</u>
Business and Residence (up to a max, of 5 numbers)	\$27.00

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 Section 4 - SUPPLEMENTAL SERVICES (cont'd)

4.11 CUSTOMER REQUESTED SERVICE SUSPENSIONS

4.11.1 At the request of the customer Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will provide the customer with an intercept recording referring callers to another number.

4.11.2 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will assess a lower monthly rate for 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.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	1/2 Regular Monthly Rate

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES

5.1 GENERAL

Residential Network Switched Service provides a residential customer with a connection to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's switching network enabling the customer to:

- A. place and receive calls from other stations on the public switched telephone network;
- B. access Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's local calling service;
- C. access Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- D. 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 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

There are two service plans available, Flat Rated and Measured Usage. Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge. Monthly recurring charges apply to optional voice mail and service features. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. Measured Usage and Message Service calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period and a per minute or per call usage component.

The following TOTALPHONE features are offered to Residential Network Switched Service Subscribers:

- Call Waiting
- Call Forwarding
- Three Way Calling
- Speed Calling 8
- Speed Calling 30

The following SmartLink features are offered to Residential Network Switched Service Subscribers:

Call Again/Repeat Dialing	Call Tracing
Call Blocking	Caller ID
Missed Call Dialing/Call Return	Caller ID Deluxe
Priority Call Forwarding	Complete Call Blocking
Priority Call Ringing	

Home Office Service

The term "home office service" denotes service provided when the following conditions exist.

- (1) The main station is located in a private residence, or a residential room or apartment of a building of any type.
- (2) The white page directory assistance listings are in the names of the individuals or business. Yellow page listings are not included.
- (3) Home Office Service also includes the following; vertical services, calling plans, and non recurring charges are charged at residential rates; subscribers follow residential credit policies; business services and yellow page advertising are available; business repair intervals are provided.

Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

5.2.1 Flat Rate Service Rates

	<u>Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
Rate Class 1	\$ 10.53	\$ 49.50
Rate Class 2	\$ 11.53	\$ 49.50
Rate Class 3	\$ 12.53	\$ 49.50
Rate Class 4	\$ 13.53	\$ 49.50
Rate Class 5	\$ 14.53	\$ 49.50

	<u>Home Office Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
Rate Class 1	\$ 20.25	\$ 49.50
Rate Class 2	\$ 21.75	\$ 49.50
Rate Class 3	\$ 23.25	\$ 49.50
Rate Class 4	\$ 24.75	\$ 49.50
Rate Class 5	\$ 24.75	\$ 49.50

5.2.2 Message Rate¹ T

	<u>Per Call, Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
Rate Class 1	\$ 7.37	\$ 49.50
Rate Class 2	\$ 8.07	\$ 49.50
Rate Class 3	\$ 8.77	\$ 49.50
Rate Class 4	\$ 9.47	\$ 49.50
Rate Class 5	\$ 10.17	\$ 49.50

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¹The rates for residence message rate service include an allowance of 30 local messages per month per individual line. Messages above the allowance are at the rate of 13.5 cents each.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

5.2.3 Custom Calling Services, per line T

	<u>RATE</u>	T		D
Call Waiting	\$5.00	I		
Call Forwarding	\$5.00	I		
Three-Way Calling	\$5.00	I		
Speed Calling 8	\$5.00	I		
Speed Calling 30	\$5.00	I		
		D		

5.2.4 SmartLink Services T

	<u>FIRST MONTH</u>		<u>PER USE</u>	
Call Again/Repeat Dialing	\$4.50		\$0.75	
Call Blocking	\$4.50		N/A	
Missed Call Dialing/ Call Return	\$4.50		\$0.75	
Priority Call Forwarding	\$4.50		N/A	
Priority Call Ringing	\$4.50		N/A	
Call Tracing	\$4.50		\$0.75	
Caller ID	\$10.00		N/A	
Caller ID Deluxe	\$10.00		N/A	
Complete Call Blocking	\$2.00		N/A	

Section 6 – Business Network Switched Services

6.1 GENERAL

Business Network Switched Service provide a business customer with a connection to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's switching network which enables the customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's local calling service;
- C. access Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. 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 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business 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.

Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Tariff.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

Basic Business Line AND Key System Service
PBX Trunks
Centrex Service

Basic Business Line Service, Key System Line Service and Analog PBX trunks are offered with flat rate or message rate local service, at the option of the customer. Digital PBX Trunks are offered on a flat rate basis only.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd) Frontier of CT f SNET

6.2.1 Flat Rate Service Rates

	<u>Recurring Charges</u>					<u>Non-Recurring</u>
	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>		
Rate Class 1	\$87.48 (I)	\$83.11 (I)	\$81.36 (I)	\$78.73 (I)		\$75.00
Rate Class 2	\$87.48	\$83.11	\$81.36	\$78.73		\$75.00
Rate Class 3	\$87.48	\$83.11	\$81.36	\$78.73		\$75.00
Rate Class 4	\$87.48	\$83.11	\$81.36	\$78.73		\$75.00
Rate Class 5	\$87.48	\$83.11	\$81.36	\$78.73		\$75.00
Rate Class 2W	\$87.48	\$83.11	\$81.36	\$78.73		\$75.00
Rate Class 4T	\$100.49 (I)	\$95.47 (I)	\$93.46 (I)	\$90.44 (I)		\$75.00

6.2.2 Measured Service Rates

	<u>Recurring Charges</u>					<u>Non-Recurring</u>
	<u>MTM</u>	<u>12M</u>	<u>24M</u>	<u>36M</u>		
Rate Class 1 - 5	\$52.92 (I)	\$50.27 (I)	\$49.22 (I)	\$47.63 (I)		\$75.00
Rate Class 4T	\$50.22 (I)	\$47.71 (I)	\$46.70 (I)	\$45.20 (I)		\$75.00

Usage Charges, per Minute

Peak	\$ 0.0350
Off-Peak	\$ 0.0245

6.2.3 ¹Message Rate Service

	<u>Recurring Charges</u>	<u>Non-Recurring</u>
	<u>MTM</u>	
Rate Class 1	\$73.44 (I)	\$75.00
Rate Class 2	\$73.44 (I)	\$75.00
Rate Class 3	\$73.44 (I)	\$75.00
Rate Class 4	\$73.44 (I)	\$75.00
Rate Class 5	\$73.44 (I)	\$75.00
Rate Class 4T	\$77.22 (I)	\$75.00

Rates, per Message

\$.135

¹Grandfathered Service, Available to Existing Customers Only

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd) Frontier of CT f SNET

6.2.4 Custom Calling Features

Feature	Monthly Rate
Select Call Block Per line	\$6.64
Call Forwarding Variable	\$8.08
Call Forwarding Don't Answer	\$7.60
Call Forwarding Busy Line	\$8.08
Select/Preferred Call Forward	\$8.08
Call Priority Selector	\$6.18
Call Waiting	\$8.55
Call Tracing-Unlimited	\$6.18
Caller ID - Basic	\$12.60
Caller ID with Name	\$16.01
Block All	\$2.00
Distinctive Ring, First Line	\$6.95
Distinctive Ring, Addl. Line	\$9.95
Speed Calling (30-Code)	\$6.18
Speed Dialing 8	\$6.18
Three-Way Calling	\$8.31
Hunting-Per Line	\$2.84
Call Intercept Privacy Manager	\$18.53
Unlimited Call Return	\$6.18
Unlimited Repeat Dialing	\$6.18
Remote Call Forwarding (initial and additional paths)	\$17.28

(I)

6.2.5 Per Use

Feature	Monthly Rate
Three-Way Calling	\$3.00
Call Return	\$3.00
Repeat Dial	\$3.00
Call Tracing	\$6.00

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6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5.1 MetPak Plus Bundled Service Plan – Overview Frontier of CT f SNET (T)

MetPak Plus Bundled Service Plan is an optional business package offer that provides the following;

1. Business Network Access Line
2. Unlimited Local Usage
3. Custom Calling Features
4. Fixed monthly rates for 12, 24 or 36 month term or a Month-to-Month Option

6.2.5.1.1 Available Features

Call Management features associated with the Service Plan Plus option are available on each line in the package at no extra charge. The customer may choose any of the following features for each line in the package.

