

TITLE SHEET

THIS PRODUCT GUIDE CONTAINS THE REGULATIONS AND CHARGES APPLYING TO COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE PROVIDED **BY METROPOLITAN TELECOMMUNICATIONS, LLC** WITHIN THE STATE OF VERMONT

This Product Guide contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Metropolitan Telecommunications of Vermont, LLC with principal offices at 55 Water Street, Floor 32 New York, New York 10041. This Product Guide applies for services furnished within the State of Vermont. This Product Guide may be inspected, during normal business hours at the company's principal place of business.

PREFACE--NOTICE CONCERNING ALL TERMS AND CONDITIONS and RATES

The State of Vermont Public Service Board ("VPSB") requires that each telecommunications provider's Terms and Conditions comply and not conflict with requirements of Vermont Statutes and VPSB rules and orders, including but not limited to those listed below. Any provision in these Terms and Conditions or rate schedules that conflicts with a Vermont statute, VPSB rules, and VPSB orders is deemed not approved and is not enforceable. In addition, the Company shall comply with VPSB orders in the following dockets, and any Terms and Conditions or rate schedules contained in this Product Guide that conflict with an order in these dockets is deemed not approved and is not enforceable.

VPSB Rule 3.200 - Establishment of Creditworthiness and Deposits

VPSB Rule 3.300 or 3.400 - Provision for Disconnections

VPSB Rule 4.700 - Slamming Prohibition

Docket 6255 - Establishment of Wholesale Service Quality Standards

Docket 6012 - Public Telephone Services

Docket 5903 - Concerning Consumer Protection, Retail Service Quality Standards, and Privacy Protections

Docket 5713 - Provision of Competitive Telecommunications Services

Docket 5670 - Basic-Service Calling Areas

Docket 5566 - Concerning the Provision of Alternative Operator Services

Docket 5028 - Lifeline and Link up Service Programs and Hearing Impaired Customers

The Company understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule of the VPSB, or the Vermont Statutes, or an order listed above, the rule or statute will govern; and the Company may be subject to action by the Vermont Department of Public Service or an investigation by the VPSB pursuant to 30 V.S.A. §§ 208 and 209.

In addition, Sections 1 and 2 of this Product Guide shall prevail over any other portion of this Product Guide that conflicts with Section 1 or 2.

*The undersigned officer/agent of _____ certifies that
_____ has adopted the Department of Public Service's standardized Product
Guide language in this Preface and Sections 1 and 2 of this Product Guide without modification.*

CHECK SHEET

Pages 1 through 42 inclusive of this Product Guide are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original Product Guide and are currently in effect as of the date on the bottom of this page.

<u>Sheet No.</u>	<u>Revision</u>	<u>Sheet No.</u>	<u>Revision</u>
1	1 st Revision	23	Original
2	Original	24	Original
3	12 th Revision*	25	Original
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PRODUCT GUIDE FORMAT

1. Page Numbering - Page numbers appear in the upper right-hand corner of the page. Pages are numbered sequentially. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 11 and 12 would be page 11.1.

2. Page Revision Numbers - Revision numbers also appear in the upper right-hand corner of the page. These numbers are used to indicate the most current page version. For example, the 4th Revised Page 13 cancels the 3rd Revised Page 13. Consult the Check Sheet for the pages currently in effect.

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3. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence used in this Product Guide.

- 2.
- 2.1
- 2.1.1
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- 2.1.1.A.1
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4. Check Sheet - The Check Sheet(s) lists the page(s) contained in the Product Guide, with a cross reference to the current Revision Number. When new page(s) are added, the Check Sheet(s) are changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the Check Sheet(s) if these are the only changes made to them (i.e., the format, etc. remains the same, just revised revision levels on some page(s)). The Product Guide user should refer to the latest Check Sheet(s) to find out if a particular page is the most current on file.

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SYMBOLS

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

- C - to signify a changed regulation
- D - to signify a discontinue or deleted rate or regulation
- I - to signify a rate increase
- M - to signify Product Guide information moved to a different page without any change
- N - to signify a new or changed rate or regulation
- R - to signify a rate reduction
- T - to signify a change in text but no change in an existing rate or regulation

SECTION 1 - DEFINITIONS

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Carrier's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Carrier to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

"Carrier" or "Company" - Refers to Metropolitan Telecommunications of Vermont LLC.

Completed call - A call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.

Customer - The person, firm, corporation or other legal entity which orders the services of the Company and is responsible for the payment of charges and for compliance with the Company's Product Guide regulations.

Dedicated Access - The Customer gains entry to the Company's services by a direct path from the Customer's location to the company's point of presence.

Residential customer - A customer who has telephone service at a dwelling and the service is used primarily for domestic or social purposes. All other customers are non-residential customers.

Resp. Org. - Responsible Organization or entity identified by an 8XX service Customer that manages and administers records in the 8XX database and management system.

