

**CHOICE ONE COMMUNICATIONS OF MASSACHUSETTS INC.
(d/b/a ONE COMMUNICATIONS)**

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO END-USER COMMUNICATIONS SERVICES

WITHIN THE COMMONWEALTH OF MASSACHUSETTS

This tariff applies to the end-user telecommunications services furnished by Choice One Communications of Massachusetts Inc., d/b/a ONE Communications (the "Company" or "Carrier") between one or more points in the Commonwealth of Massachusetts. This tariff is on file with the Massachusetts Department of Telecommunications and Energy, and copies may be inspected, during normal business hours, at Carrier's principal place of business, 220 BEAR Hill Road, Waltham MA 02451.

CHECK SHEET

The pages of this tariff are effective as of the date shown. The original and revised leaves named below contain all changes from the original tariff and are in effect on the date shown.

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EXPLANATION OF SYMBOLS

A revision of a Tariff sheet is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the sheet, are used to signify:

C - Change In Regulation

D - Discontinued Rate Or Regulation

I - Increased Rate

M - Text Relocated Without Change

N - New Rate Or Regulation

R - Reduction In A Rate Or Charge

S - To Signify A Reissued Matter

T - Change In Text But No Change In Rate Or Regulation

Z - Correction

EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(ies) 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 for a period (night service).

AUTHORIZED USER

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

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.

EXPLANATION OF TERMS (Cont'd)

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.

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.

CENTRAL OFFICE

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

CENTRAL OFFICE LINE

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

CHANNEL

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

EXPLANATION OF TERMS (Cont'd)

COMPANY

Choice One Communications of Massachusetts Inc. d/b/a One Communications unless otherwise clearly indicated from the context.

COMMISSION

Massachusetts Department of Telecommunications and Energy.

CONVERSION

Conversion refers to the point when the customer converts or cuts over to the Company's service. If the customer applies for blocking in their initial request for service with Choice One, there is no additional \$10.00 non-recurring charge for the blocking piece. If a customer applies for the blocking charge at some point in the future after the customer had been cutover/converted to Choice One, a \$10.00 non-recurring charge applies.

CUSTOMER

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

CUSTOMER "DIALED" PER CALL OPERATOR SERVICE

A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements for Collect Billed Customer Dialed Calls.

CUSTOMER PREMISES EQUIPMENT ("CPE")

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

EXPLANATION OF TERMS (Cont'd)

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.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

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

DIRECT OUTWARD DIAL ("DOD")

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

DUAL TONE MULTI-FREQUENCY ("DTMF")

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

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.

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 the Company.

FLAT RATE SERVICE

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

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.

EXPLANATION OF TERMS (Cont'd)

INTERFACE

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

INTERRUPTION

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

LATA

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

LINK

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

LOCAL CALL

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

EXPLANATION OF TERMS (Cont'd)

LOCAL CALLING AREA

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

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

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

LOOPS

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

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

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

EXPLANATION OF TERMS (Cont'd)

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.

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PERSON TO PERSON

A per call charge that applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. This charge does not apply unless the specified party or an acceptable substitute is available.

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.

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

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.

EXPLANATION OF TERMS (Cont'd)

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 that has been changed, will be sent to a recording which will inform the caller of the new number.

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.

TOLL CALL

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

STATION TO STATION

A per call charge that applies in addition to long distance usage charges for non-Person-to-Person calls placed with the assistance of a Company operator. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party.

THIRD PARTY BILLED

A billing arrangement whereby charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements for Third Party Billed calls.

1 - APPLICATION OF TARIFF

1.1 Application of Tariff

- A. This tariff contains the regulations and rates applicable to intrastate local exchange telecommunications services provided by Carrier for telecommunications between points within the Commonwealth of Massachusetts. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- B. The rates and regulations contained in this tariff apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by an interexchange telephone company or other common carrier for use in accessing the services of Carrier.
- C. The Subscriber is entitled to limit the use of Carrier's services by Users at the Subscriber's facilities, and may use other common carriers in addition to or in lieu of Carrier.
- D. At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff as approved by the Massachusetts Department of Telecommunications and Energy. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contract Customer as specific in each individual contract. The terms and rates of each shall be filed with the M.D.T.E. for tariff approval.

2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Undertaking of the Company

The Company shall be responsible only for the installation, operation and maintenance of service that it provides and does not undertake to transmit messages under this tariff.

Services provided under this tariff are provided 24 hours a day, seven days per week, unless otherwise specified in applicable sections of this tariff.

2.1.2 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the Commonwealth of Massachusetts.

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Obligation of the Company (Cont'd)

The Company 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 the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

2.1.3 Use of Service

- A. Carrier's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- B. The use of Carrier's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- C. The use of Carrier'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.
- D. Carrier's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- E. Carrier does not transmit messages pursuant to this tariff, but its services may be used for that purpose.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.3 Use of Service (Cont'd)

- F. Carrier's services may be denied for nonpayment of charges or for other violations of this tariff.
- G. Carrier's services may be denied for any use by Customer that is illegal, or poses an undue risk or liability to Carrier, or is obtained through fraud or willful misrepresentation.
- H. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.
- I. Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.
- J. 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 account(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.3 Use of Service (Cont'd)

K. PROHIBITED USES

- (1) The services the Company offers shall not be used for any unlawful purpose or for any use as to which Customer has not obtained all governmental approvals, authorization, licenses, consents and permits required to be obtained by the Customer with respect hereto.
- (2) The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to demonstrate that their use of the Company offerings complies with relevant laws, regulations, policies, orders, and decisions.
- (3) The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- (4) A Customer may not use the services so as to interfere with or impair service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.
- (5) Customer use of any service obtained from other service providers by the Company and resold to Customer shall also be subject to any applicable restrictions in the underlying providers' publicly available tariffs.
- (6) The services of the Company shall not be used to transmit impermissible content.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.4 Limitations

- A. Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this tariff.
- B. The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this tariff), or when service is used in violation of provisions of this tariff or the law.
- C. The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this tariff, shall not be liable for errors in transmission or for failure to establish connections.
- D. The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
- E. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

2.1.5 Customer-Authorized Use

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 the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.6 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company 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.

2.1.7 Minimum Use Contracts

The Company may, in certain situations, agree to offer services that require a minimum use guarantee ("MUG"). The Customer agrees to pay the minimum amount per period agreed to upon commencement of service. Customers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement (even though this is below their actual usage amount).

.The terms and conditions associated with the use of MUG agreements may differ from the terms and conditions associated with the Company's standard service agreements.

The minimum billing liability for any service under this section is one month. Subsequent periods shall be for additional one-month increments unless otherwise specified.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- E. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company that may be installed at the premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.
- F. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

- G. The Company shall not be liable for any damages resulting from delays in meeting any service date due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, and delays in actual construction work.
- H. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- I. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment that the Company does not furnish or for any act or omission of Customer or any other entity furnishing facilities or equipment used for or in conjunction with the Company's service.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

- J. The Company is not liable for any claims for loss or damages involving:
- (1) Breach in the privacy or security of communications transmitted over the Company's facilities;
 - (2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - (3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
 - (4) Any act or omission in connection with the provision of 911, E911 or similar services;
 - (5) Any noncompletion of calls due to network busy conditions;
 - (6) Unauthorized use of the Customer's equipment or facilities that interconnect with Company's facilities, including usage such as, but not limited to, unauthorized calls, and toll or usage fraud; and
 - (7) Any placement of calls from Customer's premises, with or without the Customer's equipment, which are transmitted through the Company's network.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

- K. The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- (1) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

K. (Cont'd)

- (2) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- (3) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

L. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

M. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

N. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.8 Limitations on Liability (Cont'd)

O. Year 2000 Readiness Disclosure

The Company will operate as specified in these and other applicable tariffs during the 20th and 21st centuries. The Company will make reasonable efforts to cure any material failure to provide Services caused solely by year 2000 (Y2K) defects in the Company's hardware, software, or systems. Due to the interdependence among telecommunications companies, and the interrelationship with non-Company processes, equipment, and systems, the Company is not responsible for failures caused by circumstances beyond its control including, but not limited to, failures caused by:

1. a local exchange carrier;
2. customer premise equipment; or
3. the user or Customer.

In addition, the Company is not liable for any incompatibility between the Company's Services and any non-Company services used by the Customer or user.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.9 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 the Company of any unauthorized use.

2.1.10 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company 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.

2.1.11 Blocking of Service

The Company's facilities can not be used to originate calls to other telephone company or Information Provider caller-paid information services. The Company reserves the right to block services that violate the prohibited use policy.

2.1.12 Testing, Maintenance, and Adjusting

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the periods during which the Company makes such tests, adjustments, or inspections.

The Company shall have no responsibility for the maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer for any maintenance visits with respect to service problems which are determined to arise from equipment or facilities not provided by the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.13 Non-routing Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on not less than the cost of actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.1.14 Ownership of Facilities

Title to all facilities provided in accordance with this Tariff remains in the Company, its agents or contractors. Customer shall not have, nor shall it assert, any right, title, or interest in all the facilities and associated equipment provided by the Company hereunder.

2.1.15 Rights-of-way

Any and all costs associated with obtaining and maintaining the rights-of-way from the point of entry at the Customer's location to the Customer, including but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities, shall be borne entirely by the Customer. Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions, and restriction of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, Customer agrees that it shall assist Company in the procurement and maintenance of such right-of-way.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.16 Services Provided by Other Carriers

Company shall have no responsibility with respect to billings, charges, or disputes related to services used by Customer, which are not included in the services herein, including, without limitation, any local, regional, and long distance services not offered by the Company. Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

2.1.17 Governmental Authorizations

The provision of services under this Tariff is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the services into conformance with any rules, regulations, orders, decisions, or directives imposed by the commission or other applicable agency, and Customer shall fully cooperate in and take such action as may be requested by Company to comply with any such rules, regulations, orders, decisions or directives.

2.1.18 Assignment

The Company may, without obtaining any further consent from Customer, assign any rights, privileges, or obligations under this Tariff. Customer shall not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Tariff, and any attempt to make such an assignment, transfer, disposition without consent shall be null and void.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.19 Network Management

The Company will administer its network to insure the provision of acceptable service levels to all users of the Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Company's network.

The Company maintains the right to apply protective controls, i.e., those actions such as call gapping, which selectively cancels the completion of traffic, over any traffic carried over its network. These measures would only be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Company result in the complete loss of service to the Customer, the Customer will be granted a Credit Allowance for Service Interruptions as set forth below.

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 tariffed 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED

2.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company 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.

2.3.2 Deposits

- A. The Company reserves the right to validate the credit worthiness of the Customer prior to the commencement of service, and to reject, in Company's sole judgment, unqualified Customers. No Customer shall have any claim against Company for a credit rejection. If the Customer's financial condition is unknown or unacceptable to the Company, the Customer may be required to provide the Company with a security deposit that the Company may apply against overdue charges. The amount of the security deposit shall be equal to two month's estimated usage but may vary with the Customer's credit history and projected usage. The Customer shall be apprised that after one year of service the Account shall be reviewed, and in the event that all amounts due have been paid within the terms and conditions of this tariff, the deposit shall be refunded in full. If subsequent payment or usage patterns change, the Company may request an increase in or re-submission of the security deposit as appropriate. The Company may also require a security deposit before service is restored (along with the payment of overdue charges) from the Customer whose service has been discontinued for nonpayment of overdue charges. Such security deposit may be based on a new credit history (taking into account the discontinuance of service) and estimates of usage.
- B. 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 certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.2 Deposits (Cont'd)

C. 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.

D. 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 the Company, the Company will apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

E. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit, as provided in MA.C.M.R. 26.10.

2.3.3 Advance Payments

The Company reserves the right to require an advance payment from the Customer instead of or in addition to a security deposit. The advance payment shall be in an amount equal to or less than estimated installation charges plus two months estimated billing.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.4 Payment of Charges

- A. Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. The customer also has the option of receiving bills electronically as specified in Section 5.14. If objection is not received by the Company 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 the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or Company's applicable late payment charge.
- B. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

2.3.5 Returned Check Charge

When a check that has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$20.00. This charge will be in addition to any charges assessed by any bank.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.6 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.
- D. Late payment charges do not apply to government agencies of the Commonwealth of Massachusetts. These agencies are required to make payment in accordance with applicable state law.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.7 Customer Overpayments

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

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

2.3.8 Validation of Credit

Carrier reserves the right to validate the creditworthiness of Subscribers or Users prior to the commencement of service, and to reject, in Carrier's sole judgement, unqualified Subscribers or Users. No Subscriber or User shall have any claim against Carrier for a credit rejection.

2.4 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.5 ACCESS TO CUSTOMER'S PREMISES

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

2.6 TELEPHONE SURCHARGES/TAXES

2.6.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any and all such fees charges, surcharges and taxes, however designated, imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision, or as deemed taxable by the political subdivision.

2.6.2 Long Duration Call Surcharge

A long duration call surcharge of Five Dollars and No Cents (\$5.00) will be assessed on all local calls that equal or exceed six (6) hours in duration. This surcharge will be assessed whenever a local call exceeds six (6) hours within a 24-hour period, without limitation.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.7 FLEXIBLE PRICING

2.7.1 Conditions

- A. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Tariff with the Commission.
- B. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are not regulations, notification will be made in a manner appropriate to the circumstances involved.
- C. A rate shall not be changed unless it has been in effect for at least thirty (30) days.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 Suspension or Termination for Nonpayment

- A. In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.
- B. Suspension or termination shall not be made until:
 - (1) At least 10 days after written notification has been served personally on the Customer, or at least 20 days after written notification has been mailed to the billing address of the Customer or;
 - (2) At least 10 days after the Customer has either signed for or refused a registered letter containing written notification mailed to the billing address of the Customer.
- C. 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 the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.2 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 the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Commission's Rules and Regulations.
- E. 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.
- F. Nonpayment of back-billed amounts as outlined in 2.10.12.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.3 Verification of Nonpayment

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

- A. The Company has verified, in a manner approved by the Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B. The Company 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment

A. General

The Company, 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 the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company 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 the Company, or
- (4) in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 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 the Company 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 transmission of impermissible content.
- (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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 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, the Company 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 the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

D. Change in the Company's Ability to Secure Access

Any change in the Company'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.

2.8.5 Emergency Termination of Service

The Company 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. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.9.1 Application of Rates

- A. Business rates as described in this Tariff 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. Public Access Line service is classified as business service regardless of the location.
- C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.9.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned customers. The customer may order a Vanity 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.

2.9.3 Deposits

Deposits will be returned to business customers after three years, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance returned to the customer.

2.9.4 Dishonored Checks

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

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.10.1 Application of Rates

Residential rates as described in this Tariff 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.

2.10.2 Telephone Number Changes

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

The company reserves all rights to any telephone numbers assigned to customers from local service. Customers may order Vanity Numbers 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.3 Deposits

A. General

Except as provided in (B) following, the Company may require a deposit, not to exceed \$50.00, 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 the Company 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 the Company 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.3 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 the Company 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, the Company 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) The Company 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.3 Deposits (Cont'd)

C. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company 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 within the last six (6) months. Customers who still owe money to the Company 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, 2.10.7 below.)

New deposits from residential customers 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 the Company 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.

2.10.4 Installment Billing For Nonrecurring Charges

Residential customers may elect to pay service connection and other nonrecurring charges associated with service orders 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.4 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.5 Adjusted Payment Schedule

Customers on fixed incomes (e.g., pension and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.10.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 25 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 the terms of this Tariff, 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 the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. Existing residential customers with three or more months service and for whom service has not been terminated for nonpayment is eligible for 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 of no less than (10) months unless otherwise agreed to by the customer and for amounts of up to \$450 unless greater amounts are agreed to by the company. Down payments shall be not exceed the lesser of one-fifth of the amount deferred or three (3) months of a customer's average billing, plus the difference between the total amount of arrears and the amount deferred.

If the Company 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.8 Dishonored Checks

When a check received from a residential customer is dishonored, the company 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.

2.10.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company 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 the company is advised that a new customer has moved into the location.

2.10.10 Suspension or Termination - Medical Emergencies

In the event of a medical emergency, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate must be supplied. This status may be extended beyond 30 days upon submission of specified documentation. During the emergency, customers can defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill. These rules also apply to any new applicant for service.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.11 Suspension or Termination - Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

- A. the customer is known to or identified to the Company as being blind or disabled;
- B. the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

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

2.10.12 Backbilling for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six 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.

2.11 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 the Company under this Tariff.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 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 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

- (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.
 - (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 the Company rendered useless or substantially impaired.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

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 Company 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 the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, 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. Allowance for interruptions of measured rate service will not affect the subscriber's local call allowance during a given billing period.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.2 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 the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company'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 the Company 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 a period in which the customer continues to use their service on a impaired basis;
- E. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements; and,
- F. interruptions in service due to circumstances or causes beyond the control of the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION

2.12.1 General

This option provides the automatic transmission of a seven or ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature, which is a software function, will be associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a Customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an access tandem and a Customer's premises.