Anonymous Call Rejection	Call Waiting ID
Call Block	Caller ID Name and Number
Call Forward Busy Line	Hunting
Call Forward Don't Answer	Remote Access Call Forwarding
Call Forward Don't Answer Ring Control	Repeat Dialing
Call Forward Variable	Speed Calling 8
Call Return	Speed Calling 30
Call Waiting	Three Way Calling

6.2.5.1.2 Requirements

Customers must use MetTel as their local and regional toll carrier. These plans only apply to voice traffic for sent-paid, directly dialed calls. Calls to Internet Service Providers which is not voice traffic is not covered under the plan. The plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI, ISDN PRI, Digital PBX Trunks, Remote Call Forwarding, Foreign Exchange, Coin or Pay Telephone Service or for use with Dial-up Modems, Predictive Dialers, Call Center operations, Broadcast Fax, Data Transmissions or Toll Free Services. Additional restrictions may apply.

6.2.5.1.3 Rates, per line per month

Month to Month	12 Months	24 Months	36 Months
\$65.00 I	\$56.50 I	\$54.50 I	\$52.50 I

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6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.6 PBX Trunk Service

a. General

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 allows 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. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

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

Each Analog Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd) Frontier of CT (fSNET)

6.2.6 PBX Trunk Service (cont'd)

B. Analog PBX Trunks

1. General

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

6.2.6.1 Flat Rate Service Rates (per Trunk, per Month)

Rate Class	Combination Trunk*	DOD Trunk	IOD Trunk and Port– 1 st 10	IOD Trunk and Port – 11+
Rate Class 1	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 2	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 3	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 4	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 5	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 2W	\$87.48 (I)	\$87.48 (I)	\$139.43 (I)	\$108.00 (I)
Rate Class 4T	\$100.49 (I)	n/a	n/a	n/a

* Rates are in addition to termination rates in 6.2.6.3

6.2.6.2 Measured Rate Trunks

	<u>Recurring</u>	<u>Non-Recurring Charges</u>
Combination or DOD Rate Class 1 - 5	\$52.92 (I)	\$75.00
IOD Trunk and Port – 1 st 10 Rate Class 1 - 5	\$104.87 (I)	\$75.00
IOD Trunk and Port – 11+ Rate Class 1 - 5	\$73.44 (I)	\$75.00

* Rate is in addition to termination rates in 6.2.6.3

Usage Charges, per Minute

Peak	\$ 0.0350
Off-Peak	\$ 0.0245

6.2.6.3 DID Numbers and DID Terminations are in addition to rates for Combination Trunks* in 6.2.6.1 and 6.2.6.2 above

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
20 DID station numbers	\$16.00	\$75.00
DID Trunk Termination, First Trunk	\$16.20 (I)	\$75.00
DID Termination, Additional Trunk	\$16.20 (I)	\$75.00

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd) Frontier of CT (fSNET) T

6.2.6 PBX Trunk Service (cont'd)

B. Analog PBX Trunks (cont'd)

6.2.6.4 ¹PBX Message Rate Trunks

Rate Class	Combination Trunk* (T)	DOD Trunk	IOD Trunk – 1 st 10	IOD Trunk – 11+
Rate Class 1	\$73.44 (I)	\$73.44 (I)	\$125.39 (I)	\$93.96 (I)
Rate Class 2	\$73.44 (I)	\$73.44 (I)	\$125.39 (I)	\$93.96 (I)
Rate Class 3	\$73.44 (I)	\$73.44 (I)	\$125.39 (I)	\$93.96 (I)
Rate Class 4	\$73.44 (I)	\$73.44 (I)	\$125.39 (I)	\$93.96 (I)
Rate Class 5	\$73.44 (I)	\$73.44 (I)	\$125.39 (I)	\$93.96 (I)

* Rates are in addition to termination rates in 6.2.6.5

6.2.6.5 DID Numbers and DID Terminations are in addition to Combination Trunk* rate above in 6.2.6.4 above

	Monthly Recurring Charge	Non-Recurring Charge
20 DID station numbers	\$16.00	\$75.00
IOD Trunk/Port, First 10 Trunks (T)	\$51.95 (I)	\$75.00
IOD Trunk/Port, 11+ Additional Trunks (T)	\$20.52 (I)	\$75.00

¹ Grandfathered and available to existing customers only.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service*

A. General

1. Centrex service is a flat rate service which is furnished as Centrex I or Centrex III systems, subject to the availability of facilities, by means of standard telephone instruments, dial switching equipment and attendant positions.
2. The dial equipment associated with Centrex I and Centrex III systems may be located either on premises leased or owned by the Telephone Company, or on the premises of a customer. Where dial equipment is located on the premises of a customer the Centrex service is classed as obsolete and not available for new installations. Centrex I service where the dial equipment is located on premises leased or owned by the Telephone Company is classed as obsolete and is not available for new installations.
3. The following definitions apply to terms used in connection with Centrex service.
 - a. Centrex System
The term "Centrex System" denotes all Centrex service provided to a single customer both at the principal or at secondary locations. Only one principal location is associated with each Centrex system, and one primary listing is provided which includes the address of the principal location.
 - b. Primary Service Area
The term "primary service area" denotes the area within a radius of one (1) air-line mile from the serving central office.
 - c. Principal Location
The term "principal location" denotes the premises of the subscriber where the attendant position is located.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

3. (cont'd)

d. Secondary Location

The term "secondary location" denotes premises other than the premises where the attendant position is located. A secondary location may be served by Centrex station lines from the principal location, or by Centrex tie lines as defined in i. following. The Telephone Company shall determine the method to be used in each situation.

e. Centrex Station Line

The term "Centrex station line" denotes a line connecting Centrex dial switching equipment to a station. Centrex station lines for primary stations include the provision of adequate transmission for exchange and toll connections.

f. Primary Station

The term "primary station" denotes the first station, or the first appearance in other than a station, of a Centrex station line.

g. Bridged Station

The term "bridged station" denotes an additional station on a Centrex station line.

h. Fully Restricted Station

The term "fully restricted station" denotes a station which is limited to intercommunication with other stations of the same Centrex system.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

3. (cont'd)

i. Centrex Tie Line

- 1) The term "Centrex tie line" denotes a line connecting the principal location of a Centrex system to satellite dial switching equipment at a secondary location of the same Centrex system.

Note: A line connecting the dial switching equipment of a Centrex system to dial switching equipment of a separate Centrex system or of a private branch exchange system, of the same customer or of a different customer, is classed as a regular private branch exchange tie line.

- 2) Centrex tie lines include the provision of adequate transmission for exchange and toll connections and for connections to other Centrex tie lines.