Service - Any telecommunications service(s) provided by the carrier under these schedules.

SECTION 1 - DEFINITIONS

Station - A telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

Switched Access - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

Telecommunications service - Used throughout this Product Guide to mean the transmission of any interactive two-way electromagnetic communications, including voice, image, data and information. Transmission of electromagnetic communications includes the use of any media such as wires, cables, television cables, microwaves, radio waves, light waves or any combination of those or similar media.

Time period - Used throughout this Product Guide to mean the interval of hours that distinguish day, evening, night, and weekend and holiday rate periods.

(a) Time Period - 9 AM to 9 PM, Monday – Friday. Rate - Peak

(b) Time Period – 9 PM to 9 AM Monday – Friday, Weekends, Holidays. Rate - Off Peak.

For the purposes of this Product Guide recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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

VPSB - Used throughout this Product Guide to mean the Vermont Public Service Board.

SECTION 2 - RULES AND REGULATIONS

2.1 **Undertaking of the Company**

This Product Guide contains the rules, regulations and rates applicable to intrastate telecommunications services provided by the Company for telecommunications within the State of Vermont. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this Product Guide in compliance with limitations set forth in the VPSB's rules. In-state toll services provided by the Company are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this Product Guide. Customers interested in the Company's services shall provide sufficient information to the Company to fully identify the Customer and the services requested.

- 2.1.1 The Company may examine the credit record and check the references of all applicants and Customers, prior to accepting the service order, only in accordance with VPSB Rule 3.200, the Fair Credit Reporting Act, and Vermont law. The service application shall not in itself obligate the Company to provide services.
- 2.1.2 The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer only in accordance with VPSB Rule 4.700 and Vermont law, to allow connection of a Customer's location to a service provided by the Company.
- 2.1.3 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of the VPSB.

SECTION 2 - RULES AND REGULATIONS

2.2 Use of Services

- 2.2.1 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.2 The Company's services are available for use 24 hours per day, seven days per week.
- 2.2.3 The Company does not transmit messages, but the services may be used for that purpose.
- 2.2.4 Customers shall not use the service provided under this Product Guide for any unlawful purpose.
- 2.2.5 As soon as the Customer becomes aware of such unauthorized use, the Customer is responsible for notifying the Company of any unauthorized use of services.

2.3 Liability

- 2.3.1 The Company's liability for damages arising out of any failure of service shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.3.2 The Company is not liable for any act or omission of any entity, other than employees or agents of the Company, furnishing facilities or services connected with or provided in conjunction with the Company's services.

2.4 Interruption of Service

- 2.4.1 The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.

SECTION 2 - RULES AND REGULATIONS

2.4 **Interruption of Service** (cont'd)

2.4.2 Upon customer request, the Company will credit a Customer's account for service interruptions which are not due to the Company's testing or adjusting less than two continuous hours, negligence of the Customer, or to the failure of channels or equipment provided by the Customer. Before requesting a credit, the Customer will take reasonable steps to verify that the trouble could not have been prevented by the Customer and is not in the Customer's wiring or equipment. For purposes of computing a credit for services, a month consists of 720 hours. The Company will credit the Customer's account at the rate of 1/720th of the monthly charge for the service affected for each full hour of the interruption.

2.4.3 The following formula shall apply for interruptions lasting more than two continuous hours:

$$\text{Credit} - \frac{A \times B}{720}$$

"A" - outage time in hours (must be a continuous duration of two hours or more.)

"B" - total monthly charges for affected service

2.5 **Responsibilities of the Customer**

2.5.1 The Customer is responsible for placing any necessary orders and complying with Product Guide regulations. The Customer is also responsible for the payment of charges for services provided under this Product Guide.

2.5.2 The Customer must use the services offered in this Product Guide in a manner consistent with the terms of this Product Guide and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

SECTION 2 - RULES AND REGULATIONS

2.5 **Responsibilities of the Customer** (cont'd)

2.5.3 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.

2.5.4 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.

2.5.5 The Customer is responsible of ensuring that the customer premise equipment is compatible with the Company's facilities or services.

2.5.6 The Customer must pay the Company for replacement or repair of damage to the service or facilities of the Company caused by negligence or willful act of the Customer, by improper use of the services, or by use of service provided by Customer.

2.5.7 The Customer must pay for the loss through theft of any Company's service connected at Customer's premises only if the Customer has failed to take reasonable precautions to prevent such theft of service.

2.6 **Cancellation or Limitation of Services**

2.6.1 The Company may discontinue furnishing services, or limit the use of service, in accordance with VPSB Rules 3.300 for residential Customers or 3.400 for non-residential Customers.

2.6.2 Service may be terminated by the Company by blocking traffic, either in its entirety or only to certain locations or NXX exchanges, or by blocking calls using certain Customer authorization.

SECTION 2 - RULES AND REGULATIONS

2.6 **Cancellation or Limitation of Services** (cont'd)

2.6.3 The Customer may terminate service at any time upon oral or written notice for the Company's standard month to month service. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually terminates the service.