Additional ANI information digits will be transmitted as agreed to by the Customer and the Company.

2.12.2 Up to 7 Digit Outpulsing of Access Digits to Customer

This Option provides for the end office capability of providing up to 7 digits of the uniform access code (950-10XX) to the Customer premises. The Customer can request that only some of the digits in the access code be forwarded. The access code digits would be provided to the Customer premises location using multifrequency signaling, and transmission of the digits would precede the forwarding of ANI if that feature were provided.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION

2.12.3 Regulations

The Company 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

2.12.3 Regulations (Cont'd)

- 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 above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 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.
- F. The ten-digit ANI telephone number consists of the Numbering Plan Area (NPA) plus the seven-digit ANI telephone number. The ten-digit ANI telephone number will be transmitted on all calls except in the case of ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).
- G. Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

2.12.4 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.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM

2.13.1 General

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

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

2.13.1 General (Cont'd)

- A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
- D. Responsibility of eligible health care providers
 - 1) Rural health care providers and consortia shall participate in a competition bidding process for all service eligible for reduced rates in accordance with any state and local procurement rules.
 - 2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - 3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - 4) A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 - 5) Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

2.13.1 General (Cont'd)

E. Responsibility of the Company

- 1) The Company shall offer the rates and charges as specified in this Tariff, to eligible health care providers to the extent that facilities and services are available and offered in this Tariff.
- 2) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- 3) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Massachusetts Department of Telecommunications and Energy approval, if necessary.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

2.13.2 Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph C., which shall be available to all eligible health care providers, regardless of location.

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

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

2.14.1 General

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

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

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.2 Obligations of Eligible Schools and Libraries

Schools, libraries, and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

Schools, libraries, and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

Services requested will be used for educational purposes.

Services will not be sold, resold or transferred in consideration for money or any other thing of value.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.3 Obligations of Carrier

Carrier will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with the Rules are included as an attachment to this tariff.

Carrier will offer services to eligible schools, libraries, and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

In competitive bidding situations, Carrier may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to Massachusetts Department of Telecommunications and Energy approval, if necessary.

2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.4 Discounted Rates for Schools and Libraries

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

3 – CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is comprised of a Service Activation Fee that applies for the installation of service at each new service location for either a new or existing customer.

3 – CONNECTION CHARGES (Cont'd)

3.1 CONNECTION CHARGE (Cont'd.)

3.1.2 Exceptions to the Charge

The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.3.

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.

3.3 TIME AND MATERIALS CHARGE

A charge for the labor time & materials expended to diagnose any trouble on the customer's side of the demarcation point.

3.4 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

4 - MARKET SPECIFIC PRICING PLANS

4.1 WORCESTER MARKET SERVICES

This section sets forth the descriptions, features, terms, and conditions specific to services provided to the Company's customers in the Worcester market. The rates and charges specific to the provisioning of service in the Worcester market are set forth in Section 12.11.

In addition to the service descriptions, rates, charges, terms, and conditions ("language") of both this section and Section 12.11, the language set forth in other sections of this tariff shall apply to the provisioning of services in the Worcester market as follows:

- i. When the language of other sections is not in conflict with either this section or Section 12.11.
- ii. When referring to services or features (or any related rates and charges) not specifically identified in either this section or Section 12.11.
- iii. When applicable rates and charges for the provisioning of services set forth in this section are not explicitly identified in Section 12.11, rates and charges set forth in other sections of this tariff for similar services and situations may be applied. Such items may include (but not be limited to) installation or cancellation of service, changes to existing service, early termination penalties, restoral charges, and surcharges.
- iv. When referring to any other circumstances or scenarios not specifically addressed in either this section or Section 12.11.

4.1.1 CHOICE XCHANGE PRODUCT SET

4.1.1.1 Line and Calling Plans

Choice Xchange lines provide local voice service via a POTS line to the customer's location. There are three products within the Choice Xchange product set:

- Standard Xchange Line Service,
- Xchange Advantage Line Service, and
- Local Measured Service Calling Plans ("Local Choice Call Packs")

All Choice Xchange and Xchange Advantage lines are provided with local measured service on a per minute basis. The same usage plan must be selected for all lines providing local service at the same service location. These plans (local Choice Call Packs) are described below and the associated rates may be found in section 12. If a customer does not wish to purchase a local Choice Call Pack, all local usage will be rated at the standard rate indicated in Section 12.

An Xchange Advantage line is a basic Xchange line packaged with up to eight optional calling features (see Sections 5.1 and 5.2). Fast Forwarding and Voice Messaging services are not included as part of the Xchange Advantage line. Customers who choose an Xchange Advantage line may still add these features to their service by paying the applicable charges for Fast Forwarding or Voice Messaging services. If the customer wishes to add additional standard features (above the included 8), they may do so at the rates set forth in Section 12.

4 - MARKET SPECIFIC PRICING PLANS

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.1 CHOICE XCHANGE PRODUCT SET (Cont'd.)

4.1.1.1 Line and Calling Plans (Cont'd.)

Local Choice Call Packs are pre-determined packages of local usage minutes for a specific up-front monthly recurring charge. By selecting one of these Choice Call Packs, the customer is able to receive a lower rate on their local usageminutes. If the customer uses more than the included minutes during a billing cycle, an additional minute rate will apply. Local Choice Call Packs are not pro-rated. Each local service line at a service location must have the same local Choice Call Pack. Packaged minutes may be aggregated across all lines at the same service location. Included minutes not used within the billing cycle are lost.

4.1.1.2 Discounts

- A. There are two ways a customer may receive a discount off of the monthly recurring charge for either a basic Xchange line or an Advantage line:
1. Term discount: The Company offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 2. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a Choice Xchange and/or Xchange Advantage line and a qualified Company data products. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, the Xchange service must be at the same physical service location as the eligible data product.

- B. There are no available discounts for local Choice Call Packs.

NOTE: Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this tariff.

4 - MARKET SPECIFIC PRICING PLANS

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.2 CHOICE ONE PLUS TOLL PRODUCT SET

4.1.2.1 Basic Toll Services

The Choice One Plus product set consists of the following toll services:

- Outbound direct-dialed toll service
- Operator-assisted toll service
- Inbound toll-free calling
- All calls placed using a Choice One calling card

4.1.2.2 Choice Call Packs For Toll Service

- A. For outbound direct-dialed toll services*, customers may elect to purchase Toll Choice Call Packs. The customer must purchase Choice One local voice service (via the Choice Xchange or Choice Path product sets) in order to purchase a Choice One Plus product.
- B. Toll Choice Call Packs consist of a pre-determined package of toll minutes for a monthly recurring charge, with a specific "overage" rate for minutes above the amount included. By selecting one of these toll Choice Call Packs, the customer is able to receive a lower rate on their toll usage. If a customer does not wish to purchase a toll Choice Call Pack, all toll usage will be rated at the standard rate indicated in Section 12. Each line within a service location must have the same toll usage plan. Minutes may be aggregated across all lines within the service location. Included minutes not used within the billing cycle are lost.
- C. Usage associated with operator-assisted outbound calls, and calling-card calls will be rated at standard toll rates. Such usage is not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.
- D. Toll-free rates will be separate from outbound toll rates. A single toll-free rate will apply to calls received on a customer's toll-free number. Toll-free calls are not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.

4.1.2.3 Discounts

There are no available discounts that apply to Choice One Plus products.

- Outbound direct-dialed toll traffic outside the jurisdiction of this tariff (interLATA, Interstate long distance calling) will also be subject to the rates, terms and conditions of the Company's Choice Call Packs. For purposes of calculating traffic subject to the predetermined bundle rates as well as "overage" rates, the Company will not differentiate between domestic IntraLATA, interLATA, or interstate toll minutes of use. Choice Call Pack pricing will not apply to international traffic.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.1 WORCESTER MARKET SERVICES (Cont'd)

4.1.3 ChoicePath Product Set

4.1.4

The service offering, rates and charges contained in this tariff section 4.1.3 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this tariff.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.1 WORCESTER MARKET SERVICES (Cont'd)

4.1.3 ChoicePath Product Set (Cont'd)

The service offering, rates and charges contained in this tariff section 4.1.3 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this tariff.

4 - MARKET SPECIFIC PRICING PLANS

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.4. OTHER TERMS & CONDITIONS

- A. "All voice lines", for the purposes of Choice Call Packs (local or toll), represents any Xchange line, Xchange Advantage line or T-1 channel that receives dial one (modem lines and fax lines are considered a voice line).
- B. The customer must select the same Choice Call Pack on all voice lines within a given physical service location. If customer has both local measured and long distance service, the same local Call Pack must be on each voice line and the same toll Call Pack must be on each voice line, but the local and toll Call Packs do not need to be the same.
- C. Customer is not allowed to establish separate service locations at the same physical address for the purpose of getting different local or toll Call Packs.
- D. Choice Call Packs are purchased per line (one monthly recurring charge for each voice line). The minutes associated with these packages are aggregated at the service location level across all voice lines. Included minutes are applied on a first-come, first-used basis.
- E. Choice Call Packs are not pro-rated.
- F. Customer may change the selected Call Pack under the following conditions:
 - 1. Call Pack changes will always become effective at the next bill date; no pro-rating or mid-cycle changes will be made for Call Packs.
 - 2. All voice lines will change to the new Call Pack.
 - 3. A MAC charge applies each time the Call Pack is changed.
 - 4. Customer may only change Call Packs once every 3 months.

4 - MARKET SPECIFIC PRICING PLANS

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

This section sets forth the descriptions, features, terms, and conditions specific to services provided to the Company's customers in the Springfield market. The rates and charges specific to the provisioning of service in the Springfield market are set forth in Section 12.8.

In addition to the service descriptions, rates, charges, terms, and conditions ("language") of both this section and Section 12.8, the language set forth in other sections of this tariff shall apply to the provisioning of services in the Springfield market as follows:

- i. When the language of other sections is not in conflict with either this section or Section 12.8.
- ii. When referring to services or features (or any related rates and charges) not specifically identified in either this section or Section 12.8.
- iii. When applicable rates and charges for the provisioning of services set forth in this section are not explicitly identified in Section 12.8, rates and charges set forth in other sections of this tariff for similar services and situations may be applied. Such items may include (but not be limited to) installation or cancellation of service, changes to existing service, early termination penalties, restoral charges, and surcharges.
- iv. When referring to any other circumstances or scenarios not specifically addressed in either this section or Section 12.8.

4.2.1 CHOICE XCHANGE PRODUCT SET

4.2.1.1 Line and Calling Plans

Choice Xchange lines provide local voice service via a POTS line to the customer's location. There are three products within the Choice Xchange product set:

- Standard Xchange Line Service,
- Xchange Advantage Line Service, and
- Local Measured Service Calling Plans ("Local Choice Call Packs")

All Choice Xchange and Xchange Advantage lines are provided with local measured service on a per minute basis. The same usage plan must be selected for all lines providing local service at the same service location. These plans (local Choice Call Packs) are described below and the associated rates may be found in section 12. If a customer does not wish to purchase a local Choice Call Pack, all local usage will be rated at the standard rate indicated in Section 12.

An Xchange Advantage line is a basic Xchange line packaged with up to eight optional calling features (see Sections 5.1 and 5.2). Fast Forwarding and Voice Messaging services are not included as part of the Xchange Advantage line. Customers who choose an Xchange Advantage line may still add these features to their service by paying the applicable charges for Fast Forwarding or Voice Messaging services. If the customer wishes to add additional standard features (above the included 8), they may do so at the rates set forth in Section 12.

4 - MARKET SPECIFIC PRICING PLANS

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.1 CHOICE XCHANGE PRODUCT SET (Cont'd.)

4.2.1.1 Line and Calling Plans (Cont'd.)

Local Choice Call Packs are pre-determined packages of local usage minutes for a specific up-front monthly recurring charge. By selecting one of these Choice Call Packs, the customer is able to receive a lower rate on their local usage minutes. If the customer uses more than the included minutes during a billing cycle, an additional minute rate will apply. Local Choice Call Packs are not pro-rated. Each local service line at a service location must have the same local Choice Call Pack. Packaged minutes may be aggregated across all lines at the same service location. Included minutes not used within the billing cycle are lost.

4.2.1.2 Discounts

- B. There are two ways a customer may receive a discount off of the monthly recurring charge for either a basic Xchange line or an Advantage line:
 - 3. Term discount: The Company offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 - 4. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a Choice Xchange and/or Xchange Advantage line and a qualified the Company data products. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, the Xchange service must be at the same physical service location as the eligible data product.

- B. There are no available discounts for local Choice Call Packs.

NOTE: Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this tariff.

4 - MARKET SPECIFIC PRICING PLANS

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.2 CHOICE ONE PLUS TOLL PRODUCT SET

4.2.2.1 Basic Toll Services

The Choice One Plus product set consists of the following toll services:

- Outbound direct-dialed toll service
- Operator-assisted toll service
- Inbound toll-free calling
- All calls placed using a Choice One calling card

4.2.2.2 Choice Call Packs For Toll Service

- A. For outbound direct-dialed toll services*, customers may elect to purchase Toll Choice Call Packs. The customer must purchase Choice One local voice service (via the Choice Xchange or Choice Path product sets) in order to purchase a Choice One Plus product.
- B. Toll Choice Call Packs consist of a pre-determined package of toll minutes for a monthly recurring charge, with a specific "overage" rate for minutes above the amount included. By selecting one of these toll Choice Call Packs, the customer is able to receive a lower rate on their toll usage. If a customer does not wish to purchase a toll Choice Call Pack, all toll usage will be rated at the standard rate indicated in Section 12. Each line within a service location must have the same toll usage plan. Minutes may be aggregated across all lines within the service location. Included minutes not used within the billing cycle are lost.
- C. Usage associated with operator-assisted outbound calls, and calling-card calls will be rated at standard toll rates. Such usage is not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.
- D. Toll-free rates will be separate from outbound toll rates. A single toll-free rate will apply to calls received on a customer's toll-free number. Toll-free calls are not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.

4.2.2.3 Discounts

There are no available discounts that apply to Choice One Plus products.

Outbound direct-dialed toll traffic outside the jurisdiction of this tariff (interLATA, Interstate long distance calling) will also be subject to the rates, terms and conditions of the Company's Choice Call Packs. For purposes of calculating traffic subject to the predetermined bundle rates as well as "overage" rates, the Company will not differentiate between domestic IntraLATA, interLATA, or interstate toll minutes of use. Choice Call Pack pricing will not apply to international traffic.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd)

4.2.3 ChoicePath Product Set

The service offering, rates and charges contained in this tariff section 4.2.3 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd)

4.2.3 ChoicePath Product Set (Cont'd)

The service offering, rates and charges contained in this tariff section 4.2.3 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

4 - MARKET SPECIFIC PRICING PLANS

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.4. OTHER TERMS & CONDITIONS

- A. "All voice lines", for the purposes of Choice Call Packs (local or toll), represents any Xchange line, Xchange Advantage line or T-1 channel that receives dial tone (modem lines and fax lines are considered a voice line).
- B. The customer must select the same Choice Call Pack on all voice lines within a given physical service location. If customer has both local measured and long distance service, the same local Call Pack must be on each voice line and the same toll Call Pack must be on each voice line, but the local and toll Call Packs do not need to be the same.
- C. Customer is not allowed to establish separate service locations at the same physical address for the purpose of getting different local or toll Call Packs.
- D. Choice Call Packs are purchased per line (one monthly recurring charge for each voice line). The minutes associated with these packages are aggregated at the service location level across all voice lines. Included minutes are applied on a first-come, first-used basis.
- E. Choice Call Packs are not pro-rated.
- F. Customer may change the selected Call Pack under the following conditions:
 - 1. Call Pack changes will always become effective at the next bill date; no pro-rating or mid-cycle changes will be made for Call Packs.
 - 2. All voice lines will change to the new Call Pack.
 - 3. A MAC charge applies each time the Call Pack is changed.
 - 4. Customer may only change Call Packs once every 3 months.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd.)

4.3 Choice Xchange Advantage Unlimited Line

4.3.1 Description of Services

Choice Xchange Advantage Unlimited Line service ("Advantage Unlimited Service") encompasses voice grade network access services described under Network Access Line (Sections 4.1.1.1 and 4.2.1.1) for business customers. This service will be available only to end users who subscribe to the Company's free Internet service offering. Advantage Unlimited Service is a basic Choice Xchange Line packaged with standard features. The Fast Forwarding feature (defined in section 5.12 of this tariff) and Choice Messaging voicemail products are considered premium features and are not included as part of Advantage Unlimited Service. Customers that choose the Advantage Unlimited Service may add additional features at the rates set forth in Section 5 of this tariff.

Advantage Unlimited Service also includes unlimited local and toll* calling.

4.3.2 Restrictions

- A. The maximum number of Advantage Unlimited lines permitted at a single physical location is 15. In addition, no more than two other lines may be installed at that physical location, whether or not billed separately from the Advantage Unlimited lines. All such lines must be set up with zero call packs.
- B. Local and toll minutes included under the Advantage Unlimited Service will only apply to voice grade service and will not apply to the following types of traffic:

- Call center applications including, but not limited to, auto-dialers.
- Internet connections and other data applications (including access to corporate LANs).