* In addition to rates and charges set forth in this Section, applicable Non-Recurring Charges specified in Section 5 apply.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

4. Description of Basic Service Features

a. Centrex I Systems

1) Station-to-Station Calling

Permits a station user to call another station within the same Centrex system without the assistance of the attendant.

2) Direct Inward Dialing

Permits incoming calls from the general exchange network to be completed directly to stations, other than fully restricted stations, without the assistance of an attendant. To accomplish this each station is assigned a regular 7-digit number.

3) Direct Outward Dialing

Permits the user of a Centrex station, other than fully restricted stations, to gain direct access to the general exchange network without the assistance of the attendant.

4) Identified Outward Toll Dialing

Outward toll calls are recorded and billed by individual unrestricted Centrex station numbers.

5) Call Transfer - Attendant

Permits an attendant, who has been signaled by a station user connected to an incoming general exchange network call, to transfer the call to another station within the same Centrex system.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

4. Description of Basic Service Features (cont'd)

a. Centrex I Systems

6) Night Connections

Permits a limited number of simultaneous calls to the index number to be answered after hours by operation of the night transfer key located in the console or by patch cords set up to certain stations at the switchboard. Answering stations may be located at the principal location or, where facilities permit, at a secondary location.

7) Power Failure Transfer (Where dial equipment is located on the customer's premises)

Permits a limited number of predetermined central office trunks to be automatically transferred to designated stations at the principal location when a commercial power failure occurs.

8) Code Restrictions - Internal

Specified stations may be restricted from dial codes which permit access to certain services, such as the general exchange network, recorded telephone dictation trunks, Wide Area Telephone Service access lines, and foreign exchange service trunks.

9) Station Hunting

This feature provides hunting for an idle station in a predetermined group of station numbers when the called number is busy.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

4. Description of Basic Service Features (cont'd)

b. Centrex III Systems

In addition to the service features of Centrex I systems, the following additional features are provided with Centrex III:

1) Call Transfer - Individual - All Calls

Permits a station user to transfer any call in progress to another station, within the same Centrex system, without the assistance of the attendant.

2) Consultation - All Calls

Permits a station user to hold any existing call without the use of key equipment while originating a call to another station within the same Centrex system, for the purpose of consultation. After consultation the station user may return to the initial call.

3) Three Way Calling

Permits a station user to add a third station, within the same Centrex system to any established call, or to add an outside connection to an established call between two stations of the same Centrex system or add an additional outside connection to an established call already including an outside connection without attendant assistance or the use of key equipment.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

4. Description of Basic Service Features (cont'd)

b. Centrex III Systems (cont'd)

4) TOUCH-TONE* Calling

TOUCH-TONE Calling Service is provided as a basic feature of Centrex III.

5) Call Pick-Up

Permits a station user, without the use of key equipment, to answer incoming calls directed to other stations in a predetermined group of station numbers.

6) Call Hold

Permits a station user to place any call in a hold condition thus allowing that same line to originate any other call or answer an incoming call by means of the Call Pick-Up feature.

7) Trunk Answer from Any Station

Permits any station user to answer incoming calls to the index number when the attendant position is unattended, and to transfer the answered call to any other station within the same Centrex system.

This feature is available only in lieu of "Night Connections" when desired.

5. Centrex station lines on the premises of another customer are provided only on a fully restricted basis.

* Registered Service Mark of AT&T.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

A. General (cont'd)

7. Additional directory listings in connection with Centrex service are provided subject to regulations and rates set forth in Section 4.
8. Customer-provided non-key or turn-button telephones or key systems must be compatible with the features of the Centrex system to which they are connected.

 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services

1. General

The schedules of payment options for Common System and station lines set forth following include equipment required to provide basic Centrex service as described below except attendant position equipment.

As set forth in 3. below, monthly rates for primary station lines are based on the exchange class of the principal location. These exchange classes are based upon the number of main stations, PBX trunks and equivalent Centrex central office lines within the exchange's local service area. The exchange classes are specified in Tariffs Part X.

For all Centrex systems where the dial switching equipment is on the premises of a customer, or where the dial switching equipment is on premises leased or owned by the Telephone Company, the rates applicable thereto are subject to a minimum rate for 100 primary station lines. The rates applicable to primary station lines at the principal or secondary location when that location is beyond the primary service area are determined based on the circumstances in each case.

2. Common System

The following charges apply to the common system for each Centrex service.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Common System	\$447.22	\$4,732.26 **

**CENTREX III CO Installations only

 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

3. Centrex I Station Lines

a) Primary Station Lines (Where Dial Switching Equipment is on the Premises of a Customer)

The following monthly rates apply to primary station lines located within the same central office area as the principal location, subject to any applicable Non-Recurring Charges set forth in Section 4. Primary stations in another central office area are subject to additional charges as set forth in B.8. following.

Centrex is offered only as a complete service, i.e., the exchange access or intercommunication portions of the Centrex service are not offered separately.

	Monthly Rate - Per Primary Station Line			
	Exchange Class I	Exchange Class II	Exchange Class III-V	Product Charge
Where dial switching equipment is on the premises of a customer				
<u>Exchange Access</u> Each Station Line*	\$5.19	\$5.45	\$5.68	\$8.51
<u>Intercommunication</u> Each Station Line	\$10.42	\$10.42	\$10.42	N/A

*Minimum of 100 station lines required.

 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

3. Centrex I Station Lines (cont'd)

b). Primary Station Lines (Where Dial Switching Equipment is on Premises Leased or Owned by the Telephone Company)

The following payment options apply to primary station lines located both within the primary service area* and within the same central office area as the principal location, subject to any applicable Non-Recurring Charges set forth in Tariffs Part II, Section 22. Primary station lines in another central office area are subject to additional charges as set forth in B.8. following.

Centrex is offered only as a complete service, i.e., the exchange access or intercommunication portions of the Centrex service are not offered separately.

	Monthly Rate - Per Primary Station Line			
	Exchange Class I	Exchange Class II	Exchange Class III-V	Product Charge
Where dial switching equipment is on premises leased or owned by the Telephone Company				
<u>Exchange Access</u> Each Station Line**	\$5.19	\$5.45	\$5.68	\$8.51
<u>Intercommunication</u> Each Station	\$11.41	11.41	11.41	N/A

* The rates and charges for Centrex I primary station lines located beyond the primary service area are determined based on the circumstances in each case.

** Minimum of 100 Station Lines required.

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 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

3. Centrex I Station Lines (cont'd)

c) Centrex I Fully Restricted Station Lines

Fully restricted station lines are furnished, installed and maintained at the following payment options subject to any applicable Non-Recurring Charges set forth in 4.

	Monthly Rate	Product Charge
At the principal location, each station line	\$8.31	\$8.51
At a secondary location, each station line	\$8.31	\$8.51

d) Centrex I Bridged Station Lines

Bridged station lines are furnished, installed and maintained at the following payment options subject to any applicable Non-Recurring Charges set forth in Section 4.

	Monthly Rate	Product Charge
In the same building on the same or different premises, or in a different building on the same premises as the associated primary station line, each	\$2.90	\$8.51
Within the same central office area* as the associated primary station line in a different building on different premises, each	\$5.54	\$8.51

Bridged station lines, on premises of other than the Centrex Customer, which are not fully restricted are provided for answering purposes only and are arranged to prevent out-dialing.