2.6.4 If a customer accumulates undisputed delinquent 8XX service charges and service is consequently terminated, the toll free numbers are not portable.

2.7 **Restoration of Service**

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission on file with the VPSB, and VPSB Rules 3.300 or 3.400.

2.8 **Deposits**

The Company will collect deposits in accordance with VPSB Rule 3.200. The Company does not charge a deposit for any service or portion of a service billed in advance.

2.9 **Taxes & Surcharges**

All federal, state and local taxes, imposed on the customer, including the Vermont Universal Service Fund Surcharge, fees, sales taxes, and use taxes, are billed as separate line items and are not included in the rates quoted in this Product Guide. All federal, state and local taxes, sales taxes, use taxes, assessments, surcharges, or fees imposed on the Company are included in the rates quoted in this Product Guide.

SECTION 2 - RULES AND REGULATIONS

2.10 **Late Charges**

Any late payment fees shall be listed with the rates for any service upon which the Company assesses a fee for late payment. No late payment fee shall exceed the reasonable fee as set forth in Section 4 of this Product Guide, per month of any unpaid, undisputed amount, and shall not commence until 30 days after rendition of bills.

2.11 **Returned Check Charge**

Whenever a check or draft presented for payment for service is not accepted by the institution on which it is written, the Company may charge a reasonable fee as set forth in Section 4 of this Product Guide.

2.12 **Computation of Charges**

2.12.1 When rates for service are based on airline mileage between rate centers of the calling and called stations, the location of Rate Centers is based on mileage calculated using the Vertical and Horizontal (V&H) coordinate system reflected in AT&T's FCC Tariff No. 10.

2.12.2 Timing begins when the called station is answered and two-way communication is possible, as determined by standard industry methods. Timing for each call ends when either party hangs up. The Company will not bill for uncompleted calls. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

SECTION 2 - RULES AND REGULATIONS

2.13 Customer Complaints and/or Billing Disputes

- 2.13.1 Customer disputes shall be handled in accordance with the dispute resolution procedure contained in the July 2, 1999 VPSB Order in Docket No. 5903.

Customer inquiries or complaints regarding service or accounting may be made to the Company in writing, telephone, or any other mutually agreeable means of communication. The Company shall provide an address and toll-free telephone number to the customer for lodging complaints, inquiries or disputes with each bill rendered. The Company shall provide representatives or agents to receive such customer communication who have authority and information to fully resolve customer complaints or disputes.

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill. The Company shall continue to treat disputed portions of a customer's bill as disputed so long as the consumer continues to pursue a dispute resolution at the Company, the Vermont Department of Public Service, or the VPSB. If the customer has requested resolution of a dispute by the Department, the Company shall consider the dispute active until otherwise notified by the Department or ordered by the VPSB. Adjustments to the Customer's bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicated that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

2.14 Level of Service

A Company shall provide end to end network availability of not less than P.01 (not more than 1% of calls blocked) at all times for all services.

2.15 Vermont Universal Service Fund

All Customers are subject to a Vermont Universal Service Fund surcharge. The surcharge is determined by applying it on most services contained in this Product Guide. Those services not subject to the surcharge are noted throughout the Product Guide. The rate of the surcharge shall be equal to the rate set annually by the VPSB.

SECTION 2 - RULES AND REGULATIONS

2.16 **Uniform Rate Disclosure**

- 2.16.1 When the Company provides or is required to provide rate information, it shall disclose recurring rates to the customer on bills in the following units:
- 2.16.1.1 Usage (when the customer is billed by duration of usage), dollars per minute, along with the duration of the billing increment and the duration of any minimum duration per message;
- 2.16.1.2 Usage (when the customer is billed by the message or a per message surcharge is imposed), dollars per message;
- 2.16.1.3 Availability of service (when the customer is billed a periodic recurring charge for availability of the service, regardless of the level of usage), dollars per month, along with the billing period.
- 2.16.1.4 Minimum charge (when the customer is billed a minimum charge when other charges do not exceed a certain threshold), dollars per billing period, along with the length of the billing period.
- 2.16.1.5 At such times, the Company shall also disclose the length of the interval at which it will bill the customer.

SECTION 3 - DESCRIPTION OF SERVICE

3.1 **General**

Main telephone exchange service consists of basic exchange services as specified in this section.

- (a) Service is provided on a monthly basis and is available as either residence or business.
- (b) Residence service rates apply if the service is used primarily for social or domestic purposes or when the service is provided for public emergency call receiving service.
- (c) Business service rates apply if the service is used primarily or substantially for business purposes or if the service is furnished at a business location.
- (d) Basic service is provided on a measured basis.

3.2 **Measured Service**

Measured service is provided on a one-party nonoptional basis. It provides for dial tone and calling on a usage rate basis within the local service area and within municipalities. Residence and business one-party nonoptional measured service is offered on a line or trunk basis and is available in all exchanges. The following options are available.