If the Company determines that the Customer is using Advantage Unlimited Service for any purpose other than voice grade service, including any of the types of traffic listed above, the Company reserves the right to remove Advantage Unlimited Service from the Customer's account and bill all of the Customer's usage at measured service rates.

- * Advantage Unlimited applies to all domestic toll usage generated by the Customer, including interexchange toll traffic that would be subject to the terms and conditions of the Company's applicable interexchange tariff(s).

4 - MARKET SPECIFIC PRICING PLANS (Cont'd.)

4.3 Choice Xchange Advantage Unlimited Line (Cont'd.)

4.3.3 Application of Rates

A. Term Discounts

The Company offers savings to the Customer based on commitment levels of 12months, 36 months and 60 months.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.4 ULTRA T-1 PRODUCT SET

4.4.1 Description of Services

The Ultra T-1 Product Set consists of voice, Internet and data services provided to the Customer's service location via a T-1 Facility. The Ultra T-1 Product Set is available to business Customers only.

Customers will have the option of selecting one of five types on T-1 circuits:

- Dedicated Voice Full
- Dedicated Voice Fractional
- Integrated Voice, Internet and Data Point to Point (two or more services on the same T-1 circuit)
- Dedicated Internet
- Full Point to Point

T-1 service is available on an individual channel basis with up to 24 channels of capacity available. The minimums for the different types of Ultra T-1 products are as follows:

- Dedicated Voice Full: 24 channel minimum
- Dedicated Voice Fractional: 16 channel minimum
- Integrated Voice, Internet and Data Point to Point: must purchase at least two of the foregoing services to qualify and at least four channels for each service selected; 16 channel minimum
- Dedicated Internet: will be available for a minimum speed of 768K
- Full Point to Point: 24 channel minimum

Optional Voice Channel Configuration (per channel)

- DID (Direct Inward Dialing) - DID provides one way inbound calling only terminating directly to a PBX station.
- DOD (Direct Outward Dialing) - DOD provides for one way outbound calling only. Outbound long distance calls will follow the CIC of the trunk group, not the individual trunks.
- DID/DOD - This service allows for both inbound and outbound calling. Outbound long distance calls will follow the PIC of the trunk group, not the individual trunks. This service is also referred to as two-way or combination trunks.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.2 Application of Rates

Customers have the option of selecting their T-1 facility in a variety of configurations:

- A. Dedicated Voice Only Customer may choose from either a Full Voice Only T-1 or a Fractional Voice Only T-1.

If a Full Voice Only T-1 is selected, all channels will have unlimited local usage.

If Fractional is selected, Customers will need to select a Local Choice Call Pack (refer to sections 4.1.1.1 and 4.2.1.1 for description); Customers who choose Choice One Plus service must also choose a toll Choice Call Pack (refer to section 4.1.2.2 and 4.2.2.2 for description). Either a Per Channel or a Circuit Level Call Pack may be selected (must be the same type for both local call packs and toll call packs). If Per Channel, each channel at the location must have the same usage plan. Minutes may be aggregated across all channels at the same service location. If Circuit Level is selected, minutes apply to entire circuit and only one Call Pack is selected per circuit. If no Call Pack is chosen, usage will be rated at the standard rate indicated in Section 12.

- B. Integrated Voice, Internet, Data Point to Point; must select at least two services on same facility. All services share the same per channel MRC. Voice channels include unlimited local usage. Internet and Data Point to Point are sold in 64K increments.

- C. Dedicated Internet is available in the following speeds: 768K, 1.024M and 1.54M.

- D. Full Point to Point; per circuit charge applies.

For all products, customers may purchase the exact number of channels they need (with certain minimums applying, see section 1.13.1.5.1 above).

4.4.3 Discounts on Ultra T-1 Product Set

The Company offers savings to the Customer based on commitment levels of 12 months, 36 months and 60 months.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.4 ISDN PRI Option

A. Description of Services

The ISDN PRI Option (D channel) may be added to any voice circuit meeting that product's minimum requirements. The D channel is a 64kilobit (Kbps) channel that carries signaling and control for the B channels (all other channels on that circuit). The D channel allows features that require data information such as Caller ID to be used on a T-1.

ISDN PRI allows for services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and combination DID/DOD.

ISDN PRI Types Available:

- Custom PRI with FAS (Facility Associated Signaling) - This is 1 D channel for signaling and up to 23B channels for voice. Supports older PBX configurations.
- National PRI (NI2) with FAS - This is 1 D channel for signaling and up to 23B channels for voice. National Standard version 2.
- National PRI (NI2) with NFAS (Non Facility Associated Signaling) - This is 1D channel for signaling with up to 479B channels. National Standard version 2.
- National PRI (NI2) with NFAS and DCBU (Digital Channel Back Up) - This is 2 or more D channels for up to 478 B channels. D-channels are active and standby on separate T-1's. National Standard version 2.

4 - MARKET SPECIFIC PRICING PLANS (Cont'd)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.4 ISDN PRI Option (Cont'd)

A. Description of Services (Cont'd)

Limitations

- PRI circuit – switched data calls are not part of the product.
- Customer premises equipment may need to be upgraded to support ISDN PRI.
- The following products cannot be assigned to a PRI:
 - Abbreviated Dialing
 - Calling Features such as: Call Waiting, Three-Way Calling, Call Trace, Call Blocking (700-900), Busy Line Verification, Call Forwarding, Continuous Redial, Class Blocking, Toll & DA Restrictions, Direct Connect, Call Transfer, Call Return, Message Waiting, and Speed Calling.

B. Application of Rates

Customers electing to have their Ultra T-1 facility provisioned with ISDN PRI service (as described above) will be charged for the minimum channels applicable for that product, as well as a PRI Option charge per circuit.

5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 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.

5.1.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

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.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

B. Call Forwarding (Cont'd)

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 the Company.

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.

C. Call Waiting/Cancel 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. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

D. Multiline Hunting

This feature is a line hunting arrangement that provides sequential or circular searches of available numbers within a multiline group.

Hunt group charges apply to sequential and circular.

E. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

F. Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

G. Call Waiting with Caller ID

Enhances the Caller ID and Call Waiting features. Provides the Customer with the name and/or number of another incoming call while the Customer already has one call in progress. The name and/or number is displayed on the incoming call after the first sending call waiting tone. Customer's handset must support Call Waiting with Caller ID.

H. Distinctive Ring

Allows the Customer to have multiple Dialed Numbers ("DN") on a single line. Each DN has a unique ringing patten and does not require additional line terminations. Only 2 DNs may be assigned to a line and only 2 ring types (patterns) are available. DNs must be from the same rate center.

I. Group Call Pick-up

Enables the Customer to answer a call that has terminated to another user's station in the defined Call Pick-up Group ("CPU Group"). A call pick-up is accomplished by dialing a pick-up access code while the called station is ringing. If more than one station in the group is ringing, the station that has been ringing the longest will be intercepted first.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12.

B. Connection Charges (Nonrecurring 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.

See Rate Schedule in Section 12 of this tariff.

C. Trial Period

The Company 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 5.3, Service and Promotional Trials, below.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES

5.2.1 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 CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

A. Caller ID/Block 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 the company. It is the responsibility of the customer to provide the necessary CPE.

B. Continuous Redial

The Continuous Redial feature allows a customer to automatically callback 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 completes the call for the customer.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES (Cont'd)

5.2.2 Description of Features (Cont'd)

B. Continuous Redial (Cont'd)

The Continuous Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Continuous 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 called back and the customer is notified of the connected call via a distinctive ring.

Continuous Redial will not work for the following types of calls:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

C. Call Return

The 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.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES (Cont'd)

5.2.2 Description of Features (Cont'd)

D. Call Trace

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

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES (Cont'd)

5.2.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12.7, Residential Network Switched Service, and Section 12.8, Business Network Switched Service.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more 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.

See Rate Schedule in Section 12 of this Tariff.

C. Trial Period

The Company 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 5.3, Service and Promotional Trials, below.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 SERVICE AND PROMOTIONAL TRIALS

5.3.1 General

The Company 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. All promotional programs shall be subject to M.D.T.E. approval.

5.3.2 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 the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- 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 the Company will be disconnected from the service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

5.3.2 Regulations (Cont'd)

- 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. The Company retains the right to limit the size and scope of a Promotional Trial.

5.4 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

5.4.1 General

Upon request of a calling party, the Company 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.

5.4.2 Rate Application

- A. A Busy Line 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.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.4 BUSY LINE VERIFICATION AND INTERRUPT SERVICE (Cont'd)

5.4.2 Rate Application (Cont'd)

- B. Both a Busy Line Verification Charge and a Verification and Interruption 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.

See Rate Schedule in Section 12 of this tariff.

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

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.5 DIRECTORY ASSISTANCE SERVICE

5.5.1 General

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

5.5.2 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 pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. All residence main telephone lines.
- D. Requests from elderly individuals and 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 8 of this Tariff.
- E. Exchange lines of the Commonwealth of Massachusetts and its political subdivisions.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.5 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.5.3 Rates

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

See Rate Schedule in Section 12 of this tariff.

5.6 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company'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.

See Rate Schedule in Section 12 of this tariff.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 BLOCKING SERVICE

5.7.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- A. 500, 700, 900 Blocking - allows the subscriber to block all calls beginning with the 500, 700 or 900 prefixes (i.e. 900-XXX-XXXX) from being placed. This feature can be used specifically for either 500, 700 or 900 numbers or any combination thereof.
- B. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- C. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it. Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls, and 411 calls.
- D. Toll Restriction Plus Directory Assistance- provides subscribers with Toll Restriction, as described in 5.8.1.C. of this Section, and blocking of 411 calls.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 BLOCKING SERVICE (Cont'd)

5.7.2 Regulations

- A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.

5.7.3 Rates and Charges

See Rate Schedule in Section 12 of this tariff.

Connection charges apply as specified in Section 3 of this tariff.

5.7.4 Chatline-Type Services

- A. The Company will designate specific NXX codes as blockable content-type services codes for use by customers of the Company's services for the provision of chatline-type or content-type services. Access to such codes will be limited to customers within the applicable LATA.
- B. Any customer intending to use the Company's services to provide any chatline-type or content-type service, or to allow the Company's service to be used by a provider of such a service, shall first so notify the Company in writing, and shall request one or more blockable telephone numbers from the Company for such service. No customer shall use any Company service to provide a chatline-type or content-type service, or to allow a Company service to be so used by any third party, unless such chatline-type or content-type service is on a blockable code.
- C. The Company will immediately terminate service to customers or other entities that violate its tariff terms and conditions relating to the blocking of chatline-type or content-type services.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.8 VANITY NUMBER SERVICE

5.8.1 General

- A. Vanity Number Service allows a customer to order a specified telephone number rather than the next available number.
- B. Vanity Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- C. The Company will not be responsible for the manner in which Vanity Numbers are used for marketing purposes by the customer.
- D. When a new customer assumes an existing service which includes Vanity Number Service, the new customer may keep the Vanity Number, at the tariffed rate, with the written consent of the Company and the former customer.
- E. The Company reserves and retains the right:
 - (1) To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 - (2) Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
 - (3) To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
 - (4) The limitation of liability provisions of this tariff in Section 2.1 are applicable to Vanity Number Service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.8 VANITY NUMBER SERVICE (Cont'd)

5.8.2 Conditions

- A. Charges for Vanity Number Service apply when a customer:
 - (1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
 - (2) Requests a number change from the customer's present number to a Vanity Number.
- B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Vanity Number Service.

See Rate Schedule in Section 12 of this tariff.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 CUSTOMER REQUESTED SERVICE SUSPENSIONS

- A. At the request of the customer the Company 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 the Company will provide the customer with an intercept recording referring callers to another number.
- B. The company 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)	½ Regular Monthly Rate

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5.10 OPTIONAL DIALING PLANS

5.10.1 LMS Free Calling

A. Basic Description

LMS Free Calling enables customers to place calls between selected customer telephone numbers without incurring usage sensitive charges. The following conditions will apply to LMS Free Calling:

1. The feature is offered on a per line basis for any selected customer telephone numbers.
2. The customer will indicate which telephone numbers are to be given the LMS Free Calling feature. No usage sensitive charges will apply to calls placed between customer telephone numbers provided with this feature.
3. LMS Free Calling applies only to calls placed between selected customer stations situated within the same LATA.
4. This feature is offered subject to the availability of suitable facilities. LMS Free Calling may, in certain situations, be unavailable due to the limitations of the customer's equipment or due to compatibility problems that exist between the customer's equipment and the facilities of the Company.
5. Certain custom calling features may not be available to customers subscribing to LMS Free Calling.

B. LMS Free Calling is offered under the following options:

1. Standard LMS Free – Under this option, there are no changes in dialing procedures. Customers will use the same dialing procedures for calls placed to LMS Free stations that they would use for calls placed to non-LMS Free stations.
2. 4-Digit LMS Free – This option enables customers to place calls between LMS Free customer stations by dialing the last four digits of the receiving station's telephone number. To reach a non-LMS Free station, customers must dial "9" plus the dialing sequence they would normally dial (i.e., 7 digits for local, 1+10 for interLATA toll) were they not subscribing to LMS Free Calling.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.10.1 OPTIONAL DIALING PLANS (Cont'd.)

5.10.1 LMS Free Calling (Cont'd.)

C. Requirements

LMS Free calling will be restricted to stations that, for a term of no less than twelve months, the customer is either currently committed to or will agree to commit to the following conditions:

1. Using the Company as its local service provider.
2. Using either the Company or the Company's affiliate long distance provider for IntraLATA toll service.

D. Rates and Charges

The company does not require a monthly recurring charge for this feature.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS

5.11.1 BANDWIDTH BONANZA, MEASURED RATE BASIC LINE SERVICE

I. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's Measured Rate Basic Line Service.
2. This promotional offering will be available in all areas served by the Company within the Commonwealth of Massachusetts where existing facilities permit.

II. Duration of Promotion

This promotion will begin on the effective date of this tariff sheet and will end on March 31, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

III. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) for Measured Rate Basic Line Service referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's access lines that are using the Company's service pursuant to the conditions of this promotion.
2. The choice of any two Custom Calling or CLASS features (see Sections 5.1 and 5.2) per access line without having to pay the applicable nonrecurring or monthly recurring charges.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.1 BANDWIDTH BONANZA, MEASURED RATE BASIC LINE SERVICE (Cont'd.)

III. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish Basic Line Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

IV. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.080
24 Months	\$ 0.075
36 Months	\$ 0.070

Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS

5.11.1 BANDWIDTH BONANZA, DS1 TRUNK SERVICE

I. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS1 Trunk Service.
2. This promotional offering will be available in all areas served by the Company within the Commonwealth of Massachusetts where existing facilities permit.

II. Duration of Promotion

This promotion will begin on the effective date of this tariff sheet and will end on March 31, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

III. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS1 trunks provided by the Company pursuant to the conditions of this promotion.
2. The standard three year monthly rate for DS1 Trunk Service (set forth in 12.8.2 (A)) for customers who commit to a minimum service term of one year (12 months).

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.1 BANDWIDTH BONANZA, DS1 TRUNK SERVICE (Cont'd.)

III. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish DS1Trunk Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

IV. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

The rates offered pursuant to this promotion may be extended through a two or three year service commitment. Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS

5.11.1 CHOICE VOICE, MEASURED RATE BASIC LINE SERVICE

I. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's Measured Rate Basic Line Service.
2. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange Tariff (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

II. Duration of Promotion

This promotion will begin on the effective date of this tariff sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

III. Description of Offering

This promotion offers the following features to prospective customers:

3. Reductions in the per minute toll rates (intraLATA and interLATA calling) for Measured Rate Basic Line Service referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's access lines that are using the Company's service pursuant to the conditions of this promotion.
4. The choice of any two Custom Calling or CLASS features (see Sections 5.1 and 5.2) per access line without having to pay the applicable nonrecurring or monthly recurring charges.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.1 CHOICE VOICE, MEASURED RATE BASIC LINE SERVICE (Cont'd.)

III. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish Basic Line Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

IV. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS

5.11.1 CHOICE VOICE, DS1 TRUNK SERVICE

I. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS1 Trunk Service.
2. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange Tariff (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

II. Duration of Promotion

This promotion will begin on the effective date of this tariff sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

III. Description of Offering

This promotion offers the following features to prospective customers:

3. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS1 trunks provided by the Company pursuant to the conditions of this promotion.
4. The standard three year monthly rate for DS1 Trunk Service (set forth in 12.8.2 (A)) for customers who commit to a minimum service term of one year (12 months).

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.1 CHOICE VOICE, DS1 TRUNK SERVICE (Cont'd.)

III. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish DS1Trunk Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

IV. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

The rates offered pursuant to this promotion may be extended through a two or three year service commitment. Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS

5.11.1 CHOICE VOICE, DS0 SERVICE

I. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS0 (per 10 Channel minimum) Service.
3. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange Tariff (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

II. Duration of Promotion

This promotion will begin on the effective date of this tariff sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

III. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS0 lines provided by the Company pursuant to the conditions of this promotion.
2. A reduced monthly rate for DS0 Service for customers who commit to a minimum service term of one year (12 months).

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.3 SUMMER PROMOTION

A. AVAILABILITY

This promotion is available to customers served by Choice One Communications of Massachusetts Inc. ("Choice One") in its Springfield market. Customers must commit at least 10 access lines for a specific service location to a term of service with Choice One (see below). There are two bundled package options available to customers under this promotion:

1. Two Product Package - For customers who agree to:
 - (a) Presubscribe to Choice One's local exchange service.
 - (b) Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.
2. Three Product Package - For customers who agree to:
 - (a) Conditions A.1 and A.2 above.
 - (b) Subscribe to Choice One's data service product.

B. PRICE DISCOUNTS

Customers who subscribe to this promotion will receive the following discounted rates for toll service:

<u>Per Minute Rate For Toll Service</u>		
<u>Term</u>	<u>Two Product</u> <u>Bundle</u>	<u>Three Product</u> <u>Bundle</u>
12 Months	\$0.065	\$0.059
24 Months	\$0.062	\$0.056
36 Months	\$0.059	\$0.053
48 Months	\$0.056	\$0.050
60 Months	\$0.053	\$0.047

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.4 POWER PACK CUSTOM CALLING PACKAGE

A. Description

Customers who subscribe to this package will be billed at the rates specified below for the use of three of the following custom calling features:

- Call Waiting
- Caller ID
- Call Transfer
- Call Forwarding
- Call Return
- Continuous Redial
- Abbreviated Dial
- Speed Dial
- Expanded Speed Dial
- Three Way Calling

Power Pack rates will be in effect for the duration of any term agreement entered into between the customer and the Company for the use of the Company's switched or dedicated service.

B. Terms and Conditions

1. Power Pack is offered to the customer on a per line basis for any lines presubscribed to the Company's switched or dedicated telephone service. The customer may subscribe any given number of their telephone lines to Power Pack.
2. Power Pack rates will only apply to custom calling features that have been added to the customer's line as part of the Power Pack offering. Power Pack rates will not apply to features existing on a customer's line prior to the customer's subscription to Power Pack, nor will such features be included in the three-feature minimum (see 3, 4, and 5 below).
3. To qualify for the Power Pack rates, the customer must add a minimum of three active custom calling features on a per line basis.
4. If the customer is subscribed to Power Pack on a line that has more than three active custom calling features, the three highest priced features will be billed at the rate specified below. All other features on that line will be charged at their respective undiscounted rates as stated in the Company's local services tariff.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.4 POWER PACK CUSTOM CALLING PACKAGE (Cont'd.)

C. Terms and Conditions (Cont'd.)

5. If the number of Power Pack features on a given line falls below the three-feature minimum, Power Pack rates will no longer apply. Customer will pay the undiscounted rate for each remaining feature active on that line.

D. Duration

This promotion will be in effect from the effective date of this sheet until August 31, 2001.

E. Rates

	<u>Monthly Recurring Rate</u>
Per Line:	5.00

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.5 LOYALTY BONUS PROMOTION

A. Description

As an added incentive for business customers to renew their service agreements for telecommunications services, the Company shall establish a promotional period through August 19, 2005. During this period, customers who renew service agreements will receive a promotional credit on monthly recurring line charges. To qualify for this promotion, customers must renew a service agreement at the same rates for an equal or greater term than the current service agreement.

This promotional credit is available on Xchange access lines, DSL, and T1 monthly recurring line charges only. The promotional credit is not applicable to monthly recurring charges for features, call packs, toll free, DID numbers, or surcharges. The credit will be applied for the number of lines in service at the time the credit is issued. Customers who terminate their service agreement prior to the term of the commitment will be assessed the entire value of any credits received under this promotion.

B. Per-Call or Per-Minute Calling Plans Credits

Customers renewing for a 12-month service agreement will receive credit for one month's recurring line charge on the 13th month anniversary of the new service agreement.

Customers renewing for a 36-month service agreement will receive credit for four months' recurring line charges; credits will be applied on the 13th, 25th, 30th and 37th month anniversary of the new service agreement.

Customers renewing for a 60-month service agreement will receive credit for six months' recurring line charges; credits will be applied on the 13th, 25th, 30th, 37th, 49th and 61st month anniversary of the new service agreement.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.5 LOYALTY BONUS PROMOTION

C. Flat-Rate Calling Plans Credits

Customers renewing for a 12-month service agreement will receive credit for half of one month's recurring line charge on the 13th month anniversary of the new service agreement.

Customers renewing for a 36-month service agreement will receive credit for half of four months' recurring line charges; credits will be applied on the 13th, 25th, 30th and 37th month anniversary of the new service agreement.

Customers renewing for a 60-month service agreement will receive credit for half of six months' recurring line charges; credits will be applied on the 13th, 25th, 30th, 37th, 49th and 61st month anniversary of the new service agreement.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 FAST FORWARDING

5.12.1 DESCRIPTION

Fast Forwarding is a local exchange service that utilizes a telephone number and Central Office facilities by which all incoming calls to the Fast Forwarding telephone number are forwarded automatically to another telephone number ("destination number") in the same exchange as the Fast Forwarding Number (FFN) or in a different exchange.

5.12.2 CONDITIONS

The following conditions apply to Fast Forwarding:

- A. The FFN must be a Company telephone number. The destination number can be a telephone number assigned either to an end user customer of the Company or an end user customer of any other local exchange carrier located in the Company's local service area.
- B. This service can be provided by the Company on Fast Forwarding calls originating and terminating within each of the local service areas as set forth in Section 11 of this tariff. Fast Forwarding can also be provided in combination with the Company's long distance affiliate for calls outside the Company's local service areas. Such service is set forth in the applicable interexchange service tariffs of Choice One Communications Inc.
- C. The Fast Forwarding number must be presubscribed to a primary interexchange carrier.
- D. Certain services, such as CLASS or Custom Calling features, may not be used in combination with the Fast Forwarding number.
- E. Multiple FFNs can be forwarded to the same destination number.
- F. Destination number must be limited to 32 digits.
- G. Destination number cannot be to any of the following types of numbers: 911, 611, x11, directory assistance or a feature code.
- H. If the customer has Intra Company Free Dialing, with abbreviated dialing, the destination number must be abbreviated for the call to be free.
- I. If the customer has Caller ID on the destination number, the number of the calling party will appear on the Caller ID display, not the FFN.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 FAST FORWARDING

5.12.2 CONDITIONS

- J. Fast Forwarding is offered subject to the availability of necessary equipment and facilities.
- K. Fast Forwarding is not offered where the terminating number is a coin telephone.
- L. Fast Forwarding is not suitable for the satisfactory transmission of data.
- M. Degradation of service quality may result from the use of Fast Forwarding in conjunction with any type of call forwarding service used at the terminating station of a forwarded call.
- N. Fast Forwarding is provided on condition that the Fast Forwarding customer subscribes to sufficient Fast Forwarding paths and terminating facilities to adequately handle calls to the Fast Forwarding customer without interfering with or impairing any other services offered by the Company.
- O. The appropriate charges for the call to the FFN shall be paid by the calling party.
- P. The customer subscribing to a Fast Forwarding shall pay for all usage sensitive charges associated with the call volume originating from the FFN and terminating to the destination number.
- Q. Each FFN is entitled to one directory listing at no additional charge. The listing shall be placed in the directory that serves the exchange in which the calling forwarding central office is located.
- R. If the customer's Fast Forwarding service is used contrary to any of the conditions specified above, such service shall be subject to termination.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 FAST FORWARDING

5.12.3 RATES AND CHARGES

A. Monthly Recurring and Nonrecurring Charges

Recurring and nonrecurring charges for Fast Forwarding Service will apply as follows:

<u>Fast Forwarding, Per FFN</u>	<u>Rates & Charges</u>
• Monthly Recurring Charges	Month-to-Month rates for Business Measured Rate Service as set forth in Section 12.8.1
• Non-Recurring Charges	Month-to-Month rates for Business Measured Rate Service as set forth in Section 12.8.1

The maximum number of calls that can be simultaneously routed between an FFN and a specific destination number ("DN") is determined by the number of available call "paths" provided to the customer for calls carried between those numbers. Each call requires an available call path for Fast Forwarding to take place.

Call paths are provisioned in increments or "blocks" of five (five paths per block). The standard Fast Forwarding service is provided to the customer with one block of call paths so that a maximum of five calls can be transferred simultaneously on a given FFN-DN route. There are no recurring or nonrecurring charges (in addition to the charges specified above) associated with the use of the first block of call paths.

At the customer's request, the service can be expanded to handle a maximum of 95 call paths (19 blocks). Charges for additional call "paths", however, will apply as follows:

1. Intra-Switch Path (Fast Forwarding and Destination numbers are in the same switch)

No additional charges will apply to a given FFN, regardless of the number of paths (the maximum is 95) required by the customer.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 FAST FORWARDING (Cont'd.)

5.12.3 RATES AND CHARGES (Cont'd.)

A. Monthly Recurring and Nonrecurring Charges (Cont'd.)

2. Inter-Switch Path (Fast Forwarding and Destination numbers are in different switches)

If a customer requires additional paths (in excess of the first five), a charge of \$17.50 per additional block will apply.

B. Usage Charges

See Section 12.5 of the tariff for the applicable usage sensitive charges.

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5 - SUPPLEMENTAL SERVICES (Cont'd)

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 BUNDLED SERVICES PLANS (Cont'd.)

5.14.1 CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

A. Two Product Bundling

This plan is available to customers who agree to the conditions set forth in either Option 1 or 2 below:

Option 1

Subscribe for a term of 12, 24, 36, 48 or 60 months to:

- (i) The Company's Measured Rate or Flat Rate Basic Line Service
- (ii) The Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

Option 2

Subscribe for a term of 12, 24, 36, 48 or 60 months to:

- (i) The Company's Measured Rate or Flat Rate Basic Line Service
- (ii) The Company's affiliate Internet service provider.

B. Three Product Bundling

This plan is available to customers who agree to subscribe, for a term of 12, 24, 36, 48 or 60 months, to the following:

- 1. The Company's Measured Rate or Flat Rate Basic Line Service
- 2. The Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.
- 3. The Company's affiliate Internet service provider.

C. Rates and Charges

The monthly recurring charges and usage sensitive rates are set forth in Sections 12.10.1.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 BUNDLED SERVICES PLANS

5.14.2 CHOICEPATH T1 TRUNK SERVICE

C. Rates and Charges

The monthly recurring charges and usage sensitive rates are set forth in Section 12.10.2 of this tariff.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 BUNDLED SERVICES PLANS

5.14.3 TERMS AND CONDITIONS

A. Availability

BSPs are available to customers situated in the services areas identified in Section 11.

B. Migration

1. A customer subscribing to the Company's switched or dedicated services under an existing service agreement may migrate their service to a BSP.
2. The customer's term commitment obligations under the BSP shall begin on the date the customer authorizes the Company to migrate the customer to the BSP. At that time, the migrating customer's term commitment obligations under the previous service agreement will be terminated
3. No termination or "migration" charges will apply to a customer who migrates their service over to a BSP. The rates and charges as set forth in this tariff, however, shall apply, where required, to other changes made to the customer's service with the Company.

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5.14 CHOICEINVOICE

5.14.1 Basic Description

ChoiceInvoice gives the customer the option to receive an electronic invoice and the ability to pay online by a credit or debit card via Internet access.

5.14.2 Restrictions

- A. The customer is responsible for obtaining and maintaining computer hardware and software at their premises that is required for the use of ChoiceInvoice service. It is the responsibility of the Customer to ensure that such hardware and software will be properly configured to support ChoiceInvoice service.
- B. The customer is also responsible for obtaining Internet-based access that will be used in conjunction with this service.
- C. The Company shall not be held accountable for any failures on the part of the Customer related to either Condition A or B.

5.14.3 Rates and Charges

Customer who select the ChoiceInvoice service will receive both electronic bills sent via the Internet and paper bills sent to their designated address via U.S. Mail service for the first three billing cycles at no additional charge. At the end of the three billing cycles, the customer will no longer receive paper bills and will only receive electronic bills. The customer will have 30 days after the switch to the "electronic only" option to change bill delivery to either the "electronic and paper" or "paper only" option without being billed a nonrecurring charge. A nonrecurring charge will be applied to any such changes that are made beyond the initial 30 day period. If a customer chooses the "electronic and paper" option, a monthly recurring charge will be applied to their account.

Rates and charges for ChoiceInvoice are set forth in Sections 12.11.

Customers that receive the electronic version of the bill will be able to pay using the traditional mail method by printing a remittance slip that will be included with their payment.

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5.14 CHOICEINVOICE

5.14.1 Basic Description

ChoiceInvoice gives the customer the option to receive an electronic invoice and the ability to pay online by a credit or debit card via Internet access.

5.14.2 Restrictions

- D. The customer is responsible for obtaining and maintaining computer hardware and software at their premises that is required for the use of ChoiceInvoice service. It is the responsibility of the Customer to ensure that such hardware and software will be properly configured to support ChoiceInvoice service.
- E. The customer is also responsible for obtaining Internet-based access that will be used in conjunction with this service.
- F. The Company shall not be held accountable for any failures on the part of the Customer related to either Condition A or B.

5.14.3 Rates and Charges

Customers who select the ChoiceInvoice service will receive both electronic bills sent via the Internet and paper bills sent to their designated address via U.S. Mail service for the first three billing cycles at no additional charge. At the end of the three billing cycles, the customer will no longer receive paper bills and will only receive electronic bills. The customer will have 30 days after the switch to the "electronic only" option to change bill delivery to either the "electronic and paper" or "paper only" option without being billed a nonrecurring charge. A nonrecurring charge will be applied to any such changes that are made beyond the initial 30 day period. If a customer chooses the "electronic and paper" option, a monthly recurring charge will be applied to their account.

Rates and charges for ChoiceInvoice are set forth in Section 12.12.

Customers that receive the electronic version of the bill will be able to pay using the traditional mail method by printing a remittance slip that will be included with their payment.

5 - SUPPLEMENTAL SERVICES (Cont'd.)

5.15 OFFICE TO OFFICE CALLING

A. Description of Services

The Office to Office Calling Plan is a per line feature that enables customers to place calls between locations served under the same account without incurring usage sensitive charges. The following conditions will apply to Office to Office Calling:

1. This feature is available to multiple service locations billed under one account number.
2. The feature is offered on a per line basis for telephone numbers that are billed under the same account.
3. Office to Office Calling is available on ChoiceXchange lines and ChoicePath lines and trunks.
4. The maximum per line toll usage for Office to Office Calling is 200 minutes. Toll usage exceeding this threshold will be billed at the applicable usage rates. The usage cap will be aggregated for all lines with Office to Office Calling at a single location. Toll usage includes local toll and interexchange usage combined.
5. For ChoiceXchange lines, the Company does not require that all lines within a service location subscribe to the Office to Office Calling feature, but only those lines that carry the Office to Office Calling feature will be eligible for the Office to Office Calling benefits. For ChoicePath lines and trunks, if the customer subscribes to the Office to Office Calling feature, the Company does require that all lines within a service location subscribe to that feature.
6. Office to Office Calling applies to both local and toll calling for customer lines that are presubscribed to the Company toll service. If the customer's lines are presubscribed to another toll service provider, Office to Office Calling will only apply to local calling.
7. Usage charges will apply to toll calls that are made via casual ("10XXX") dialing.
8. Office to Office Calling applies only to station to station voice calling.
9. Certain custom calling features may not be available to customers subscribing to Office to Office Calling.

5 - SUPPLEMENTAL SERVICES (Cont'd)

5.15 OFFICE TO OFFICE CALLING

A. Description of Services (Cont'd.)

10. Office to Office Calling may be unavailable in situations where the lack of suitable Company facilities make the provisioning of such service technically infeasible. Office to Office Calling may, in certain situations, also be unavailable due to the limitations of the customer's equipment or compatibility problems that exist between the customer's equipment and the facilities of the Company. Office to Office Calling is only available on facility-based lines, not on UNE-P.
11. Usage placed from a line carrying the Office to Office feature to another eligible intracompany terminating line will not be included in any bundled rate plans identified in Section 4.

Note: The Office to Office Calling feature will also be available for interexchange, interLATA toll calls placed between locations billed under the same account. See the applicable Company tariffs.

B. Rates and Charges

1. A monthly recurring charge will apply on a per line basis as set forth in Section 12.6.8.
2. Non-recurring charges as set forth in Sections 12.8.4.A and 12.11.3.A may apply to changes in existing Office to Office Calling features.