* Bridged station lines in another central office area are subject to additional charges as set forth in B.8. following.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

3. Centrex I Station Lines (cont'd)

e) Centrex I CO Added Station Features

The Added Station Features Package available to Centrex I CO customers served from #1ESS or 2ESS central offices, on a per station line basis, are those which are basic to Centrex III CO Service.

The split service offering provides the additional common block from which the selected station lines can be served.

Touch-Tone calling will continue to be provided to Centrex I CO customers as stated in Tariffs Part II, Section 29.

Added Station Features Package includes:

- Call Transfer - Individual - All C alls
- Consultation Hold - All Calls
- Three Way Calling
- Call Pick-Up
- Call Hold

	Monthly Rate*	Product Charge
Each station line equipped with added features	\$2.00	\$8.51

*This represents the differential between Centrex I and Centrex III station rates.

 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

4. Centrex III Station Linesa). Primary Station Lines (Where Dial Switching Equipment is on the Premises of a Customer)

The following monthly rates apply to primary station lines located within the same central office area as the principal location, subject to any applicable Non-Recurring Charges set forth in Tariffs Part II, Section 22. Primary Station Lines in another central office area are subject to additional charges as set forth in B.8. following.

Centrex is offered only as a complete service, i.e., the exchange access or intercommunication portions of the Centrex service are not offered separately.

	Monthly Rate - Per Primary Station Line			
	Exchange Class I	Exchange Class II	Exchange Class III-V	Product Charge
Dial switching equipment is on the premises of a customer-				
<u>Exchange Access</u> Each Station Line*	\$5.19	\$5.45	\$5.68	\$8.51
<u>Intercommunication</u> Each Station Line*	\$12.75	\$12.75	\$12.75	N/A

*Minimum of 100 station lines required.

 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

4. Centrex III Station Lines (cont'd)b) Primary Station Lines (Where the Dial Switching Equipment is on Premises Leased or Owned by the Telephone Company)

The following monthly rates apply to primary station lines located both within the primary service area* and within the same central office area as the principal location, subject to any applicable Non-Recurring Charges set forth in Tariffs Part II, Section 22. Primary station lines in another central office area are subject to additional charges as set forth in B.8. following.

	Monthly Rate - Per Primary Station Line			
	Exchange Class I	Exchange Class II	Exchange Class III-V	Product Charge
Where dial switching equipment is on premises leased or owned by the Telephone Company				
<u>Exchange Access</u> Each Station Line**	\$5.19	\$5.45	\$5.68	\$8.51
<u>Intercommunication</u> Each Station Line**	\$13.73	\$13.73	\$13.73	N/A

* The rates and charges for primary station lines located beyond the primary service area are determined based on the circumstances in each case.

** Minimum of 100 Station Lines required.

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 Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

4. Centrex III Station Lines (cont'd)c) Centrex III Fully Restricted Station Lines

Fully restricted station lines are furnished, installed and maintained at the following monthly rates, subject to any applicable Non-Recurring Charges set forth in Tariffs Part II, Section 22.

	Monthly Rate	Product Charge
At the principal location, each station line only	\$8.48	\$8.51
At a secondary location, each station line only	\$8.48	\$8.51

d) Centrex III Bridged Station Lines

Bridged station lines are furnished, installed and maintained at the following monthly rates, subject to any applicable Non-Recurring Charges as set forth in Tariffs Part II, Section 22.

	Monthly Rate	Product Charge
In the same building on the same or different premises, or in a different building on the same premises as the associated primary station line, each	\$3.88	\$8.51
Within the same central office area # as the associated primary station in a premises, each	\$6.47	\$8.51

Bridged station lines in another central office area are subject to additional charges as set forth in B.8. following.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service (cont'd)

B. Rates and Charges- Basic Services (cont'd)

4.1. MetVoice Digital Centrex (cont'd)a. MetVoice Digital Centrex

Digital station lines are furnished, installed and maintained at the following monthly rates, subject to any applicable Non-Recurring Charges.

b. Option I Standard Features and Rates

Direct Inward and Outward Dialing, Station Hunting, Consultation Hold, 3-Way Calling, Call Waiting, Call Forwarding Basic, Busy Line and Don't Answer.

	<u>Month to</u>	
	<u>Month</u>	<u>12M</u>
Band 1-Line Charge	\$84.00	\$84.00
Band 2-Line Charge	\$86.00	\$86.00
Band 3-Line Charge	\$88.00	\$88.00
Band 4-Line Charge	\$91.00	\$91.00
Band 5-Line Charge	\$94.00	\$94.00
Band 2W (Woodbury)	\$35.37 (I)	NA
Common Equipment per system, all Rate Bands	\$25.00	\$25.00
	<u>24 M</u>	<u>36 M</u>
Band 1-Line Charge	\$84.00	\$84.00
Band 2-Line Charge	\$86.00	\$86.00
Band 3-Line Charge	\$88.00	\$88.00
Band 4-Line Charge	\$91.00	\$91.00
Band 5-Line Charge	\$94.00	\$94.00
Common Equipment per system, all Rate Bands,	\$25.00	\$25.00

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service (cont'd)

B. Rates and Charges- Basic Services (cont'd)

4.1. MetVoice Digital Centrex (cont'd)

c. Option II Standard Features and Rates

Station to Station Calling, Identified Outward Toll Dialing, Call Transfer, Call Pick-Up, Call Hold, Trunk Answer Any Station, Speed Call, Distinctive Ringing, Automatic Call Back, Line Restrictions and all Option I features.

	<u>Month to</u> <u>Month(T)</u>	(D)
Band 1-Line Charge	\$34.00	
Band 2-Line Charge	\$34.00	
Band 3-Line Charge	\$34.00	
Band 4-Line Charge	\$34.00	
Band 5-Line Charge	\$35.37(I)	
Common Equipment per system, all Rate Bands, items	\$70.00	(D)

d. Option III Standard Features and Rates

Customer Change, Dial Access, Call Pick-Up Group, Call Pick-Up Group, with or without Barge In Capability, Night Answer, Don't Answer Incoming, Don't Answer All Calls, Dial Call Waiting, Call Waiting Originating, Call Waiting Terminating, Cancel Call Waiting, Hot Line, Bridged Station Line and all Option II features.

	<u>Unrestricted /</u> <u>Toll Restricted</u> <u>Month to Month</u> <u>(T)</u>	<u>Fully</u> <u>Restricted /</u> <u>Month to</u> <u>Month (T)</u>
Band 1-Network Access Path	\$59.00	\$54.00
Band 2-Network Access Path	\$59.00	\$54.00
Band 3-Network Access Path	\$59.00	\$54.00
Band 4-Network Access Path	\$59.00	\$54.00
Band 5-Network Access Path	\$59.00	\$54.00

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

6. Termination Charges

Rates and charges for basic Centrex I and III service, except attendant position equipment, are based on a minimum service period of three years. If Centrex service is removed, or changed to another type of telephone service, prior to the end of the established three-year period, a termination charge to the subscriber applies. The termination charge is one-half of the monthly rate for stations, based on the maximum number of primary stations in service at any time during the period Centrex service has been retained, multiplied by the number of months remaining in the three year minimum service period.