3.3 **Low and Standard Use**

- (a) Low Use — Provides a dial tone line only.
- (b) Standard Use — Provides a dial tone line and a local usage package which provides for a monthly local usage allowance expressed in a dollar amount.
- (c) With either low use or standard use, the total of the rates involved is capped.

3.4 **Directory Assistance**

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

SECTION 3 - DESCRIPTION OF SERVICE

3.4 **Directory Assistance** (cont'd)

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 Customer Owned Coin Operated Telephones (COCOTs)
- (b) Requests for telephone numbers of non-published service.
- (c) Request in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company 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.

3.5 **Listings**

For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge

3.5.1 **Primary Directory Listings**

One (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

3.5.2 **Additional Directory Listings**

Charges for additional listings begin on the date the information records are posted and are payable annually in advance.

SECTION 3 - DESCRIPTION OF SERVICE

3.5.3 **Non-Published Telephone Number Service**

Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not given out upon request.

3.5.4 **Non-Listed Telephone Number Service**

A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request. A Service Connection Charge applies to the establishment or change of non-listed telephone numbers.

3.6 **Gold Number Service**

Gold Number which is furnished subject to the availability of numbers in the customer's serving central office, is provided to customers requesting a specific telephone number or type of telephone number, such as one with repeating digits or other specific numerical combination. Customers may request, in order of preference, up to three specific telephone numbers. The Company will then verify the availability of the requested numbers. If the initial numbers requested are not available, customers may request other specific telephone numbers.

3.7 **Features**

3.7.1 **Anonymous Call Rejection**

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID with Name subscribers.

3.7.2 **Call Waiting**

Call Waiting is an arrangement whereby a customer is alerted, by means of a tone signal, when another caller is trying to reach that line.

SECTION 3 - DESCRIPTION OF SERVICE

3.7 **Features** (cont'd)

3.7.3 **Call Forwarding**

Call Forwarding is an arrangement whereby incoming calls may be forwarded/transferred to another telephone number.

3.7.4 **Call Forwarding Busy**

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

3.7.5 **Call Forwarding No Answer**

Call Forwarding - No Answer automatically reroutes an incoming call to a customer pre-designated number when the called number does not answer within the number of rings programmed by Company.

3.7.6 **Call Forwarding Busy/No Answer**

Combines, packages the feature functionality of Call Forwarding Busy and Call Forwarding No Answer (see definitions contained within this section.)

3.7.7 **Call Intercept**

Call Intercept is an optional enhancement to Caller ID that provides subscribers with options for responding to unidentified calls. Call Intercept routes unidentified incoming calls to an announcement.

3.7.8 **Speed Dialing (8)**

Speed Dialing allows a customer to store up to 8 frequently dialed numbers from their telephone line. The stored numbers are retrieved via a simple access code.

SECTION 3 - DESCRIPTION OF SERVICE

3.7 **Features** (cont'd)

3.7.9 **Speed Dialing (30)**

Speed Dialing allows a customer to store up to 30 frequently dialed numbers from their telephone line. The stored numbers are retrieved via a simple access code.

3.7.10 **Three-Way Calling**

Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing.

3.7.11 **Caller ID**

This feature will enable the Customer to receive the number of the caller, the time, date, and the calling number on an incoming call. The name number will be delivered to the called party in the interval between the first and second ring.

3.7.12 **Caller ID with Name**

This feature will enable the Customer to receive the name of the caller, the time, date, and the calling number on an incoming call. The name and number will be delivered to the called party in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

3.7.13 **Call Waiting ID**

Call Waiting ID is an enhancement of the Call Waiting feature offered to residence and business customers that allows the “called” party to control the treatment of a second incoming call.

3.7.14 **Call Waiting ID with Name**

Call Waiting ID Deluxe is an enhancement of the Call Waiting feature offered to residence and business customers that allows the “called” party to control the treatment of a second incoming call.

SECTION 3 - DESCRIPTION OF SERVICE

3.7 **Features** (cont'd)

3.7.15 **Call Trace**

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 Company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting Company the customer can use this application to combat nuisance calls.

3.7.16 ***69 Call Return**

This feature allows the Customer to place a call to the telephone number of the calling party should the call be unanswered or unknown by dialing a code to activate this feature.

3.7.17 ***66 Repeat Dialing**

The Automatic Redial 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.

3.7.18 **Automatic Redial**

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial 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 3 - DESCRIPTION OF SERVICE

3.7.19 **Distinctive Ringing** (1 add'l number)

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

3.7.20 **Distinctive Ringing** (2 add'l numbers)

Distinctive Ring is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line.

3.7.21 **Talking Call Waiting**

Voice activated version of Call Waiting (see Call Waiting in this section.)

3.8 **Maintenance Charge**

A Maintenance Charge will apply whenever the Company is required to dispatch a service technician for reasons that are deemed to be unrelated to a technical failure on the part of the Company.