6 – NETWORK DEDICATED SERVICES

6.1 Integrated Services Digital Network Primary Rate Interface

A. Basic Description

Integrated Services Digital Network Primary Rate Interface (PRI) is an optional service that will allow customer-provided PBX equipment to interface with the Company's switching equipment over T1 trunks for voice transmission. Basic Business Network Switched Service as well as Direct Inward Dialing (DID) and Direct Outward Dialing (DID) will be offered on PRI trunks. Existing local usage rates or MTS rates will apply to voice transmission carried over a PRI circuit.

PRI uses one of the following Integrated Services Digital Network (ISDN) architectures:

- 23 B-Channel and one D-Channel.
- 24 B-Channels (Note: 24 B-Channel PRI trunks can only be used in conjunction with 23 B/1 D-Channel PRI trunks. One D-Channel must be available for signaling).

The B-Channel is a 64 Kilobits per second channel used for information transfer between users. The D-Channel is a 64 Kilobits per second channel that carries signaling and control for the B-Channels.

B. Service Options

Refer to Section 4 for a description of available options for each market.

Two different versions of PRI service will be made available:

- Custom ISDN
- National ISDN (NI)

Both of these versions are based on software standards established by Lucent Technologies, the Company's vendor for switching equipment.

The following arrangements will be offered to PRI customers:

1. Custom PRI with facility associated signaling (FAS) – One D-Channel for signaling and 23 B-Channels.
2. National PRI (NI) with FAS – One D-Channel for signaling and 23 B-Channels.

6 – NETWORK DEDICATED SERVICES (Cont'd.)

6.1 Integrated Services Digital Network Primary Rate Interface (Cont'd.)

B. Service Options (Cont'd.)

1. National PRI (NI) with Non-Facility Associated Signaling (NFAS) – One D-Channel for signaling with up to 479 B-Channels.
2. National PRI (NI) with NFAS and D-Channel Backup (DCBU). Two D-Channels provided on separate T1 trunks (one of which is active and the other used for backup) supporting up to 478 B-Channels.

C. Restrictions

1. PRI is only available from serving central offices equipped with the facilities required to support PRI service. Service capabilities are dependent on the facilities and digital technology providing the service.
2. PRI customer premises equipment located at the customer premises must be compatible with the network interface provided by the Company and with the Company's switching facilities.
3. ISDN-compatible terminal equipment is required for operation. It is the customer's responsibility to power and obtain such equipment.
4. Custom Calling Features (see Section 5.1) may not be available to customers subscribing to PRI service.

D. Requirements

Customers must agree to subscribe to both PRI service and T1 PBX Trunk Service for a term of no less than one year. All T1 PBX Trunk Service rates and charges referred to in preceding sections shall apply.

E. Rates and Charges

Rates and charges for PRI service are set forth in Section 12.

6 – NETWORK DEDICATED SERVICES (Cont'd.)

6.2 ChoicePath T1 Trunk Service

1) Description

ChoicePath T1 Trunk Service provides a customer with connection to the company switch via a T1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. ChoicePath service can be used with both voice and data transmission for local and toll traffic. ChoicePath Trunks are provided for connection of customer-provided facilities to the Company switch. Each ChoicePath Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer

6 – NETWORK DEDICATED SERVICES (Cont'd.)

6.2 ChoicePath T1 Trunk Service (Cont'd.)

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Sections 12 of this Tariff, service order charges apply as described in Section 3 of this tariff. Charges for each ChoicePath Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

3) Measured Usage Charges

Rates and charges are set forth in Section 12.

6 – NETWORK DEDICATED SERVICES (Cont'd)

6.3 POINT TO POINT T1 SERVICE

A) Description of Services

Point to Point T1 Service is a private circuit between two Customer locations for transport of data and/or voice services. This service is available when utilizing a single Company switch. Point to Point T1 Service will not give the Customer the ability to access the Internet. The Company does not provide terminating equipment for the Customer.

Point to Point T1 Service may be unavailable in situations where the lack of suitable Company facilities make the provisioning of such service technically infeasible.

B) Pricing

Rates and charges for this service are set forth in Sections 12.7.2 and 12.11.3.

Note: The material previously included on this sheet has transferred to and consolidated under Section 7 "Network Switched Services".

Note: The material previously included on this sheet has transferred to and consolidated under Section 7 "Network Switched Services".

7 - NETWORK SWITCHED SERVICES

7.1 GENERAL

Network Switched Service provide 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 service;
- C. access the Company'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 or intraLATA toll 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 (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the customer must default to 10XXX dialing.

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

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS

The following Network Switched Service Options are offered:

- Measured Rate Service
- Flat Rate Service (available in select markets only)

All 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.

For a list of features offered to Network Switched Service Subscribers, see Section 5.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

The following features are available with Line Service at an additional charge.

HUNT GROUP CHANGES

Sequential Hunting

Circular Hunting

HUNTING LINE CHANGES

Sequential Hunting

Circular Hunting

For a list of features offered to Network Switched Service Subscribers, see Section 5.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.1 Switched Exchange Service

A. General

Switched Exchange 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 (in select markets only), or on a measured usage basis (in all markets). Switched Exchange Service is 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) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.1 Switched Exchange Service (Cont'd)

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: Refer to Section 4 for a description of options available for Switched Exchange Service ("Choice Xchange Product Set")

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: Refer to Section 4 for a description of options available for Switched Exchange Service ("Choice Xchange Product Set")

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: The language previously contained in this section referred to descriptions, terms, and conditions for T1 services that are also listed in Section 7.2.5. The removal of such language is purely administrative in nature and will not impact the provisioning of service for either existing or future T1 customers.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: The language previously contained in this section referred to descriptions, terms, and conditions for T1 services that are also listed in Section 7.2.5. The removal of such language is purely administrative in nature and will not impact the provisioning of service for either existing or future T1 customers.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: The language previously contained in this section referred to descriptions, terms, and conditions for T1 services that are also listed in Section 7.2.5. The removal of such language is purely administrative in nature and will not impact the provisioning of service for either existing or future T1 customers.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.3 Term Liability/Termination Charges*

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be comprised of:

- (A) The difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.
- (B) All waived non-recurring charges, promotional considerations or equipment credits specifically related to the term agreement that have been provided to the customer since the beginning of the term.

Section 7.2.3 of this tariff applies to term agreements signed prior to January 12, 2006.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.4 Early Termination Penalty/Early Termination Fee

This tariff section applies to term agreements signed on or after January 12, 2006.

Several of the services offered by the Company are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then an Early Termination Penalty ("ETP") may apply. If a Customer disconnects service prior to the fulfillment of the term plan contracted, then an ETP will be due to Company from Customer. The ETP will be comprised of:

- (A) The difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected; and
- (B) All waived non-recurring charges, promotional considerations or equipment credits specifically related to the term agreement that have been provided to the customer since the beginning of the term.

In addition to the ETP, an Early Termination Fee ("ETF") will also be due to Company from Customer. The ETF will be calculated based on the product/service ordered and the number of months completed on the term agreement.

Product / Service	Maximum ETF (per line or per circuit)
Xchange Line (POTS), per line	\$180
T-1, per circuit	\$1800
DSL, per circuit	\$300

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.4 Early Termination Penalty/Early Termination Fee (Cont'd)

Months Completed on Term Agreement	% of Maximum ETF Due (per line or per circuit)*
0 – 12	100%
13 – 24	50%
25+	25%

*Customers that renew term agreements for the same services will be subject to only a 25% ETF.

7 - NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: The material previously included on this sheet has transferred to and consolidated under Section 6 "Network Dedicated Services".

8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

8.1.1 Lifeline Discounted Service

This service provides either a 50% reduction in the port charge (as defined in Section 5 of this tariff) paid by the Customer, or a credit of \$3.50, which ever is greater. In no case will the total service charge for Lifeline Discounted Service exceed that of the dominant local exchange service provider in the same area. Current Lifeline rates are shown in Section 12 of this Tariff.

8.1.2 Eligibility

These services are restricted to low income residential customers for a single exchange access line at the principle residence. To qualify for Lifeline service a customer must be certified as income eligible for benefits from any one of the Home Energy Assistance Programs (HEAP) or at least one of the following Entitlement Programs:

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

In addition, applicants are eligible for Lifeline service when approved to receive either a Veteran's Disability Pension or a Veteran's Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these Pensions. Eligibility is limited to those eligible under federal guidelines.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 LIFELINE TELEPHONE SERVICE (Cont'd)

8.1.2 Eligibility (Cont'd)

Life Line services are effective upon receipt of a completed and signed form of eligibility. If the form is not returned, no further action is taken by the Company 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 the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, 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.

8.1.3 Charges

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 Section 8.2 following.

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

A. Flat Rate Service to Basic Lifeline service;

B. Basic Lifeline service to Flat Rate Service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan that 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:

- 8.2.1 The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in Section 8.1.2 of this tariff;
- 8.2.2 The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- 8.2.3 The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

In no cases will the charges for connection of service for eligible Customers exceed that of the dominant local exchange provider in the same area.

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 The Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
- 8.3.2 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 Commonwealth of Massachusetts.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER
(Cont'd)

8.3.5 The Company will also advise customers who request this equipment of the applicable terms for purchase.

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

Handicapped persons who have been certified to the Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local measured rate service.

8.4.2 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 Commonwealth of Massachusetts, or
- B. Pre-existing certifications 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.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER (Cont'd)

8.4.3 Qualification

Those customers qualifying for the discount are persons whose impairment is such that competent authority would certify them as being unable to use a telephone for voice communication. See Explanation of Terms, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

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

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of network 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.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- C. 911 service is furnished for incoming calls only.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.6.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- A. In addition to the following, the regulations in 8.5.2 apply.
- B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.6.2 Regulations (Cont'd)

- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 MASSACHUSETTS RELAY SERVICE

8.7.1 General

The Company will provide access to a telephone relay center for 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.

8.7.2 Regulations

- A. Only intrastate calls can be completed using the Massachusetts Relay Service.
- 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 the Commonwealth of Massachusetts. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 MASSACHUSETTS RELAY SERVICE (Cont'd)

8.7.2 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.

8.7.3 Liability

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

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

8.8.1 General

Persons who are blind or whose disability causes difficulty 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 the Company's territory to place calls within and outside the Commonwealth of Massachusetts at a special rate or to place calls from a telephone outside of the Company's territory, but within the Commonwealth of Massachusetts at rates applicable to the territory from which the call is made.

8.8.2 Rates

Within the Company'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 the Company's Territory, but within the Commonwealth of Massachusetts:

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

8.8.3 Qualification

The following 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 or 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 a result of physical limitations.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd)

8.8.3 Qualification (Cont'd)

- c. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician ophthalmologist or optometrist.

8.8.4 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 the Company's service territory, but he or she does not need to have other service from the Company.
- b. Another party may agree to accept responsibility for payment of charges incurred through use of at 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 the Company'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 the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 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.

9.1.2 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.

9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.2 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.

9.1.3 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.

9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.3 Termination Liability (Cont'd)

- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
- 1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 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 Section 9.1.3.B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.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.

9 - SPECIAL ARRANGEMENTS (Cont'd)

9.2 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.

9.3 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 this Tariff. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 6) Length of the agreement.

10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- A. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- B. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- C. Listings provided without charge are as follows:
 - 1) One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2) One listing for each PBX or interconnecting system.
- D. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.2 Composition of Listings

- A. Listings are limited to information essential to the identification of the listed party.
- B. Addresses
 - 1) Each listing normally includes the number and street name location where the telephone service is furnished. the name of a building may be shown in case of buildings commonly known by name.
 - 2) Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- C. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

A. Non-Listed

Telephone numbers of non-listed service are not listed in the Company's directories or on the directory assistance records. Non-listed service is available with all classes of main telephone exchange service provided the customer has other exchange service, which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address or number information for non-listed services.

B. Additional Listing

A listing in addition to the main listing.

C. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

D. Extra Line Listing

This feature provides information after a main or additional listing. It refers callers to an alternative telephone number that is listed immediately below the main number.

E. Foreign Listing

This feature provides a listing for a customer in a directory other than the directory that serves their local service area.

10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service

A. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

B. Regulations

- 1) Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
- 2) The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service (Cont'd)

B. Regulations (Cont'd)

- 3) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
- 4) The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

10 - DIRECTORY (Cont'd)

10.2 [RESERVED FOR FUTURE USE]

10 - DIRECTORY (Cont'd)

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.5.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

10 - DIRECTORY (Cont'd)

10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

A. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

B. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

C. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

11 - SERVICE AREAS

Service Areas: Where suitable facilities permit, the services referred to in this tariff will be provided by the Company within the following markets:

- Springfield
- Worcester

The local calling coverage for each of these markets will be identical to the local calling areas for each of these locations as defined in Bell Atlantic/NYNEX's General Exchange Tariff on file with the M.D.T.E. as D.P.U – Mass – No.10.

12 - RATES & CHARGES

12.1 CONNECTION CHARGES

	Non-Recurring
	Charge
Service Activation Fee	\$70.00

12.2 RESTORAL CHARGE

	Non-Recurring
	Charge
First	\$79.00
Additional	\$79.00

12.3 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Charge:	\$5.00
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12.4 MISCELLANEOUS NON-RECURRING CHARGES

Change in Class of Service	\$15.00
Change Call Blocking (500, 700, 900)	\$15.00
Class Blocking (per use services)	\$15.00
Hotel Screening	\$15.00
Loop/Ground Start Signaling Change	\$15.00
Moves, Additions, & Changes (MAC)	\$15.00

12 - RATES & CHARGES (Cont'd.)

12.5 INTRALATA TOLL USAGE AND MILEAGE CHARGES

Time of Day Periods

DAY	8AM-5PM MONDAY -FRIDAY*
EVENING	5PM-11PM MONDAY-FRIDAY; 5PM-11PM SUNDAY* All day Christmas, New Years, Thanksgiving, Independence and Labor Days
NIGHT & WEEKEND	8AM SATURDAY - 5PM SUNDAY; 11PM-8AM EVERY DAY*

The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period. IntraLATA rates are not time of day sensitive.

CALLING AREA LEGEND

LOCAL MEASURED SERVICE

CALL AREA	<u>Customers with 1-10 lines</u>		<u>Customers with more than 11 lines</u>	
	<u>1st Minute</u>	<u>Add'l Minute</u>	<u>1st Minute</u>	<u>Add'l Minute</u>
Peak	\$0.016	\$0.016	\$0.015	\$0.015
Off-Peak	\$0.016	\$0.016	\$0.015	\$0.015

12.5.1 TOLL CHARGES FOR NETWORK SWITCHED SERVICES – SPRINGFIELD MARKET

<u>CALL AREA</u>	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WE</u>	
	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>
0-10 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
11-14 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
15-18 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
19-24 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
25-30 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
31-55 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
55+ Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09

12 - RATES & CHARGES (Cont'd.)

12.5 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd.)

12.5.2 TOLL CHARGES FOR CHOICEPATH SERVICES – SPRINGFIELD MARKET

<u>CALL AREA</u>	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WE</u>	
	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>
0-10 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
11-14 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
15-18 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
19-24 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
25-30 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
31-55 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
55+ Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075

12 - RATES & CHARGES (Cont'd.)

12.5 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd.)

12.5.3 TOLL CHARGES FOR NETWORK SWITCHED SERVICES – WORCESTER MARKET

<u>CALL AREA</u>	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WE</u>	
	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>
0-10 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
11-14 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
15-18 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
19-24 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
25-30 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
31-55 Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09
55+ Miles	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09	\$0.09

12.5.4 TOLL CHARGES FOR CHOICEPATH DS1 TRUNK SERVICES – WORCESTER MARKET

<u>CALL AREA</u>	<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WE</u>	
	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>	<u>Initial</u> <u>Period</u>	<u>Additional</u> <u>Period</u>
0-10 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
11-14 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
15-18 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
19-24 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
25-30 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
31-55 Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075
55+ Miles	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075	\$0.075

12 - RATES & CHARGES (Cont'd)

12.5 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

12.5.5 Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

Customer Dialed	\$1.50
Person to Person Collect	\$3.16
Third Party Billed	\$1.50
Station to Station	\$1.50

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES

12.6.1 Custom Calling Service

Rates and Charges

A. Monthly Charges

Rates for this service are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service and Section 12.8.1.1, Business Network Switched Service.

B. Nonrecurring Connection Charges

Connection charges for this service are located in the Rate Schedules for Section 12.7.1.1(A), Residential Network Switched Service and Section 12.8.1.1(A), Business Network Switched Service.

12.6.2 CLASS Services

Rates and Charges

A. Monthly Charges

Rates for these services are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service, and Section 12.8.1.1, Business Network Switched Service.

B. Nonrecurring Connection Charges

Connection charges for this service are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service and Section 12.8.1.1, Business Network Switched Service.

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.3 Busy Line Verification and Interrupt Service

Busy Line Verification Charge, each request	\$1.05
Verification and Interruption Charge, each request	\$2.10

12.6.4 Directory Assistance Service

The directory assistance charge applies after the call allowance of ten calls per line.