7. Cancellation Charges

- a) In accordance with Tariffs Part I, General Regulation 6.A, if a contract for Centrex service is cancelled prior to complete installation or start of service, the applicant is responsible for payment of the non-recoverable expenses incurred by the Telephone Company in connection with the order, such payment not to exceed the total of:
- one-half of the charge for basic Centrex service for the minimum service period as specified in B.6.a. preceding, based on the maximum number of primary stations ordered to be connected.
 - the termination charges for attendant position equipment ordered to be connected, as specified in B.5. preceding.
 - all installation and Non-recurring Charges that would be applicable to the completed installation as ordered.
- b) If a contract for Centrex service is cancelled in part by the applicant prior to complete installation or start of service for the purpose of reducing the quantities of facilities and service to be provided, charges as specified above apply computed proportionately on the basis of the quantities of facilities and service requested to be cancelled from the contract.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.7 Centrex Service* (cont'd)

B. Rates and Charges- Basic Services (cont'd)

8. Mileage Charges

a) Centrex Station Lines and Centrex Tie Lines - Intraexchange

- 1) No mileage charge applies for Centrex station lines provided between buildings on the same premises.
- 2) Mileage charges apply for Centrex station lines and tie lines provided between different premises within the same exchange as follows:
 - a) For Centrex station lines and tie lines between buildings located within the same central office area, no mileage charge applies.
 - b) For each Centrex station line or tie line located in different central office areas of the same exchange, a monthly mileage charge of \$42.50 applies.

b) Centrex Station Lines and Centrex Tie Lines - Interexchange

- 1) Mileage charges for Centrex station lines and tie lines between different exchanges are as set forth in (a), (b) and (c) following.
 - a) Mileage charges for interexchange segments of Centrex station lines and tie lines between primary and secondary locations in different exchanges are applied at \$2.70 per mile, per month.
 - b) No mileage charge applies between the principal location and the point of connection with an interexchange line, except that when the principal location is in a different central office area from the rate center, a monthly mileage charge of \$42.50 applies.
 - c) If the secondary location is in a different central office from the distant rate center, an interoffice channel, at \$42.50 will also be required.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.8 ISDN - BRI

A. Description

Basic Rate Interface (BRI) used Integrated Service Digital Network (ISDN) national standards which provide for simultaneous digital voice and data capabilities over a single access line. BRI allows for two 64 Kbps switched digital channels (“B Channels”) and one 16 Kbps packet service channel (“D Channels”). These B channels will be configured with Alternate Data/Voice capabilities and the D channel will be for signaling. Other configurations will be implemented to support the customer’s application. End-user packet switching capabilities, where available, are incremental to the basic ISDN offer.

i. Alternate Data/Voice

This type of channel provides the capability to originate and receive circuit-switched voice or data calls sequentially on the same B channel. Switched data calls may be transmitted at speeds up to 64 Kbps. Usage rates for circuit switched data calls placed beyond the extended local calling area will be rated according to the rate schedule for the end user’s intrastate and interstate carriers. Usage rates for circuit-switched data calls will be rated according to the rate schedule for data usage as outlined below.

ii. Circuit Switched Data

This type of channel provides the capability to originate and receive circuit-switched data calls at speeds up to 64 Kbps. Usage rates for circuit switched data calls placed beyond the extended local calling area will be rated according to the rate schedule for the end user’s intrastate and interstate carriers. Usage rates for circuit switched data calls will be rated according to the rate schedule for data usage as outlined below.

B. Rates and Charges

ISDN BRI Digital Line – Flat Rate

Month to Month, 12M, 24/26M	\$110.16 (I)
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Alternate Circuit Switched Voice or Data	\$31.76 (I)
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ISDN BRI Line Sharing per Additional Device	\$15.83 (I)
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Circuit Switched Data Usage

Local -	\$.01180 per minute (I)
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Intrastate Rate -	\$.089 per minute
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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.9 Subscriber Intrastate Access Service

6.2.9.1 General Description

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

6.2.9.2 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

6.2.9.3 Undertaking of the Company

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

6.2.9.4 Term of Service

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

6.2.9.5 Rate Regulations

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

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

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

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.9 Subscriber Intrastate Access Service (cont'd)

6.2.9.5 Rate Regulations (cont'd)

- (D) The Subscriber Access Charge, as set forth in 6.2.9.6 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.
- (E) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.
- (F) Services subject to the Subscriber Access Charge hereunder shall not be liable for the End User Common Line Charge (EUCL), if any, set forth in Section 9.7(A) of Company's interstate access tariff, Tariff FCC No. 1.

6.2.9.6 Rates

Business Customer Service Type	ILEC AREA/OCN		
	Frontier / 5200	Verizon / 5130	
Single Line Local Exchange Service	7.38	7.50	(I)
Multi-line Local Exchange Service	7.87	8.38	
Centrex	7.87	8.38	
Trunk	7.87	8.38	
PRI	39.33	41.90	
T-1/Digital PBX	188.88	201.12	
BRI	7.38	8.00	(I)

Section 7 - SPECIAL SERVICES AND PROGRAMS

7.1 LIFELINE TELEPHONE SERVICE

7.1.1 Lifeline Telephone Service Options

A. Flat Rate Life Line Service

This service provides a full waiver of the \$3.50 federal subscriber line charge for flat rate customers.

B. Basic Lifeline Service

This low priced individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

7.1.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs administered by the Connecticut Department of Social Services:

Aid to Families with Dependent Children (AFDC)
Food Stamps
Home Energy Assistance Program (HEAP)
Home Relief
Medicaid
Supplemental Security Income (SSI)

The applicant must provide proof to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the Connecticut State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.1 LIFELINE TELEPHONE SERVICE (cont'd)

7.1.2 Eligibility (cont'd)

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel that they are receiving one of these pensions.

Life Line services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. If the form is not returned, no further action is taken by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel in conjunction with the Connecticut State Department of Social Services (DSS).

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.1 LIFELINE TELEPHONE SERVICE (cont'd)

7.1.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 7.2, following.

Service connection charges do not apply to change existing service from:

- a. Message Rate Service to Basic Lifeline service;
- b. Basic Lifeline service to Message Rate Service.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- A. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in 7.1.2, above;
- B. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- C. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 7.3.1 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 7.3.2 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 Connecticut.
- 7.3.3 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will make every reasonable effort to locate and obtain equipment for a certified customer.
- 7.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel pays.
- 7.3.5 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will also advise the customer who requests this equipment of the applicable terms for purchase.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

7.4.1 General

A handicapped person who has been certified to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, a 50% discount on local message rate service.

7.4.2 Certification

Acceptable certifications are:

- A. 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 Connecticut, or
- B. 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.

7.4.3 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. See Section 11, "Handicapped Person," for a listing of the necessary qualifications.

7.4.4 Billing

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

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company 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 an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.6 TELEPHONE RELAY SERVICE

7.6.1 General

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel will provide access to a telephone relay center for Telephone Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

7.6.2 Regulations

- A. Only intrastate calls can be completed using the Telephone Relay Service under the terms and conditions of this Tariff.
- B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- C. Calls through the Relay Service may be billed to a third number only if that number is within Connecticut. Calls may also be billed to calling cards issued by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel or other carriers who may choose to participate in this service.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.6 TELEPHONE RELAY SERVICE (cont'd)

7.6.2 Regulations (cont'd)

D. The following calls may not be placed through the Relay Service:

1. calls to informational recordings and group bridging service;
2. calls to time or weather recorded messages;
3. station sent paid calls from coin telephones; and
4. operator-handled conference service and other teleconference calls.