3.9 **Voice Messaging Service**

Voice Messaging allows a customer to forward, store and retrieve messages that have been forwarded to a predetermined voice mailbox whenever the customer's telephone line is unanswered or busy.

3.10 **Hunting**

Hunting is a service which routes incoming calls from a busy line to an idle line.

SECTION 3 - DESCRIPTION OF SERVICE

3.11 **Service Connection Charges**

Service Connection Charges are one time, non-recurring charges for placing orders with the Company.

3.11.1 **New Line Installation**

New Line Installation charges apply for each new or additional telephone access line or trunk placed by the Customer with the Company.

3.11.2 **Move Service-Different Premises**

Move Service - Different Premises charges apply when the Customer requests the move of their service, in whole or in part, to a location other than their primary or existing premise.

3.11.3 **Telephone Number Change**

Telephone Number Change charges apply for each request placed by the Customer to the Company for the change of a telephone number.

3.11.4 **Restore Service for Non-Payment**

Restore Service for Non-Payment applies whenever a customer has been disconnected from the Company for reasons of non-payment. The charge will apply at when the customer's service is restored.

3.11.5 **Features – per order**

A charge will apply when a customer requests new or additional Features (see Section 4) to be added to their telephone line.

SECTION 3 - DESCRIPTION OF SERVICE

3.12 **Local Calling Rates**

MetTel offers Residential and Business customers per minute rates for local calls made during Peak and Off Peak time periods.

3.13 **Regional and In State Calling**

Residential and Business customers are billed per minute rates for intrastate and intraLATA calls. Discounts apply for term commitments.

3.14 **Basic Local Exchange Service – Residential Lines and Business Lines and Trunks**

Basic Local Exchange Service provides a Customer with a Connection to the Company's switching network, which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's Local Calling Services and other Services as set forth in this Product Guide;
- c) access interexchange calling services of the Company and of other carriers;
- d) access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling.

3.15 **Digital PBX Service**

Digital handoff of Direct Inward Dialed (DID) trunks, Direct Outward Dialed (DOD) trunks, or a combination of both, delivered to the customer at the Digital Signal Level 1 (DS 1 level) for PBX systems.

SECTION 3 - DESCRIPTION OF SERVICE

3.16 **PBX DID Service**

DID Analog Trunk Service provides for inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises.

3.17 **Remote Call Forwarding**

Remote Call Forwarding (RCF) is a service offering for business customers. The service provides the automatic routing, or forwarding, of calls to a predetermined telephone line / number. The subscriber of the service is responsible for the prevailing rate of the call forwarded from the RCF to the predetermined telephone line / number.

3.18 **Centrex Services**

Centrex is central office based system for business customers. The service combines central office switching for calls within the system, as well as calls placed to and from the public switched network. Centrex also provides customers with a variety of line and system related features for call management.

3.19 **ISDN BRI Services**

Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) provides a customer with the capability for simultaneous voice and data transmittal in compliance with industry standards for two (2) Bearer Channels at 64Kbps each and one (1) Data Channel at 16Kbps. It is a digital service offering available to residential and business customers.

SECTION 3 - DESCRIPTION OF SERVICE

3.20 **ISDN PRI Services**

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

3.21 **Verification and Busy Interrupt Service**

Upon request, subject to technical limitations, the Company's operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

3.22 **Public Access Lines**

Public Access Lines (PAL) are for use with Customer Owned Coin Operated/Coinless Telephones (COCOT), and is a class of main telephone exchange service offered to business customers for use by the general public or the combined use of the customer and his patrons. PAL is provided from the Telephone Company's central office up to and including the network interface located at the customer's premises or other customer arranged location and is provided only where suitable central office facilities are available. The service is subject to these regulations.

(a) Customers with PAL are subject to all Product Guide regulations which apply to customers with one-party non optional business service and other applicable State and Federal laws for resale and sharing.

(b)The customer is responsible for all rates and charges originating from or accepted at this service.

(c) A telephone number change may be required if a customer changes from PASL service to PAL.

SECTION 3 - DESCRIPTION OF SERVICE

3.22 **Public Access Lines** (cont'd)

(d) Telephone equipment used with PAL must be registered in compliance with Part 68 of the FCC's Registration Program.

(e) All customer owned coin operated telephones must have posted notices of telephone number, ownership, rates, repair reporting numbers, and operational instructions for local and toll calling.

3.22.1 **Application of Rates and Charges**

PAL rates and charges are as for one-party nonoptional measured business main telephone exchange service in the exchange of connection including the associated local usage allowance and an additional monthly rate for intrastate directory assistance service. The monthly caps applicable to one-party nonoptional measured business service do not apply to PAL service.

(a) Local usage is charged for as specified in Section 4.

(b) Charges for directory assistance service and for message telephone service apply to calls originated from PAL.

(c) Local service calls placed to a telephone relay service are provided without charge.