Directory Assistance	\$1.25	(I)
Directory Assistance Call Completion	\$0.35	

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.5 Local Operator Service

Customer Dialed	\$1.50
Person to Person Collect	\$3.16
Third Party Billed	\$1.50
Station to Station	\$1.50

12.6.6 Blocking Service

Nonrecurring Charges*

500, 700, 900 Blocking	
- Residential	\$15.00
- Business	\$15.00

A nonrecurring charge applies after initial conversion only when adding blocking to an access line. This charge applies on a per line, per order basis.

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.6 Blocking Service (Cont'd)

Third Number Billed and Collect Call Restriction	Monthly	
	<u>Recurring</u>	<u>Non-Recurring</u>
- Residential	\$0.00	\$15.00
- Business	\$0.00	\$15.00
Toll Restriction		
- Residential	\$0.00	\$15.00
- Business	\$0.00	\$15.00
Toll Restriction Plus Directory Assistance		
- Residential	\$0.00	\$15.00
- Business	\$0.00	\$15.00

A nonrecurring charge applies when adding blocking services post conversion.
This charge applies on a per line, per order basis.

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.7 Vanity Number Service

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Set-up Charges		
Residential Customer	\$0.00	\$15.00
Business Customer	\$0.00	\$15.00

A nonrecurring charge applies when adding vanity number services post conversion.
This charge applies on a per line, per order basis.

12 - RATES & CHARGES (Cont'd)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.8 Office to Office Calling

A. Monthly Recurring Charge: \$3.99

12 - RATES & CHARGES (Cont'd)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.7.1 ChoicePath Service

The service offering, rates and charges contained in this tariff section 12.7.1 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.7.1 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.7.1 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.7.1 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.7.1 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.7.2 Point to Point T1 Service

Monthly Recurring Charge Per Circuit	Non-Recurring Charge Per Circuit
\$495.00	\$500.00

12 - RATES & CHARGES (Cont'd.)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET

12.8.1 CHOICEXCHANGE SWITCHED SERVICE

MONTHLY RECURRING CHARGES PER LINE RATE

<u>Term Length</u>	<u>MTM</u>	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Basic Line	\$12.00	\$11.00	\$10.25	\$10.00
Advantage Line	\$20.00	\$19.40	\$18.00	\$16.00
Basic Line + Data	\$12.00	\$10.00	\$8.75	\$8.00
Advantage Line + Data	\$20.00	\$18.40	\$16.00	\$13.00

12.8.2 LOCAL CHOICE CALL PACKS

<u>Included Minutes*</u>	<u>MRC</u>	<u>Add'l Minute Rate</u>
0	\$0.00	\$0.019
300	\$4.20	\$0.014
500	\$6.50	\$0.013
700	\$8.40	\$0.012
1000	\$11.00	\$0.011
2000	\$20.00	\$0.010

* Minutes are purchased per line but can be shared across all lines at the same service location

12.8.3 LONG DISTANCE CHOICE CALL PACKS

<u>Included Minutes*</u>	<u>MRC</u>	<u>Add'l Minute Rate</u>
0	\$0.00	\$0.065
100	\$5.00	\$0.050
200	\$9.60	\$0.048
300	\$13.50	\$0.045
600	\$25.20	\$0.042
1000	\$39.00	\$0.039
1500	\$52.50	\$0.035

* Minutes are purchased per line but can be shared across all lines at the same service location

12 - RATES & CHARGES (Cont'd.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd.)

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features

A. Standard Features - Per Line:

	<u>First</u>	<u>Additional</u>
Nonrecurring Connection Charge:	\$15.00	\$15.00
Monthly Charges:		
3 Way Calling*	\$4.50	
Call Forward Variable	\$4.50	
Call Forward Busy Line	\$2.00	
Call Forward No Answer	\$2.00	
Call Forward BL/DA	\$3.50	
Call Waiting	\$4.50	
Speed Dialing **	\$3.50	
Expanded Speed Dialing**	\$3.50	
Call Forward Remote Access	\$2.00	
Call Transfer	\$4.50	
Direct Connect Line	\$1.75	
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$10.50	
Distinctive Ring	\$10.00	
Group Call Pick-up	\$1.00	

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Codes were previously introduced as a service without a monthly recurring charge to customers.

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features (Cont'd)

B.	<u>Hunt Group Charge:</u>		
	Nonrecurring Connection Charge:	<u>First</u> \$15.00	<u>Additional</u> \$15.00
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	
C.	<u>Hunting Line Charge:</u>		
	Nonrecurring Connection Charge:	<u>First</u> \$15.00	<u>Additional</u> \$15.00
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features (Cont'd)

D. CLASS Features Line Charge:

Nonrecurring	<u>First</u>	<u>Additional</u>
Connection Charge:	\$15.00	\$15.00

<u>Monthly Recurring Charges</u>	<u>Per Line, Per Month</u>
Caller ID	\$4.50
Caller ID Blocking	\$0.00
Call Return	\$2.00
Continuous Redial (Repeat Dialing)	\$2.00

E. CLASS Features Usage Charge:

	<u>Per Use</u>
Call Return	\$0.95
Repeat Dialing / Continuous Dialing	\$0.95
Call Trace	\$3.45

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.5 ChoicePath Service

The service offering, rates and charges contained in this tariff section 12.8.5 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.5 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.8.5 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.5 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.8.5 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this tariff.

12 - RATES & CHARGES (Cont'd.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd.)

12 - RATES & CHARGES (Cont'd)

12.9 Alternate Telephone Number Listings

	<u>Monthly</u>	<u>Nonrecurring</u> <u>First</u>	<u>Add'l.</u>
Non-Published			
Business	\$1.13	\$15.00	\$15.00
Residence	\$1.13	\$15.00	\$15.00
Non-Listed			
Business	\$1.90	\$15.00	\$15.00
Residence	\$1.90	\$15.00	\$15.00
Additional Listing			
Business	\$1.73	\$15.00	\$15.00
Residence	\$1.73	\$15.00	\$15.00
Cross Reference Listing			
Business	\$1.73	\$15.00	\$15.00
Residence	\$1.73	\$15.00	\$15.00
Extra Line Listing			
Business	\$1.73	\$15.00	\$15.00
Residence	\$1.73	\$15.00	\$15.00
Foreign Listing			
Business	\$1.73	\$15.00	\$15.00
Residence	\$1.73	\$15.00	\$15.00

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS

12.10.1 CHOICEXCHANGE BASIC LINE SERVICE

12.10.1.1 MEASURED RATE BASIC LINE SERVICE – SPRINGFIELD
MARKET

1. Two Product Bundling

<u>Customers with 1-10 lines</u>		<u>Per Minute Rates</u>	
<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$12.30	\$0.050	\$0.0810
36 Month	\$10.00	\$0.0130	\$0.0690
60 Month	\$10.00	\$0.0130	\$0.0640

<u>Customers with 11 or more lines</u>		<u>Per Minute Rates</u>	
<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$10.95	\$0.014	\$0.081
36 Month	\$9.45	\$0.012	\$0.069
60 Month	\$9.45	\$0.012	\$0.064

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10.1 CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12.10.1.1 MEASURED RATE BASIC LINE SERVICE – SPRINGFIELD
MARKET (Cont'd.)

2. Three Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$10.00	\$0.014	\$0.073
36 Month	\$ 8.45	\$0.012	\$0.064
60 Month	\$ 8.45	\$0.012	\$0.055

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$9.95	\$0.013	\$0.073
36 Month	\$8.45	\$0.011	\$0.064
60 Month	\$8.45	\$0.011	\$0.055

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS

12.10.1 CHOICEXCHANGE BASIC LINE SERVICE

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10. 1CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10. 1CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12.10. 1.4 FLAT RATE BASIC LINE SERVICE - SPRINGFIELD

1. Two Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Toll Rates</u>
12 Month	\$34.25	\$0.081
36 Month	\$29.55	\$0.069
60 Month	\$29.55	\$0.064

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Toll Rates</u>
12 Month	\$32.95	\$0.081
36 Month	\$28.95	\$0.0690
60 Month	\$28.95	\$0.0640

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10. 1CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12.10. 1.4 FLAT RATE BASIC LINE SERVICE - SPRINGFIELD

2. Three Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Rates, Toll</u>
12 Month	\$30.95	\$0.0730
36 Month	\$26.95	\$0.0640
36,60 Month	\$26.95	\$0.0550

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Rates, Toll</u>
12 Month	\$30.95	\$0.0730
36 Month	\$26.95	\$0.0640
60 Month	\$26.95	\$0.0550

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10. 1CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10. 1CHOICEXCHANGE BASIC LINE SERVICE (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12 - RATES & CHARGES (Cont'd.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET

12.11.1 CHOICEXCHANGE SWITCHED SERVICE

A. Choice Xchange Line Rate: \$13.00

Term/Product Discount for Xchange lines

Term Length	Voice Only	Voice & Data
12 Months	12.35	10.18
36 Months	11.55	9.25
60 Months	10.39	8.33

B. Choice Xchange Advantage Line Rate: \$21.00

Term/Product Discount for Xchange Advantage lines

Term Length	Voice Only	Voice & Data
12 Months	19.95	16.44
36 Months	18.64	14.94
60 Months	16.78	13.46

C. Local Measured Service Usage Rates

Standard Rate: .019 per minute

<u>Local Call</u> <u>Pack</u>	<u>Included</u> <u>Minutes*</u>	<u>MRC</u>	<u>Add'l Minute</u> <u>Rate</u>
300	300	\$4.80	\$ 0.016
500	500	\$7.50	\$ 0.015
700	700	\$9.80	\$ 0.014
1000	1000	\$13.00	\$ 0.013
2000	2000	\$24.00	\$ 0.012
3000	3000	\$30.00	\$ 0.010

* Minutes are purchased per line but can be shared
across all lines at the same service location.

12 - RATES & CHARGES (Cont'd.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd.)

12.11.1 CHOICEXCHANGE SWITCHED SERVICE

D. Choice One Plus Toll Usage Rates
Standard Toll Rate: .065 per minute

<u>Toll Call Packs</u>	<u>Included Minutes*</u>	<u>MRC</u>	<u>Add'l Minute Rate</u>
100	100	\$5.80	\$ 0.058
200	200	\$10.60	\$ 0.053
300	300	\$14.70	\$ 0.049
600	600	\$27.00	\$ 0.045
1000	1000	\$40.00	\$ 0.040
1500	1500	\$52.50	\$ 0.035

* Minutes are purchased per line but can be shared across all lines at the same service location

12 - RATES & CHARGES (Cont'd)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd)

12.11.2 ChoicePath Service

The service offering, rates and charges contained in this tariff section 12.11.2 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd)

12.11.2 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.11.2 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this tariff.

12 - RATES & CHARGES (Cont'd)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd)

12.11.2 ChoicePath Service (Cont'd)

The service offering, rates and charges contained in this tariff section 12.11.2 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this tariff.

12 - RATES & CHARGES (Cont'd.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd.)

12.11.3 Point to Point T1 Service

Monthly Recurring Charge Per Circuit \$495.00	Non-Recurring Charge Per Circuit \$500.00
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12 - RATES & CHARGES (Cont'd)

12.11 NETWORK SWITCHED SERVICES - WORCESTER MARKET (Cont'd)

12.11.3 Custom Calling Features

A. Standard Features - Per Line:

	<u>First</u>	<u>Additional</u>
Nonrecurring Connection Charge:	\$15.00	\$15.00
Monthly Charges:		
3 Way Calling*	\$4.50	
Call Forward Variable	\$4.50	
Call Forward Busy Line	\$2.00	
Call Forward No Answer	\$2.00	
Call Forward BL/DA	\$3.50	
Call Waiting	\$4.50	
Speed Dialing **	\$3.50	
Expanded Speed Dialing**	\$3.50	
Call Forward Remote Access	\$2.00	
Call Transfer	\$4.50	
Direct Connect Line	\$1.75	
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$10.50	
Distinctive Ring	\$10.00	
Group Call Pick-up	\$1.00	

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Code were previously introduced as a service without a monthly recurring charge to customers.

12 - RATES & CHARGES (Cont'd)

12.11 NETWORK SWITCHED SERVICES - WORCESTER MARKET (Cont'd)

12.11.3 Custom Calling Features (Cont'd)

B.	<u>Hunt Group Charge:</u>		
	Nonrecurring Connection Charge:	<u>First</u> \$15.00	<u>Additional</u> \$15.00
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	
C.	<u>Hunting Line Charge:</u>		
	Nonrecurring Connection Charge:	<u>First</u> \$15.00	<u>Additional</u> \$15.00
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	

12 - RATES & CHARGES (Cont'd)

12.12 CHOICEINVOICE SERVICE

	MRC	NRC
Electronic & Paper Version	\$20.00	\$15.00
Local Call Detail	\$15.00	\$15.00

12 – RATES & CHARGES (Cont'd.)

12.13 Choice Xchange Advantage Unlimited Line

12.13.1 Monthly Recurring Charges

<u>Per Line Charge</u>	<u>Springfield</u>	<u>Worcester</u>
MTM	\$80.00	\$80.00
12 months	\$70.00	\$70.00
36 Months	\$48.67	\$48.67
60 Months	\$47.67	\$47.67

12 – RATES & CHARGES (Cont'd)

12.14 ULTRA T-1 PRODUCT SET PRICING

12.14.1 Springfield Market

A. Dedicated Voice Full T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$29.00	\$23.00	\$21.00

B. Dedicated Voice Fractional T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$31.00	\$22.00	\$20.00

C. Integrated T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$34.00	\$27.00	\$25.00
Internet Channel MRC	\$34.00	\$27.00	\$25.00
Data Point to Point MRC	\$34.00	\$27.00	\$25.00

D. Dedicated Internet

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
768K	\$550.00	\$425.00	\$400.00
1.024M	\$600.00	\$475.00	\$450.00
1.54M	\$700.00	\$550.00	\$500.00

E. ISDN PRI Option

	<u>MRC</u>
Per Circuit	\$75.00

F. T-1 Installation Charges

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Per T-1	\$500.00	\$500.00	\$500.00

12 – RATES & CHARGES (Cont'd)

12.14 ULTRA T-1 PRODUCT SET PRICING (Cont'd)

12.14.2 Worcester Market

A. Dedicated Voice Full T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$29.00	\$23.00	\$21.00

B. Dedicated Voice Fractional T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$31.00	\$22.00	\$20.00

C. Integrated T-1 (per channel)

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Voice Channel MRC	\$34.00	\$27.00	\$25.00
Internet Channel MRC	\$34.00	\$27.00	\$25.00
Data Point to Point MRC	\$34.00	\$27.00	\$25.00

D. Dedicated Internet

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
768K	\$550.00	\$425.00	\$400.00
1.024M	\$600.00	\$475.00	\$450.00
1.54M	\$700.00	\$550.00	\$500.00

E. ISDN PRI Option

	<u>MRC</u>
Per Circuit	\$75.00

F. T-1 Installation Charges

	<u>12 Month</u>	<u>36 Month</u>	<u>60 Month</u>
Per T-1	\$500.00	\$500.00	\$500.00

12 – RATES & CHARGES (Cont'd)

12.15 Resale Cost Recovery Charge

A monthly recurring Resale Cost Recovery Charge of \$4.30 per line will be assessed on all lines for which the entire underlying service is physically provided through the use of an incumbent local carrier's platform. The Resale Cost Recovery Charge is assessed to recover increased costs associated with accessing the incumbent local carrier's local telephone lines and switching equipment.

13 - GRANDFATHERED SERVICES

The following services listed under Section 12 of this tariff will be grandfathered for customers with 1-4 ChoiceXchange lines on the effective date of this page. Only customers of record as of the effective date of this page with less than 5 ChoiceXchange lines in service will be allowed the services and rate plans set forth in this section.

13.1 INTRALATA TOLL USAGE AND MILEAGE CHARGES

Time of Day Periods

DAY	8AM-5PM MONDAY -FRIDAY*
EVENING	5PM-11PM MONDAY-FRIDAY; 5PM-11PM SUNDAY* All day Christmas, New Years, Thanksgiving, Independence and Labor Days
NIGHT & WEEKEND	8AM SATURDAY - 5PM SUNDAY; 11PM-8AM EVERY DAY*

The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period. IntraLATA rates are not time of day sensitive.

CALLING AREA LEGEND

<u>CALL AREA</u>	<u>LOCAL</u>	
	<u>First Min.</u>	<u>Addl. Min.</u>
Peak	\$0.015	\$0.015
Off-Peak	\$0.015	\$0.015

13 - GRANDFATHERED SERVICES (Cont'd.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES

13.2.1 Basic Line Service

A. Measured Rate Service

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
Month-to-Month	\$20.25
12 Month	\$18.00
24 Month	\$17.00
36 Month	\$16.50
48 Month	\$15.50
60 Month	\$14.50

B. Flat Rate Service

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
Month-to-Month	\$42.00
12 Month	\$40.00
24 Month	\$39.00
36 Month	\$37.00
48 Month	\$35.00
60 Month	\$33.00

13 - GRANDFATHERED SERVICES (Cont'd.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES

13.2.1 Basic Line Service

C. Usage Rates – Springfield Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

A. Measured Rate Service

<u>Term Period</u>	<u>Per Minute Rates</u>	
	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

B. Flat Rate Service

<u>Term Period</u>	<u>Per Minute</u>
	<u>Toll Rates</u>
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

13 - GRANDFATHERED SERVICES (Cont'd.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES

13.2.1 Basic Line Service

D. Usage Rates – Worcester Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

A. Measured Rate Service

<u>Term Period</u>	<u>Per Minute Rates</u>	
	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

B. Flat Rate Service

<u>Term Period</u>	<u>Per Minute</u>
	<u>Toll Rates</u>
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

13 - GRANDFATHERED SERVICES (Cont'd.)