7.6.3 Liability

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

7.7.1 General

Persons who are blind or whose disability causes difficult with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's territory to place calls within and outside the state of Connecticut at a special rate or to place calls from a telephone outside of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's territory, but within the state of Connecticut at rates applicable to the territory from which the call is made.

7.7.2 Rates

Within Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's Territory, but within Connecticut:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

7.7.3 Qualification

The follow criteria will be used to determine eligibility for the Special Credit Card:

- A. "Legally Blind" - those 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. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as result of physical limitations.
- C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or noncoin telephone. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist.

Section 7 - SPECIAL SERVICES AND PROGRAMS (cont'd)

7.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (cont'd)

7.7.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's service territory, but he or she does not need to have other service from Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.
- B. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

Section 8 - SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION

8.1.1 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 Tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- A. nonrecurring charges;
- B. recurring charges;
- C. termination liabilities; or
- D. combinations of a., b., and c.

8.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding 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:
 - 1. equipment and materials provided or used;
 - 2. engineering, labor, and supervision;
 - 3. transportation; and
 - 4. 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.

Section 8 - SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION (cont'd)

8.1.2 Basis for Cost Computation (cont'd)

- 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.

8.1.3 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:

Section 8 - SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION (cont'd)

8.1.3 Termination Liability (cont'd)

B. (cont'd)

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision;
 - c) transportation; and
 - d) 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 paragraph b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in paragraph b. 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 8 - SPECIAL ARRANGEMENTS

8.2 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.

8.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

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 vary from Tariffed arrangements. Rates quoted in response to such requests may be different for Tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

Section 9 – INTRASTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

9.1 Business and Residential MTS Service

9.1.1 Dial Station

Mileage	DAY		EVENING		NIGHT	
	1 st Min	Add'l Min	1 st Min	Add'l Min	1 st Min	Add'l Min
0-10	\$0.1260	\$0.1260	\$0.0819	\$0.0819	\$0.0504	\$0.0504
11-16	\$0.1440	\$0.1440	\$0.0936	\$0.0936	\$0.0576	\$0.0576
17-22	\$0.1620	\$0.1620	\$0.1053	\$0.1053	\$0.0648	\$0.0648
23-30	\$0.1980	\$0.1980	\$0.1287	\$0.1287	\$0.0792	\$0.0792
31+	\$0.2250	\$0.2250	\$0.1463	\$0.1463	\$0.0900	\$0.0900

9.1.2 Calling Card

Mileage	DAY		EVENING		NIGHT	
	1 st Min	Add'l Min	1 st Min	Add'l Min	1 st Min	Add'l Min
0-10	\$0.2160	\$0.2160	\$0.1404	\$0.1404	\$0.0864	\$0.0864
11-16	\$0.2340	\$0.2340	\$0.1521	\$0.1521	\$0.0936	\$0.0936
17-22	\$0.2520	\$0.2520	\$0.1638	\$0.1638	\$0.1008	\$0.1008
23-30	\$0.2880	\$0.2880	\$0.1872	\$0.1872	\$0.1152	\$0.1152
31+	\$0.2025	\$0.2025	\$0.2048	\$0.2048	\$0.1260	\$0.1260

9.1.3 Rate Periods

Day	8:00 AM to 4:59 PM Monday – Friday
Evening	Sunday – Saturday 5:00 PM – 10:59 PM
Night	Sunday – Saturday 11:00 PM – 7:59 AM

9.1.4 Surcharges

Directory Assistance	\$0.50
Calling Card	
1-800 Access	\$0.75
0+ Access	\$1.00
Operator Assisted	\$2.00
Person-to-Person	\$3.50
Operator-Dialed	\$0.75

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Section 10- BYRAM AND GREENWICH SERVICE AREAS

10.1. Service Charges, New York Telephone

Service charges per account within the Bell Atlantic d/b/a New York Telephone Company exchanges are based on the following schedules:

10.1.1. Service Ordering Charges

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

A. New Order Charges

Type of Order	Residence Service	Business Service	
		1 st Line	N
New Line Installation Or Move C	\$64.85	\$130.36	I
Record Change	\$20.00	\$33.00	
Restoring of Service	\$16.73	\$55.00	I
Change in Class of Service	\$20.00	\$73.11	I

B. Additional Service Connection Charges

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

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

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

	<u>Per Line or Trunk</u>	<u>Per Order</u>
Disconnection Order Charge	\$16.75	
Change of Service Charge	\$16.75	
Feature - Add/Change/Delete Charge		
Residence		\$16.73
Business		\$55.00 I

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.2. Basic Exchange Access Service

- A. Basic Exchange Access Service provides a Customer with a voice-grade communications channel and a unique telephone number address on the public-switched telecommunications network. An Exchange Access Service allows a user to:
1. receive calls from other stations on the public-switched telecommunications network; and
 2. access other services offered by the Company as set forth in this tariff; and
 3. access certain interstate and international calling services provided by the Company; and
 4. access (at no additional charge) the operators contracted for by the Company; and
 5. access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
 6. access services provided by other common carriers which interconnect with the Company pursuant to tariff, agreement or some other Company-approved manner.
- B. Basic exchange access service provides the Customer with a single, voice-grade communications channel connecting the Customer's premises and the Company's designated carrier's central office.
- C. Basic exchange access service customers are entitled to a voice-grade communications channel. Provision of this service does not guarantee a Customer access to any other facility requirement, including a communications path capable of supporting data transmissions.

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.2. Basic Exchange Access Service, (cont'd)

D. Rates for basic exchange access service are based upon a particular class of service and access areas. All rates are incurred on a monthly basis, unless indicated otherwise.

E. Basic Exchange Access Service Rates

Type of Service	Individual Line	Basic Budget	Auxiliary Line	PBX Trunk 1st	PBX Trunk Add'l
Flat Rate (Residence)	\$13.43	N/A	N/A	\$13.43	\$13.43
Flat Rate (Business)	N/A	N/A	N/A	N/A	N/A
Message Rate Service (Residence)	\$9.19*	\$5.66	\$9.19	\$9.19	\$9.19
Message Rate Service (Business) – Month to Month	\$25.38	N/A	\$25.38	\$24.30	\$24.30
Message Rate Service (Business) – 12 Months	\$22.33	N/A	\$22.33	\$23.09	\$23.09
Message Rate Service (Business) – 24 Months	\$21.83	N/A	\$21.83	\$22.60	\$22.60
Message Rate Service (Business) – 36 Months	\$21.07 I	N/A	\$21.07 I	\$21.87 R	\$21.87 R

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* Allowance of local calls per month \$4.10

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.2 Basic Exchange Access Service

F. In addition to the charges for basic exchange access service described in 10.1.1.D. above, the following charges apply to each individual exchange access service line unless otherwise specified:

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

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 Section 10- BYRAM AND GREENWICH SERVICE AREAS (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.3. Local Calling Area

- A. Bryam – Stations bearing the designation of central offices in the exchanges of Byram CT., Armonk Village, NY, Greenwich, CT, Harrison, N.Y., Old Greenwich, CT, and White Plains, NY.
- B. Greenwich – Stations bearing the designations of central offices in the exchanges of Greenwich, CT, Armonk Village, NY, Bedford Village, NY, Byram, CT, Old Greenwich, CT, Port Chester, NY, Rye, NY and Stamford, CT

10.1.4. Charges for Local Calls

- A. Local calls from flat rate telephones – Flat rate service includes an unlimited number of calls to points within the local calling area specified in 4.2.3.A or 4.2.3.B preceding.
- B. Local Calls from Message Rate Telephones

Initial and Overtime Charges for station-to-station sent paid calls to points within the local calling area specified above are charges as follows:

<u>Rate Period</u>	<u>Initial 3 Minutes</u>	<u>Additional Minute</u>
Day	\$0.068	\$0.0099
Evening	\$0.0376	\$0.0055
Night	\$0.0239	\$0.0035

C. Rate Periods

Day 8:00 AM to 11:59 AM and 2:00 PM to 8:59 PM Monday – Friday

Evening 12 Noon to 1:59 PM and 9:00 PM to 10:59 PM Monday – Friday

8:00 AM to 10:59 PM Saturday, Sunday and Holidays#

Night 11:00 PM to 7:59 AM All Days

#Legal holidays of Christmas Day, New Year's Day, Independence Day, Labor Day, and Thanksgiving Day.