SECTION 4 - RATES

4.1 **Residential Rates**

4.1.1 **Residential Local Service**

Residence Message Rate Service-Per Line	<u>Monthly</u>	
Low Use	\$15.26	(I)
Line and Usage Cap ¹	39.40	(I)
Standard Use	21.11	(I)
Includes Local Usage Allowance ²	8.00	(D)
Line and Usage Cap ¹	39.40	(I)

¹. Monthly line and usage charges cannot exceed capped amount

². Standard Use service provides \$8.80 allowance for an additional \$4.58 monthly

4.1.2 **Local Calling Rates**

Peak Rates - 9 AM to 9 PM, Monday - Friday Per Minute	\$0.0198
Off Peak Rates - 9PM to 9AM, Weekend & Holidays Per Minute	\$0.0045

SECTION 4 – RATES

4.1 **Residential Rates** (cont'd)

4.1.3 **Regional and In State Calling Rates**

Intrastate IntraLATA
Smart Cents Plan
Month-to-Month
Per Minute \$0.069 - \$0.079

Exact Rate Plans
Term Commitments
12, 24, 36 month plan
Per Minute \$0.049 - \$0.079

Without MetTel Long
Distance
12, 24, 36 month plan
Per Minute \$0.069 - \$0.079

4.1.4 **Directory Assistance**

Customers are entitled to two
(2) free requests per exchange
access line or trunk.

Per Request:

Local \$4.99 (I)
National 411 4.99 (I)

4.1.5 **Listings**

Additional Listing 3.05
Non Directory Listed Service 2.85
Non Published Service 4.70

SECTION 4 – RATES

4.1 **Residential Rates** (cont'd)

4.1.6	<u>Features</u>	<u>Monthly</u>	
	Anonymous Call Rejection (AYK)	\$3.00	
	Call Waiting (ESX)	3.25	
	Call Forwarding (ESM)	2.70	
	Call Forwarding Busy	1.45	
	Call Forwarding No Answer	1.45	
	Call Forwarding Busy/No Answer	2.15	
	Call Intercept (WHO)	5.00	
	Speed Dialing (8#) (E8C)	2.70	
	Speed Dialing (30#) (E3D)	3.75	
	Three-Way Calling (ESC)	4.00	
	Three-Way Calling per use	1.00	
	Caller ID (NSD)	5.35	
	Caller ID with Name (NNK)	6.35	
	Call Waiting ID (NWT)	5.35	
	Call Waiting ID with Name (N7PXA)	6.35	
	Call Waiting ID Deluxe with Number (NWL)	5.35	
	Call Waiting ID Deluxe with Name (NNW)	6.35	
	Call Trace	3.00	
	Unlimited *69 Call Return (NSS)	3.00	
	*69 Call Return, per use	1.00	
	Unlimited *66 Repeat Dialing (NSQ)	3.00	
	*66 Repeat Dialing, per use	1.00	
	Unlimited Call Return & Repeat Dialing (NSP)	4.25	
	Distinctive Ringing (1 add'l number) (DRS1X)	3.25	
	Distinctive Ringing (2 add'l numbers) (DRS2X)	5.40	
	Talking Call Waiting (TW1)	2.50	
	Voice Messaging Service	5.25	(D)

SECTION 4 – RATES

4.1 Residential Rates (cont'd)

4.1.7 Service Connection Charges

New Line Installation, per line	\$28.50
Move Service-Different Premises, per line	28.50
Telephone Number Change, per number	25.85
Restore Service for Non-Payment - per account	10.95
Features - per order	12.90
Voice Messaging Service, per mailbox	12.50
Maintenance Charge-No Trouble Found (Dispatch to CO)	52.66
Maintenance Charge-No Trouble Found (Dispatch to Customer Premises)	130.87

4.1.8 **Reserved for Future Use**

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4.1.9 **Returned Check Charge**

35.00

4.1.10 **Late Payment Charge**

The late payment penalty will be that portion of the payment not received by the due date on the bill, minus any charges billed as local taxes, multiplied by 1.5%, or \$5.00, whichever is higher.

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SECTION 4 – RATES

4.1.11 **Gold Number Service**

Gold Number Service - Monthly	\$2.15
Gold Number Set-up	21.55

4.2 **Business Rates**

4.2.1 **Business Local Service**

**Business Message Rate Service-
Per Line**

	<u>Monthly</u>	
Low Use	\$47.50	(I)
Line and Usage Cap ¹	94.09	(I)

Standard Use	59.69	(I)
Includes Local Usage Allowance of: ²	13.00	

Line and Usage Cap	94.09	(I)
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¹. Monthly line and usage charges cannot exceed capped amount

². Standard Use service provides \$13.00 allowance for an add'l \$11.31 monthly (\$59.69 vs. \$47.50) (I)

4.2.2 **PBX DID, DOD and Combination Trunks - Per Trunk**

Low Use	\$47.50	(I)
Line and Usage Cap ¹	124.45	(I)