13.3 BUSINESS NETWORK SWITCHED SERVICES

13.3.1 Basic Line Service

A. Measured Rate Service

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
Month-to-Month	\$20.25
12 Month	\$18.00
24 Month	\$17.00
36 Month	\$16.50
48 Month	\$15.50
60 Month	\$14.50

B. Flat Rate Service

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
Month-to-Month	\$42.00
12 Month	\$40.00
24 Month	\$39.00
36 Month	\$37.00
48 Month	\$35.00
60 Month	\$33.00

13 - GRANDFATHERED SERVICES (Cont'd.)

13.3 BUSINESS NETWORK SWITCHED SERVICES

13.3.1 Basic Line Service

C. Usage Rates – Springfield Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

A. Measured Rate Service

<u>Term Period</u>	<u>Per Minute Rates</u>	
	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

B. Flat Rate Service

<u>Term Period</u>	<u>Per Minute</u>
	<u>Toll Rates</u>
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

13 - GRANDFATHERED SERVICES (Cont'd.)

13.3 BUSINESS NETWORK SWITCHED SERVICES

13.3.1 Basic Line Service

D. Usage Rates – Worcester Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

A. Measured Rate Service

<u>Term Period</u>	<u>Per Minute Rates</u>	
	<u>Local Calling</u>	<u>Toll</u>
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

B. Flat Rate Service

<u>Term Period</u>	<u>Per Minute</u>
	<u>Toll Rates</u>
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

13 - GRANDFATHERED SERVICES (Cont'd.)

13.4 BUNDLED SERVICE PLANS

13.4.1 CHOICEXCHANGE BASIC LINE SERVICE

13.4.1.1 MEASURED RATE BASIC LINE SERVICE – SPRINGFIELD
MARKET

A. Two Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$17.00	\$0.014	\$0.081
24 Month	\$16.00	\$0.013	\$0.077
36 Month	\$15.50	\$0.012	\$0.073
48 Month	\$14.50	\$0.011	\$0.069
60 Month	\$13.50	\$0.010	\$0.065

B. Three Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$16.00	\$0.013	\$0.073
24 Month	\$15.00	\$0.012	\$0.070
36 Month	\$14.50	\$0.011	\$0.067
48 Month	\$13.50	\$0.010	\$0.064
60 Month	\$12.50	\$0.010	\$0.060

13 - GRANDFATHERED SERVICES (Cont'd.)

13.4 BUNDLED SERVICE PLANS

13.4.1 CHOICEXCHANGE BASIC LINE SERVICE

13.4.1.2 MEASURED RATE BASIC LINE SERVICE – WORCESTER
MARKET

A. Two Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$17.00	\$0.014	\$0.0650
24 Month	\$16.00	\$0.013	\$0.0618
36 Month	\$15.50	\$0.012	\$0.0585
48 Month	\$14.50	\$0.011	\$0.0556
60 Month	\$13.50	\$0.010	\$0.0527

B. Three Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$16.00	\$0.013	\$0.0585
24 Month	\$15.00	\$0.012	\$0.0556
36 Month	\$14.50	\$0.011	\$0.0527
48 Month	\$13.50	\$0.010	\$0.0497
60 Month	\$12.50	\$0.010	\$0.0468

13 - GRANDFATHERED SERVICES (Cont'd.)

13.4 BUNDLED SERVICE PLANS

13.4.1 CHOICEXCHANGE BASIC LINE SERVICE

13.4.1.3 FLAT RATE BASIC LINE SERVICE -SPRINGFIELD MARKET

A. Two Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	<u>Per Minute Toll Rates</u>
12 Month	\$39.00	\$0.081
24 Month	\$37.00	\$0.077
36 Month	\$35.00	\$0.073
48 Month	\$33.00	\$0.069
60 Month	\$31.00	\$0.065

B. Three Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	<u>Per Minute Toll Rates</u>
12 Month	\$37.00	\$0.0730
24 Month	\$35.00	\$0.0700
36 Month	\$33.00	\$0.0670
48 Month	\$31.00	\$0.0640
60 Month	\$29.00	\$0.0600

13 - GRANDFATHERED SERVICES (Cont'd.)

13.4 BUNDLED SERVICE PLANS

13.4.1 CHOICEXCHANGE BASIC LINE SERVICE

13.4.1.4 FLAT RATE BASIC LINE SERVICE - WORCESTER

A. Two Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	<u>Per Minute Toll Rates</u>
12 Month	\$39.00	\$0.0650
24 Month	\$37.00	\$0.0618
36 Month	\$35.00	\$0.0585
48 Month	\$33.00	\$0.0556
60 Month	\$31.00	\$0.0527

B. Three Product Bundling

<u>Term Period</u>	<u>Monthly Recurring Charge</u>	<u>Per Minute Toll Rates</u>
12 Month	\$37.00	\$0.0585
24 Month	\$35.00	\$0.0556
36 Month	\$33.00	\$0.0527
48 Month	\$31.00	\$0.0497
60 Month	\$29.00	\$0.0468

13- GRANDFATHERED SERVICES (Cont'd)

13.5 FREEWAY SERVICE

13.5.1 Basic Description

This product eliminates usage sensitive charges for calls placed between end users served by the Company. Unless as otherwise stated in the conditions set forth in 13.5.2 below, the Company will not apply local usage charges on any calls placed between end user telephone numbers that are presubscribed to the Company's service.

If the customer's telephone number is presubscribed to the Company's long distance affiliate for intraLATA toll calling, the Company will not apply toll usage charges on any intraLATA toll calls placed the customer's telephone number to other end user telephone numbers presubscribed to the Company's service.

Customers that did not average a credit of more than \$30.00 per month in 2004 will no longer be eligible for this Freeway Service.

13.5.2 Conditions

- A. "Free calling" coverage under Freeway as described above will be applied to customer telephone numbers that are using either the Company's Measured Rate or DS1 Trunk Service.
- B. Freeway coverage will not apply in the following situations:
 - 1. InterLATA calling.
 - 2. Calls placed to access the Company's Internet service affiliate.
 - 3. Any type of Calling Card or toll-free usage long distance plan.
 - 4. Calls placed between customer locations for the purpose of transmitting data:
 - a. For the purposes of Section 13.5, any telephone number that is being used primarily for data transmission will be considered to be a "data transmission number."
 - b. If a telephone number is being used to transmit data, that number will be restricted from receiving free calls under Freeway, and usage sensitive charges will apply to all calls originating from that number.

13- GRANDFATHERED SERVICES (Cont'd)

13.5 FREEWAY SERVICE (Cont'd)

13.5.3 Conditions (Cont'd)

- c. For auditing purposes, the Company will assume that a customer's telephone number is being used for data transmission if the average daily calling volume of that telephone number exceeds 480 minutes (8 hours) over any single work week (Monday through Friday) or any single weekend (Saturday through Sunday).
 - d. Usage charges will apply on all calls placed over a telephone number during the month in which it was initially determined that said number was a data transmission number based on the criteria set forth in paragraph c. Usage charges will be applied to the calling volume for succeeding months until it can be determined that the customer's telephone number is not a data transmission line.
 - e. Freeway can be reinstated on a telephone number previously identified as a data transmission number if the client can satisfactorily prove that said number will no longer be used to transmit data.
5. Calls placed to end users previously but not currently presubscribed to the Company's service. The Company will, as required by this tariff, bill the customer for usage charges for calls placed to other end users that do not currently subscribe to the Company's service. This condition shall apply to calls terminating to end users who previously used the Company's service but had subsequently subscribed to another telecommunications service provider. Therefore, the determination of whether or not usage charges will apply on specific calls is beyond the control of the Company. Given such situations, the Company cannot guarantee that, during any specific period of time, usage charges will not apply to calls placed by the customer to specific parties.

13.5.4 Rates and Charges

	<u>Monthly Recurring Charge</u>
Xchange Line, per line	\$0.99
Voice Path T-1, per T-1	\$5.94

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET

14.1.1 Basic Line Service (Cont'd.)

A. Base Service Line

Nonrecurring Connection Charge, New Install:
-Each Base Service Line

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Worcester</u>
Month-to-Month	\$14.30
12 Month	\$13.65
36,60 Month	\$12.30

Customers with 11 or more lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Worcester</u>
Month-to-Month	\$13.20
12 Month	\$10.95
36,60 Month	\$9.45

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET

14.1.1 Basic Line Service (Cont'd.)

A. Base Service Line

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	Worcester
Month-to-Month	\$38.45
12 Month	\$37.05
36, 60 Month	\$34.25

Customers with 11 or more lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	Worcester
Month-to-Month	\$33.95
12 Month	\$31.95
36, 60 Month	28.95

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.1 Basic Line Service (Cont'd.)

B. Usage Rates (Cont'd.)

3. Term Commitment Rates - Worcester Market

Customers who agree to subscribe to Basic Line Service for terms of 12, 36, or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

Customers with 1-10 lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.016	\$0.090
36,60 Month	\$0.014	\$0.081

Customers with 11 or over lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
36 Month	\$0.013	\$0.081
60 Month	\$0.013	\$0.072

14 - GRANDFATHERED SERVICES II (Cont'd)

14.1 WORCESTER MARKET (Cont'd)

14.1.2 CHOICEPATH DS1TRUNK SERVICE

Where appropriate facilities do not exist, Special Construction charges will also apply.

See Section 12.5 for usage charges.

A. Monthly Recurring and Non-Recurring Charges

<u>Term of Service</u>	<u>Monthly Recurring Worcester</u>	<u>Non- Recurring</u>
MTM	\$454.00	\$500.00
12 Month	\$279.00	\$500.00
36 Month	\$239.00	\$500.00
60 Month	\$239.00	\$500.00

Per Channel (DSO)
-10 Channel

<u>Term of Service</u>	<u>Monthly Recurring Worcester</u>	<u>Non- Recurring</u>
MTM	\$20.40	\$50.00
12 Month	\$12.40	\$50.00
36 Month	\$11.40	\$50.00
60 Month	\$11.40	\$50.00

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
DID Service	21.00	50.00
DID 100 Numbers Block	1.00	15.00

* Includes a group of 24 ports and transport facility

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.3 Integrated Services Digital Network Primary Rate Interface

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
MTM	\$484.60	\$500.00
12 Month	\$339.60	\$500.00
36 Month	\$299.60	\$500.00
60 Month	\$299.60	\$500.00

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.1 MEASURED RATE BASIC LINE SERVICE – WORCESTER
MARKET

1. Two Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$12.30	\$0.015	\$0.0650
36 Month	\$10.00	\$0.013	\$0.0585
60 Month	\$10.00	\$0.013	\$0.0550

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$9.95	\$0.014	\$0.0650
36 Month	\$8.45	\$0.012	\$0.0585
60 Month	\$8.45	\$0.012	\$0.0550

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.1 MEASURED RATE BASIC LINE SERVICE – WORCESTER
MARKET

2. Three Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$10.00	\$0.014	\$0.0585
36 Month	\$ 7.75	\$0.012	\$0.0527
60 Month	\$ 7.75	\$0.012	\$0.0500

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	Per Minute Rates	
		<u>Local Calling</u>	<u>Toll</u>
12 Month	\$8.95	\$0.013	\$0.0585
36 Month	\$7.45	\$0.011	\$0.0527
60 Month	\$7.45	\$0.011	\$0.0500

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.2 FLAT RATE BASIC LINE SERVICE - WORCESTER

1. Two Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Toll Rates</u>
12 Month	\$34.25	\$0.0650
36 Month	\$29.55	\$0.0585
60 Month	\$29.55	\$0.0550

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Toll Rates</u>
12 Month	\$30.95	\$0.0650
36 Month	\$26.95	\$0.0585
60 Month	\$26.95	\$0.0550

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.2 FLAT RATE BASIC LINE SERVICE - WORCESTER

2. Three Product Bundling

Customers with 1-10 lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Rates, Toll</u>
12 Month	\$29.55	\$0.0585
36 Month	\$25.95	\$0.0527
60 Month	\$25.95	\$0.0500

Customers with 11 or more lines

<u>Term Period</u>	<u>Monthly Recurring Charge (Per Line)</u>	<u>Per Minute Rates, Toll</u>
12 Month	\$28.95	\$0.0585
36 Month	\$24.95	\$0.0527
60 Month	\$24.95	\$0.0500

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.3 CHOICEPATH DS1 TRUNK SERVICE

A. Two Product Bundling

Worcester	<u>Monthly Recurring</u>	Per Minute Rates	
		<u>Local</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Calling</u>	<u>Toll</u>
12 Month	\$239.00	\$0.014	\$0.0585
36 Month	\$199.00	\$0.012	\$0.0527
60 Month	\$199.00	\$0.012	\$0.0527

B. Three Product Bundling

Worcester	<u>Monthly Recurring</u>	Per Minute Rates	
		<u>Local</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Calling</u>	<u>Toll</u>
12 Month	\$199.00	\$0.013	\$0.0455
36 Month	\$159.00	\$0.011	\$0.0410
60 Month	\$159.00	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.4 CHOICEPATH DS0 (10 BLOCK) SERVICE

A. Two Product Bundling

Worcester	<u>Monthly Recurring</u>	<u>Local Calling</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Per Minute</u>	<u>Per Call</u>
12 Month	\$11.40	\$0.014	\$0.0585
36 Month	\$10.40	\$0.012	\$0.0527
60 Month	\$10.40	\$0.012	\$0.0527

B. Three Product Bundling

Worcester	<u>Monthly Recurring</u>	<u>Local Calling</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Per Minute</u>	<u>Per Call</u>
12 Month	\$10.40	\$0.013	\$0.0455
36 Month	\$ 9.40	\$0.011	\$0.0410
60 Month	\$ 9.40	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 BUNDLED PRODUCTS

14.1.4.5 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE
INTERFACE

A. Two Product Bundling

Worcester		<u>Local Calling</u>	
	<u>Monthly Recurring</u>	<u>Per Minute</u>	<u>Per Call</u>
<u>Term Period</u>	<u>Charge</u>	<u>Rates</u>	<u>Rates</u>
12 Month	\$314.60	\$0.014	\$0.0585
36 Month	\$274.60	\$0.012	\$0.0527
60 Month	\$274.60	\$0.012	\$0.0527

B. Three Product Bundling

Worcester		<u>Local Calling</u>	
	<u>Monthly Recurring</u>	<u>Per Minute</u>	<u>Per Call</u>
<u>Term Period</u>	<u>Charge</u>	<u>Rates</u>	<u>Rates</u>
12 Month	\$294.60	\$0.013	\$0.0455
36 Month	\$244.60	\$0.011	\$0.0410
60 Month	\$244.60	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.5 LMS Free Calling

A. Basic Description

LMS Free Calling enables customers to place calls between selected customer telephone numbers without incurring usage sensitive charges. The following conditions will apply to LMS Free Calling:

1. The feature is offered on a per line basis for any selected customer telephone numbers.
2. The customer will indicate which telephone numbers are to be given the LMS Free Calling feature. No usage sensitive charges will apply to calls placed between customer telephone numbers provided with this feature.
3. LMS Free Calling applies only to calls placed between selected customer stations situated within the same LATA.
4. This feature is offered subject to the availability of suitable facilities. LMS Free Calling may, in certain situations, be unavailable due to the limitations of the customer's equipment or due to compatibility problems that exist between the customer's equipment and the facilities of the Company.
5. Certain custom calling features may not be available to customers subscribing to LMS Free Calling.

B. LMS Free Calling is offered under the following options:

1. Standard LMS Free – Under this option, there are no changes in dialing procedures. Customers will use the same dialing procedures for calls placed to LMS Free stations that they would use for calls placed to non-LMS Free stations.
2. 4-Digit LMS Free – This option enables customers to place calls between LMS Free customer stations by dialing the last four digits of the receiving station's telephone number. To reach a non-LMS Free station, customers must dial "9" plus the dialing sequence they would normally dial (i.e., 7 digits for local, 1+10 for interLATA toll) were they not subscribing to LMS Free Calling.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.5 LMS Free Calling (Cont'd.)

C. Requirements

LMS Free calling will be restricted to stations that, for a term of no less than twelve months, the customer is either currently committed to or will agree to commit to the following conditions:

1. Using the Company as its local service provider.
2. Using either the Company or the Company's affiliate long distance provider for IntraLATA toll service.