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.4. Charges for Local Calls, (cont'd)

- A. Charges for person-to-person and operator handled station-to station calls for flat rate and message rate telephones are based on the rates and timing for message rate service in B and C above.

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.4. Optional Exchange Access Service Enhancement Features

In addition to the Company-provided exchange access services, Customers may purchase one or more enhanced features. These features are available only when purchased in combination with a Company-provided exchange access service. All services are subject to availability and may not be available in certain areas.

- A. Call Waiting provides a tone signal when a second call comes through a line in use.
- B. Call Forwarding permits a Customer to automatically transfer all incoming calls to another dialable telephone number. Local usage charges also apply.

There are four different types of services available:

- 1. Call Forwarding - Busy automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.
 - 2. Call Forwarding - No Answer automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.
 - 3. Call Forwarding - Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.
 - 4. Selective Call Forwarding permits the forwarding of incoming calls originating from pre-designated telephone numbers.
- C. Three-Way Calling allows a Customer to add a third-party to an established connection without operator assistance.
 - D. Call Trace, upon Customer activation, permits a Customer to automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to Customers whose basic exchange access service relies entirely on residence lines. The traced number will not be provided by the Company, but will be provided to law enforcement officials upon the written request of the Customer.

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.4. Optional Exchange Access Service Enhancement Features, (cont'd)

- E. Distinctive Ringing I provides one additional number with a single line.
- F. Distinctive Ringing II provides two additional numbers associated with a single line.
- G. Caller ID provides for the display of incoming telephone numbers on a Customer-provided display device attached to the Customer's telephone line or on a Customer-provided telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.
- H. Caller ID Deluxe is available to Customers being served by appropriately-equipped central offices and subscribing to Caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a Customer-provided display device. The Company will forward all calling names subject to technical limitations.
- I. Call Blocking provides the Customer with the ability to block or allow outgoing calls. Customers can block long-distance, operator assisted, specific telephone numbers, prefix and/or area codes, or all outgoing calls. This feature can be activated or deactivated through the use of a PIN. The feature is available with residence basic exchange access service and residence ISDN service.
- J. Remote Call Forwarding allows for the automatic transfer of all incoming calls to another dialed number. The dialed number is user-defined and can be either 7 or 10 digits long. The number can be changed via a service order. No physical telephone is required at the subscribed dialed number. Business service ordering and line connection charges apply.

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.4. Optional Exchange Access Service Enhancement Features, (cont'd)

- K. Per Line Blocking permits blocking of access from a Company-provided exchange access service.
- L. Speed Dialing allows a Customer to dial up to 30 pre-selected numbers using an abbreviated dialing sequence.
- M. Missed Call Dialing permits a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code.
- N. Call Again allows for the automatic continuous redialing of a busy number until the line is free.
- O. Priority Call Ringing permits a Customer to identify critical incoming calls. A Customer can designate up to six (6) numbers. When a call is originated from one of the designated incoming numbers, a distinctive ring identifies the call.

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.4. Optional Exchange Access Service Enhancement Features, (cont'd)

Q. Rates	Business	Residence
Call Waiting	\$12.83 (I)	\$11.99
Call Waiting ID with Name **	\$10.93 (I)	\$13.99
Call Waiting ID Deluxe with Name**	\$10.97 (I)	*
Call Forwarding	\$9.26 (I)	\$11.99
Three-Way Calling	\$8.79 (I)	\$11.99
Speed Calling 8	\$5.70 (I)	\$8.21
Speed Calling 30	\$8.55 (I)	\$10.04
Unlimited *66 Repeat Dialing (T)	\$5.70 (I)	\$8.75
(D)	(D)	(D)
Unlimited Call Return *69 (T)	\$5.70 (I)	\$7.25
Three - Way Calling - Per Use	\$2.00	0.75
(D)	(D)	(D)
(D)	(D)	(D)
Caller ID Number Only	\$12.83 (I)	\$11.99
Caller ID Deluxe	\$14.63 (I)	\$13.95
(D)	(D)	(D)
Call Again/Repeat Dialing – per use	\$2.00	\$0.75
Missed Call/Call Return - per use	\$2.00	\$0.75
Call Tracing – per use	\$1.50	\$1.50
Distinctive Ring Type I (One Addl. #)	\$9.03 (I)	\$8.31
Distinctive Ring Type II (Two Addl. #s)	\$10.93(I)	\$10.99
Call Forwarding Busy Line	\$4.75 (I)	\$3.60
Call Forwarding Don't Answer	\$6.79 (I)	\$3.60
Call Forwarding Busy/No Answer	\$9.03 (I)	\$4.25
Remote Call Forwarding – initial path	\$31.81 (I)	N/A
Remote Call Forwarding – addl path (N)	\$28.63 (N)	N/A
Call Return/Repeat Dialing	\$7.55 (I)	\$8.00
Caller ID/ *69 Call Return	\$11.88 (I)	*
Caller ID/*66 Repeat Dialing	\$11.88 (I)	*
Caller ID/Call Return/Repeat Dialing	\$13.30 (I)	*
Caller ID w/ Name, *69	\$11.88 (I)	#
Caller ID w/ Name, *69 & *66	\$13.30 (I)	#
Call Waiting ID w/Name. *69 & *66	\$13.30 (I)	#

*No longer available to Residence Customers

** Requires Call Waiting

Combinations available to existing customers only. Changes/Moves not permitted

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10.1.4. Optional Exchange Access Service Enhancement Features, (cont'd)

Q. Rates (cont'd)	Business	Residence
Call Waiting/Three Way Calling	\$8.71 (I)	\$11.42
Call Waiting/Call Forwarding	\$10.93 (I)	\$11.42
Call Waiting/Call Forwarding/3 Way/	\$12.19 (I)	\$13.34
Call Waiting/Call Forwarding/3 Way/SPD8	\$14.80 (I)	\$16.00
Block *69 Call Return	\$0.50	-
Block *66 Repeat Dialing	\$0.50	-
Block Call Trace	\$0.50	-

10.1.5 (cont'd)

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.6. Direct Inward Dial (DID) Service

Direct Inward Dial (DID) service permits incoming dialed calls to be dialed directly by a calling party station associated with a switching system located on the Customer premises. These lines support inbound calling traffic only.