Standard Use	76.95	(I)
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Includes Local Usage Allowance	13.00	
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Line and Usage Cap ¹	124.45	(I)
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¹. Monthly line and usage charges cannot exceed capped amount

². Standard Use service provides \$13.00 allowance for an add'l \$11.31 monthly (\$59.69 vs. \$47.50) (I)

4.2.3 **Remote Call Forwarding** \$37.69 (I)

SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.4 **Hunting, Set-up charge (NRC)** 22.60

4.2.5 **Local Calling Rates**

Peak Rates - 9 AM to 9 PM,
Monday - Friday
Per Minute \$0.0220 (I)
Off Peak Rates - 9PM to 9AM,
Weekend & Holidays
Per Minute \$0.0050 (I)

4.2.6 **Regional and In State Calling Rates**

Intrastate IntraLATA
Smart Cents Plan
Month-to-Month

Per Minute \$0.069 -
\$0.079

Exact Rate Plans
Term Commitments

12, 24, 36 month plan - per minute \$0.0425 -
\$0.079

Without MetTel Long Distance

12, 24, 36 month - per minute \$0.069 -
\$0.079

SECTION 4 – RATES

4.2	<u>Business Rates</u> (cont'd)	
4.2.7	<u>Directory Assistance - No Longer Available as of 7/1/20 (C)</u> Per Request (No call allowance on business lines, including Centrex)	
	Local	\$1.99 D
	National 411	1.99 D
4.2.8	<u>Listings</u>	<u>Monthly</u>
	Additional Listing	\$4.70
	Non Directory Listed Service	2.85
	Nonpublished Service	4.70
4.2.9	<u>Reserved for Future Use</u>	
4.2.10	<u>Features</u>	<u>Monthly</u>
	Anonymous Call Rejection (AYK)	\$3.00
	Call Forwarding Basic (ESM)	6.30 (I)
	Call Forward Busy Line	2.95 (I)
	Call Forward Don't Answer	2.95 (I)
	Call Forward Busy Line/Don't Answer	4.30 (I)
	Call Waiting (ESX)	6.30 (I)
	Call Waiting/Three Way Calling (VP6) (D)	7.74 (D)
	Call Waiting ID with Name (N7PXA)	6.35 (I)

SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.10 **Features** (cont'd)

	<u>Monthly</u>
Call Waiting ID with Number (NWT)	\$5.35 (I)
Call Waiting ID Deluxe with Name (NNW)	6.35 (I)
Call Waiting ID Deluxe with Number (NWL)	5.35 (I)
Caller ID Number Only (NSD)	5.35 (I)
Caller ID with Name (NNK)	6.35 (I)
Speed Dialing (8#) (E8C)	4.15 (I)
Speed Dialing (30#) (E3D)	5.20 (I)
Three-Way Calling (ESC)	7.75 (I)
Three-Way Calling-Monthly Capped per activation charges	7.50 (I)
Unlimited *69 Call Return (NSS)	3.00 (I)
*69 Call Return, Per Use	1.00
Unlimited *66 Repeat Dialing (NSQ)	3.00 (I)
*66 Repeat Dialing, Per Use	1.00
Unlimited Call Return & Repeat Dialing (NSP)	4.25 (I)
Distinctive Ringing (1 add'l number) (DRS1X)	6.45 (I)
Distinctive Ringing (2 add'l numbers) (DRS2X)	10.75 (I)
Voice Messaging (CCI Box)	13.00 (I)

SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.7 **Metpath™ Digital Centrex Message Rate**^{1,2}

Contract Length	
MTM	\$68.13 (I)
12 months	\$68.13 (I)
24 months	\$68.13 (I)
36 months	\$65.00 (I)

Includes Local Usage Allowance of 13.00

¹Local Usage Cap of \$11.31 (I) per line applies.

²Rates include Centrex Exchange Access Charge (CEAC), but exclude FCC End User Common Line (EUCL)

4.2.8 **PBX Trunk Services**

	<u>Monthly</u>
Per Block of 100 Station Numbers	\$29.00
PBX DID Trunk Port, First 10 Trunks, each ¹	37.50 (I)
PBX DID Trunk Port, Over 10 Trunks, each ¹	37.50 (I)
PBX IOD Trunk Port (Identified Outward Dialing) ¹	33.69 (I)

¹PBX DID & PBX IOD Service rates are in addition to PBX Trunk Rate

SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.9 **Metpath™ ISDN BRI (Basic Rate Interface) Service¹**

	<u>Monthly</u>
ISDN Basic, per Line or Centrex Line (SDS)	\$12.50 (I)
Circuit Switched Data Service (LTH6X)	17.00
Alternate Circuit Switched Voice or Data (LTH1X)	17.00
Low Speed Packet Switched Data-POTS (LTH4X)	6.00
Low Speed Packet Switched Data-Centrex (LTH4X)	8.00
Secondary Number, each (DO7)	2.00
Secondary Number digital Centrex, each	1.00
¹ ISDN BRI rates are in addition to Business Message Rate or Centrex Line	

4.2.10 **Service Connection Charges**

New Line Installation, per line or trunk	\$56.98 (I)
Move Service-Different Premises, per line or trunk	56.98 (I)
Telephone Number Change, per line or trunk	32.30
Rewire-From One Type of Service to Another	32.30
Remote Call Forwarding - per Path	12.90
Features - per order	24.00
Change Service Charge – per line	24.75
Change Bill Name/or Billing Address	
Maintenance Charge-No Trouble Found (Dispatch to CO)	250.00
Maintenance Charge-No Trouble Found (Dispatch to Customer)	250.00
Maintenance Charge-No Access to NID per Dispatch	140.00

SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.11 **Metpath™ ISDN PRI (Primary Rate Interface) Service**

<u>ISDN PRI Port</u>	<u>Monthly</u>
Initial Port Charge- 12 Months, each	ICB
Initial Port Charge - 36 Months, each	ICB
Additional Port Charge - 12 Months , each	ICB
Additional Port Charge- 36 Months, each	ICB
	<u>NRC</u>
Initial Port Non-Recurring Charge, each	ICB
Additional Port Non-Recurring Charge, 12 Months, each	ICB
Additional Port Non-Recurring Charge - 36 Months, each	ICB
	<u>Monthly</u>
<u>ISDN PRI Local Distribution Channel (LDC)</u>	
Initial LDC Charge -12 Months, each	ICB
Initial LDC Charge - 36 Months, each	ICB
Additional LDC Charge -12 Months, each	ICB
Additional LDC Monthly Charge - 36 Months, each	ICB
	<u>NRC</u>
Initial LDC Non-Recurring Charge, each	ICB
Initial LDC Non-Recurring Charge-Monthly 36 Months, each	ICB
Additional LDC Non-Recurring Charge, 12 Months, each	ICB
Additional LDC Non-Recurring Charge - Monthly 36 Months – Optional Pricing Plan (OPP), each	ICB

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SECTION 4 – RATES

4.2 **Business Rates** (cont'd)

4.2.11 **Metpath™ ISDN PRI (Primary Rate Interface) Service** (cont'd)

	<u>Monthly</u>	
LDC Charge per 1/2 mile or fraction thereof - 12 Months, each	ICB	(C)
LDC Charge per 1/2 mile or fraction thereof - 36 Months, each	ICB	
LDC Charge per add'l 1/2 mile or fraction thereof - 12 Months, each	ICB	
LDC Charge per add'l 1/2 mile or fraction thereof - 36 Months, each	ICB	
	ICB	

4.2.12 **Metpath™ Digital PBX Trunk Service**

	<u>Monthly</u>	
<u>Digital Port</u>		
Monthly Minimum, each	ICB	(C)
Monthly Maximum, each	ICB	
	<u>NRC</u>	
Port, Non-Recurring Charge, each	ICB	
<u>Digital Transport Facility (DTF)</u>	<u>Monthly</u>	
Monthly Minimum, per DTF	ICB	
Monthly Maximum, per DTF	ICB	
Monthly Minimum, per DTF, per 1/2 mile or fraction thereof	ICB	
Monthly Maximum, per DTF, per 1/2 mile or fraction thereof	ICB	
	<u>NRC</u>	
Changes or Rearrangement, per occasion	ICB	
Transport, Non-Recurring Charge, each	ICB	

4.2.13 **Reserved for Future Use**

4.2.14 **Returned Check Charge** 35.00

SECTION 4 – RATES

4.2.15 Late Payment Charge

The late payment penalty will be that portion of the payment not received by the due date on the bill, minus any changes billed as local taxes, multiplied by 1.5%, or \$5.00, whichever is higher.

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SECTION 4 – RATES

4.2.16 **Subscriber Intrastate Access Service**

4.2.16.1 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.

4.2.16.2 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

4.2.16.3 Undertaking of the Company

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

4.2.16.4 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.

4.2.16.5 Rate Regulations

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

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

SECTION 4 – RATES

4.2.16 Subscriber Intrastate Access Service (cont'd)

4.2.16.5 Rate Regulations (cont'd)

(C) The Subscriber Access Charge, as set forth in 4.2.16.6 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.

(D) 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.

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

4.2.16.6 Rates

Business Customer Service Type	ILEC AREA/OCN
	Consolidated Communications / 5115
Single Line Local Exchange Service	7.50
Multi-line Local Exchange Service	9.32 (I)
Centrex	9.32 (I)
Trunk	9.32 (I)
PRI	46.60 (I)
T-1/Digital PBX	223.68 (I)
BRI	8.00 (I)

SECTION 5 - PROMOTIONAL OFFERINGS

5.1 **Promotions:**

- 5.1.1 The Company may, from time to time, offer promotions to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. (C)