A. Direct Inward Dialing

DID Numbers (per blocks of 100)	Non- recurring Charge (per Group)	Month to Month	12 Month	24 Month	36 Month
ESS Dial Pulse	N/A	\$116.93	\$111.08	\$108.74	\$105.24
ESS MF	N/A	\$76.41	\$72.59	\$71.06	\$68.77

B. DID Trunk Termination Charges

DID Trunk Ports	Non- recurring Charge (per Group)	Month to Month	12 Month	24 Month	36 Month
MF or DTMF	\$477.08	\$14.64 (I)	\$13.91 (I)	\$13.62	\$13.18

Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.7. Rotary (Hunting) Service

Class of Service	Non-recurring Charge- per Group	Monthly Charge
Residence	\$64.41	\$2.55
Business	\$73.11	\$2.55

10.1.8. MetPath Digital Centrex Service

a. Monthly Recurring Charges* - per line:

Dial 9 -Month to Month (with CEAC)	\$39.78	I
Dial 9 – 12 Months	\$39.78	
Dial 9 – 24 Months	\$39.78	
Dial 9 – 36 Months	\$39.78	I
Assume Dial 9 - Month to Month (with CEAC)	\$39.78	I
Assume Dial 9 - 12 Months	\$39.78	
Assume Dial 9 - 24 Months	\$39.78	
Assume Dial 9 - 36 Months	\$39.78	I
Centrex Caller ID	\$10.75	

*Includes CEAC of \$0.63 (I). FCC End User Line Charges and other Surcharges apply.

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.9. MetPak Advantage Plans

a. Monthly Recurring Charges for MetPak Advantage

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

b. Monthly Recurring Charges for MetPak Advantage Plus

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

10.1.10. MetPath™ ISDN BRI Service

	Monthly Recurring Charge ¹
ISDN Basic Exchange Digital Line, each	\$12.00 I
ISDN Basic Exchange Circuit Switched Voice	
First Line	N/A
Second Line	3.00
ISDN Basic Exchange Circuit Switched Data, each	2.00
ISDN Basic Exchange Alternate Circuit Switched Voice/Data,each	2.00

¹These ISDN BRI rates are a supplement to individual Message Rate Service.

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Section 10- BYRAM AND GREENWICH SERVICE AREAS, (cont'd)

10.1. Service Charges, New York Telephone, (cont'd)

10.1.11. Directory Assistance Service

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

10.1.12. Listings Service

	Business	Residence
Additional Listing	\$4.50 I	\$4.50
Duplicate Listing	\$3.75	\$4.50
Foreign Listing	\$3.75	\$4.50
Multiple Directory Lines	\$6.00	\$6.00
Non-Listed	\$4.50 I	\$4.50
Non-Published	\$4.75 I	\$4.50

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Section 11 - LOCAL CALLING AREAS

11.1 LOCAL CALLING AREA

CLASS	EXCHANGE AREA
I	Canaan, Canterbury, Cornwall, Danielson, Deep River, Essex, Jewett City, Kent, Lakeville, Lebanon, Litchfield, Norfolk, North Thompson, Old Saybrook, Plainfield, Putnam, Sharon, Strafford, Springs, Storrs, Torrington, Washington, Winstead
II	Bristol, Colchester, Danbury, Darien, Harwinton, Ledyard, Lyme, Moodus, Mystic, New London, New Milford, Newton, Niantic, Norwich, Old Greenwich, Pawcatuck, Redding, Ridgefield, Thomastown, Watertown, Westport, Willimantic, Wilton
III	Bridgeport, Clinton, Fairfield, Georgetown, Guilford, Killingworth, Madison, New Canaan, Norwalk, Southington, Stamford, Trumbull, Wolcott
IV	Ansonia-Derby, Branford, Canton, Cheshire, Columbia, Coventry, East Hampton, Endfield, Glastonbury, Haddam, Manchester, Milford, Naugatuck, Plainville, Rockville, Seymour, Simsbury, Wallingford, Waterbury, Windsor, Windsor Locks
V	Farmington, Hartford, Huntington, Meriden, Middletown, New Britain, New Haven
Byram	Stations bearing the designation of central offices in the exchanges of Byram CT., Armonk Village, NY, Greenwich, CT, Harrison, N.Y., Old Greenwich, CT, and White Plains, NY.
Greenwich	Stations bearing the designations of central offices in the exchanges of Greenwich, CT, Armonk Village, NY, Bedford Village, NY, Byram, CT, Old Greenwich, CT, Port Chester, NY, Rye, NY and Stamford, CT

Section 12 – EXPLANATION OF TERMS

AGENCY

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

ALTERNATE ROUTING ("AR")

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

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.

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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's customer to utilize service provided by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to the customer. The customer is responsible for all charges incurred by an Authorized User

Section 12 – EXPLANATION OF TERMS (cont'd)

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

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

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

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

BIT

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

BUILDING

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

CALL INITIATION

The point in time when the exchange network facility are 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.

Section 12 – EXPLANATION OF TERMS (cont'd)

CENTRAL OFFICE

An operating office of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel 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.

COMMUNICATIONS SYSTEMS

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

Section 12 – EXPLANATION OF TERMS (cont'd)

COMPANY

Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, unless otherwise clearly indicated from the context.

COMMISSION

Connecticut Department of Public Utility Control

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel. A customer is responsible for the payment of charges and for compliance with all terms of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

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.

DEMARCATIION POINT

The physical dividing point between Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel'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.

Section 12 – EXPLANATION OF TERMS (cont'd)

DIRECT OUTWARD DIAL ("DOD")

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

DIGITAL

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

DUAL TONE MULTI-FREQUENCY ("DTMF")

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

EMERGENCY SERVICE NUMBER ("ESN")

A unique code, assigned by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, 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 Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel from what is correct or true. An "error", can also be an omission in records.

Section 12 – EXPLANATION OF TERMS (cont'd)

EXCHANGE

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

EXCHANGE ACCESS LINE

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

EXCHANGE SERVICE

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

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

FLAT RATE SERVICE

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

GROUND START

Describes the signaling method between the PBX/key system interface and Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's switch. It is the signal requesting service.

Section 12 – EXPLANATION OF TERMS (cont'd)

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).

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.

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.

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:

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.

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.

Section 12 – EXPLANATION OF TERMS (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.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel to facilities provided by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

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 which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

KILOBIT

One thousand bits.

LATA

Local Access and Transport Area. The area within which Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel's central office.

Section 12 – EXPLANATION OF TERMS (cont'd)

LEASED CHANNEL

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel for a specific purpose.

LOCAL CALL

A call which, if placed by a customer over the facilities of Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel, is not rated as a toll call.

LOCAL CALLING AREA

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

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel'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.

Section 12 – EXPLANATION OF TERMS (cont'd)

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 Telephone Company for the provision of network control signaling.

NODE

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

PBX

A private branch exchange.

Section 12 – EXPLANATION OF TERMS (cont'd)

PORT

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

PREMISES

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

PRIVATE BRANCH EXCHANGE SERVICE

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

PUBLIC ACCESS LINE SERVICE

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

PUBLIC SAFETY ANSWERING POINT ("PSAP")

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

RATE CENTER

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

REFERRAL PERIOD

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

Section 12 – EXPLANATION OF TERMS (cont'd)

RESALE OF SERVICE

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

SAME PREMISES

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

SELECTIVE ROUTING ("SR")

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

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

SHARING

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

STATION

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

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.

Section 12 – EXPLANATION OF TERMS (cont'd)

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.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by Metropolitan Telecommunications of Connecticut, Inc. d/b/a MetTel.

TONE DIAL SIGNALING ("TD")

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

Section 12 – EXPLANATION OF TERMS (cont'd)

TWO WAY

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

USER

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