D. Rates and Charges

The company does not require a monthly recurring charge for this feature.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET

14.2.1 Basic Line Service (Cont'd.)

A. Base Service Line

Nonrecurring Connection Charge, New Install:
-Each Base Service Line

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Springfield</u>
Month-to-Month	\$14.30
12 Month	\$13.65
36 Month	\$12.30
60 Month	\$12.30

Customers with 11 or more lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Springfield</u>
Month-to-Month	\$14.20
12 Month	11.95
36 Month	10.45
60 Month	10.45

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET

14.2.1 Basic Line Service (Cont'd.)

A. Base Service Line

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Springfield</u>
Month-to-Month	\$38.45
12 Month	\$37.05
36 Month	\$34.25
60 Month	\$34.25

Customers with 11 or more lines, per line rate.

<u>Term of Service</u>	<u>Monthly Recurring Charges</u>
	<u>Springfield</u>
Month-to-Month	\$35.95
12 Month	\$33.95
36 Month	\$30.95
60 Month	\$30.95

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.1 Basic Line Service (Cont'd.)

B. Usage Rates

1. Month-To-Month Rates

See Rate Schedule in Section 12.5.

2. Term Commitment Rates - Springfield Market

Customers who agree to subscribe to Basic Line Service for terms of 12, 36, or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

Customers with 1-10 lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.016	\$0.090
36 Month	\$0.014	\$0.081
60 Month	\$0.014	\$0.081

Customers with 11 or over lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
36 Month	\$0.013	\$0.081
60 Month	\$0.013	\$0.072

14 - GRANDFATHERED SERVICES II (Cont'd)

14.2 SPRINGFIELD MARKET (Cont'd)

14.2.2 CHOICEPATH DS1TRUNK SERVICE

Where appropriate facilities do not exist, Special Construction charges will also apply.

See Section 12.5 for usage charges.

A. Monthly Recurring and Non-Recurring Charges

<u>Term of Service</u>	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
MTM	\$500.00	\$500.00
12 Month	\$325.00	\$500.00
36 Month	\$285.00	\$500.00
60 Month	\$285.00	\$500.00

Per Channel (DSO)
-10 Channel

<u>Term of Service</u>	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
MTM	\$20.00	\$50.00
12 Month	\$14.00	\$50.00
36 Month	\$13.00	\$50.00
60 Month	\$13.00	\$50.00

	Monthly Recurring	Non-Recurring
DID Service	21.00	50.00
DID 100 Numbers Block	1.00	15.00

* Includes a group of 24 ports and transport facility

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.3 Integrated Services Digital Network Primary Rate Interface

<u>Term of Service</u>	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
MTM	\$525.00	\$500.00
12 Month	\$350.00	\$500.00
36 Month	\$310.00	\$500.00
60 Month	\$310.00	\$500.00

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.4 CHOICEPATH DS1 TRUNK SERVICE

A. Two Product Bundling

Springfield	<u>Monthly Recurring</u>	Per Minute Rates	
		<u>Local</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Calling</u>	<u>Toll</u>
12 Month	\$285.00	\$0.014	\$0.0585
36 Month	\$245.00	\$0.012	\$0.0527
60 Month	\$245.00	\$0.012	\$0.0527

B. Three Product Bundling

Springfield	<u>Monthly Recurring</u>	Per Minute Rates	
		<u>Local</u>	
<u>Term Period</u>	<u>Charge</u>	<u>Calling</u>	<u>Toll</u>
12 Month	\$245.00	\$0.013	\$0.0455
36 Month	\$205.00	\$0.011	\$0.0410
60 Month	\$205.00	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.5 CHOICEPATH DS0 (10 BLOCK) SERVICE

A. Two Product Bundling

Springfield	<u>Monthly Recurring</u>	<u>Local Calling</u>	
		<u>Per Call</u>	<u>Per Minute</u>
<u>Term Period</u>	<u>Charge</u>	<u>Rates</u>	<u>Rates</u>
12 Month	\$13.00	\$0.0585	\$0.014
36 Month	\$12.00	\$0.0527	\$0.012
60 Month	\$12.00	\$0.0527	\$0.012

B. Three Product Bundling

Springfield	<u>Monthly Recurring</u>	<u>Local Calling</u>	
		<u>Per Minute</u>	<u>Per Call</u>
<u>Term Period</u>	<u>Charge</u>	<u>Rates</u>	<u>Rates</u>
12 Month	\$12.00	\$0.013	\$0.0455
36 Month	\$11.00	\$0.011	\$0.0410
60 Month	\$11.00	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.6 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE

A. Two Product Bundling

<u>Springfield</u> <u>Term Period</u>	<u>Monthly Recurring</u> <u>Charge</u>	<u>Local Calling</u>	
		<u>Per Minute</u> <u>Rates</u>	<u>Per Call</u> <u>Rates</u>
12 Month	\$310.00	\$0.0140	\$0.0585
36 Month	\$270.00	\$0.0120	\$0.0527
60 Month	\$270.00	\$0.0120	\$0.0527

B. Three Product Bundling

<u>Springfield</u> <u>Term Period</u>	<u>Monthly Recurring</u> <u>Charge</u>	<u>Local Calling</u>	
		<u>Per Minute</u> <u>Rates</u>	<u>Per Call</u> <u>Rates</u>
12 Month	\$270.00	\$0.013	\$0.0455
36 Month	\$230.00	\$0.011	\$0.0410
60 Month	\$230.00	\$0.011	\$0.0410

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

A. GENERAL

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network that enables the customer to:

1. place and receive calls from other stations on the public switched telephone network;
2. access the Company's local calling service;
3. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
4. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the customer must default to 10XXX dialing.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

The following Residential Network Switched Service Options are offered:

- Residential Measured Rate Service
- Residential Flat Rate Service

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.

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

Three Way Conference, Consultation, Call Transfer (carries a separate MRC and NRC)
Call Forward Busy
Call Forward Don't Answer
Call Forward Variable
Call Waiting (Terminating, and Originating)
Cancel Call Waiting
Speed Calling (One/Two Digit)
Operator Assistance

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

The following features are available with Residential Line Service at an additional charge:

HUNT GROUP CHARGES

Sequential Hunting
Circular Hunting

HUNT LINE CHARGES

Sequential Hunting
Circular Hunting

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

Caller ID
Block Caller ID
Continuous Redial (Repeat Dialing)
Call Return
Call Trace

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to service features. Measured charges apply to Measured Rate Service but not to Flat Rate Service. Additional rate elements, as described above will apply where applicable.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

14.3.1.2 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 11.

A. Description

Each Measured Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Measured Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

14.3.1.1 Measured Rate Service (Cont'd)

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 12 of this Tariff, service activation fees apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 14 of this Tariff.

C. Local Measured Service Time Periods:

See Time Periods and Rate Schedule in Section 14 of this Tariff.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

14.3.1.2 Flat Rate Service

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling areas are as specified in Section 11.

A. Description

Each Flat Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Flat Rate Service has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.1. RESIDENTIAL NETWORK SWITCHED SERVICES

14.3.1.2 Flat Rate Service

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 12 of this Tariff, service activation fees apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier.

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge.

See Rate Schedule in Section 14 of this Tariff.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.2. BUSINESS NETWORK SWITCHED SERVICES

The following Business Network Switched Service Options are offered:

- Business Measured Rate Service
- Business Flat Rate Service (available in select markets only)

All Business 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.

For a list of features offered to Business Network Switched Service Subscribers, see Section 5.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.2. BUSINESS NETWORK SWITCHED SERVICES

The following features are available with Business Line Service at an additional charge.

HUNT GROUP CHANGES

Sequential Hunting
Circular Hunting

HUNTING LINE CHANGES

Sequential Hunting
Circular Hunting

For a list of features offered to Business Network Switched Service Subscribers, see Section 5.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.2. BUSINESS NETWORK SWITCHED SERVICES

14.3.2.1 Basic Business Line Service

A. General

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 (in select markets only), or on a measured usage basis (in all markets). 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) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

B. Measured Rate Basic Business Line Service

1) Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 11.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.2. BUSINESS NETWORK SWITCHED SERVICES

C. Flat Rate Service (Available in select markets only)

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling areas are as specified in Section 11.

1. Description

Each Flat Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Flat Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

14 - GRANDFATHERED SERVICES II (Cont'd.)

14.3 SERVICE DESCRIPTIONS

14.3.2. BUSINESS NETWORK SWITCHED SERVICES

14.3.2.2 PBX Trunk Service (Cont'd)

B. DS1 PBX Trunk Service (Cont'd)

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12 of this Tariff, service activation fees apply as described in Section 3 of this tariff. Charges for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

3) Measured Usage Charges

Measured usage charges for DS1 Trunks may or may not be the same as those indicated for a basic business line as described in Section 7.2.1.B. See Section 12 for specific usage rates.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.3 SERVICE DESCRIPTIONS

14.3.3 FREEWAY II SERVICE

14.3.3.1 Basic Description

This product credits certain usage sensitive charges for calls placed between end users served by the Company within local calling areas. Unless as otherwise stated in the conditions set forth in 14.3.3.2 below, the Company will credit local usage charges on any calls placed between end user telephone numbers that are subscribed to the Company's service, in an amount not to exceed 50% of the client's total local usage charges.

Local usage between end users served by the Company in excess of maximum credit amount will be billed at standard local usage rates.

Customers that did not average a credit of more than \$30.00 per month in 2004 will no longer be eligible for this Freeway II Service.

14.3.3.2 Conditions

- A. "Free calling" coverage under Freeway as described above will be applied to customer telephone numbers that are using the Company's Local Service provided over Company-owned facilities.
- B. Freeway coverage will not apply in the following situations:
 - 1. InterLATA calling.
 - 2. IntraLATA calling
 - 3. Calls placed to access the Company's Internet service affiliate or other Internet Service Providers whose dial-up numbers are subscribed to the Company's Local Service.
 - 4. Any type of Calling Card or toll-free usage long distance plan.
 - 5. Calls placed between customer locations for the purpose of transmitting data:
 - a. For the purposes of Section 14.3.3, any telephone number that is being used primarily for data transmission will be considered to be a "data transmission number."
 - b. If a telephone number is being used to transmit data, that number will be restricted from originating free calls under Freeway II Service, and usage sensitive charges will apply to all calls originating from that number.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.3 SERVICE DESCRIPTIONS

14.3.3 FREEWAY II SERVICE (Cont'd)

14.3.3.2 Conditions (Cont'd)

B. (Cont'd)

- c. For auditing purposes, the Company will assume that a customer's telephone number is being used for data transmission if the average daily calling volume of that telephone number exceeds 480 minutes (8 hours) over any single workweek (Monday through Friday) or any single weekend (Saturday through Sunday).
 - d. Usage charges will apply on all calls placed over a telephone number during the month in which it was initially determined that said number was a data transmission number based on the criteria set forth in paragraph c. Usage charges will be applied to the calling volume for succeeding months until it can be determined that the customer's telephone number is not a data transmission line.
 - e. Freeway can be reinstated on a telephone number previously identified as a data transmission number if the client can satisfactorily prove that said number will no longer be used to transmit data.
6. Calls placed to end users previously but not currently subscribed to the Company's service. The Company will, as required by this tariff, bill the customer for usage charges for calls placed to other end users that do not currently subscribe to the Company's service. This condition shall apply to calls terminating to end users who previously used the Company's service but had subsequently subscribed to another telecommunications service provider. Therefore, the determination of whether or not usage charges will apply on specific calls is beyond the control of the Company. Given such situations, the Company cannot guarantee that, during any specific period of time, usage charges will not apply to calls placed by the customer to specific parties.
7. Non-facilities based customers.

14.3.3.3 Rates and Charges

	<u>Monthly Recurring Charge</u>
Xchange Line, per line	\$0.99
Voice Path T-1, per T-1	\$5.94

14 - GRANDFATHERED SERVICES II (Cont'd)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET

14.4.1 Basic Service

The Choice Path product set consists of voice and data services provided to the customer's location via a T-1 circuit.

Customers will have the option of selecting one of three types of T-1 circuits:

- Voice Only
- Data Only
- Integrated Voice & Data (both services on same T-1 circuit)

The Choice Path products are provided on a per channel basis (subject to certain minimums) for both voice and data services. Voice usage over a T-1 is rated on a per minute basis. Channels for data service will be provided at specific bandwidth amounts. If the customer needs the T-1 circuit provisioned as an ISDN PRI circuit, an additional charge for the circuit will apply.

The minimums for the different type of Path products are as follows:

- Voice Only: 15 channel minimum
- Integrated Voice and Data: 10 channel minimum (total of all voice and data channels)
- Data Only: no minimum number of channels
- ISDN PRI circuit: 23 B and 1D channel must be purchased (full circuit)

14.4.2 Choice Call Pack

Choice Path customers will need to select a local Choice Call Pack (refer to section 4.2.1.1 for description) for all voice channels on their T-1 circuit or usage will be rated at the standard rate indicated in Section 12; customers who choose Choice One Plus service may also choose a toll Choice Call Pack (refer to section 4.2.2.2 for description) for their Choice Path voice channels. Each channel within a service location must have the same usage plan. Minutes may be aggregated across all channels within the service location.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd)

14.4.3 Discounts on the Choice Path Product Set

A. There are two ways a customer may receive a discount off of the monthly recurring charge for Path Channels (either voice or data):

1. Term discount: Choice One offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
2. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a qualified Choice One voice product and a qualified Choice One data product. Eligible voice products include Choice Xchange lines, Choice Xchange Advantage lines, or Choice Path voice services. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, both services must be at the same physical service.

- * Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this tariff.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd)

14.4.4 Rates & Charges

A. Choice Path Voice Channel Rate:

Term/Product Discount for Choice Path Channels
Per Channel Reduction

Term Length	Voice Only	Voice & Data	PRI Option
Month-to-Month	\$26.95	\$26.95	\$100.00
12 Months	\$26.22	\$25.22	\$100.00
36 Months	\$24.50	\$22.50	\$100.00
60 Months	\$23.50	\$20.50	\$100.00

* For PRI option: Client must order 23 channels total

B. Data T-1 Pricing

Data Only T-1 For Data Only Locations
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	----- Not Available -----				
12 Month	\$415	\$475	\$525	\$580	
36 Month	\$385	\$445	\$495	\$550	
60 Month	\$335	\$395	\$450	\$505	
<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>
Month to Month	----- Not Available -----				
12 Month	\$630	\$675	\$715	\$745	\$775
36 Month	\$600	\$645	\$685	\$715	\$745
60 Month	\$555	\$595	\$635	\$665	\$695

14 - GRANDFATHERED SERVICES II (Cont'd)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd)

14.4.4 Rates & Charges (Cont'd)

B. Data T-1 Pricing (Cont'd)

Data Only T-1 For Locations With Voice And Data
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>
Month to Month	\$445	\$500	\$555	\$610
12 Month	\$385	\$445	\$495	\$550
36 Month	\$335	\$395	\$450	\$505
60 Month	\$295	\$350	\$405	\$455

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>
Month to Month	\$660	\$700	\$740	\$775	\$805
12 Month	\$600	\$645	\$685	\$715	\$745
36 Month	\$555	\$595	\$635	\$665	\$695
60 Month	\$505	\$550	\$595	\$630	\$665

Data On Integrated T-1, (Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>
Month to Month	\$235	\$340	\$445	\$550
12 Month	\$175	\$285	\$385	\$490
36 Month	\$145	\$250	\$350	\$450
60 Month	\$125	\$220	\$315	\$405

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>
Month to Month	\$625	\$700	\$740	\$775
12 Month	\$565	\$645	\$685	\$715
36 Month	\$525	\$595	\$635	\$665
60 Month	\$475	\$550	\$595	\$630

C. Toll Free Service

1. Usage Rates

Per Minute Rate: \$0.06

2. Other Rates & Charges

The usage rate cited above will apply to Toll Free Service in addition to all recurring and nonrecurring charges assessed on the customer for services used (and activities performed) in conjunction with Toll Free Service.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET

14.5.1 Basic Service

The Choice Path product set consists of voice and data services provided to the customer's location via a T-1 circuit.

Customers will have the option of selecting one of three types of T-1 circuits:

- Voice Only
- Data Only
- Integrated Voice & Data (both services on same T-1 circuit)

The Choice Path products are provided on a per channel basis (subject to certain minimums) for both voice and data services. Voice usage over a T-1 is rated on a per minute basis. Channels for data service will be provided at specific bandwidth amounts. If the customer needs the T-1 circuit provisioned as an ISDN PRI circuit, an additional charge for the circuit will apply.

The minimums for the different type of Path products are as follows:

- Voice Only: 15 channel minimum
- Integrated Voice and Data: 10 channel minimum (total of all voice and data channels)
- Data Only: no minimum number of channels
- ISDN PRI circuit: 23 B and 1D channel must be purchased (full circuit)

14.5.2 Choice Call Pack

Choice Path customers will need to select a local Choice Call Pack (refer to section 4.2.1.1 for description) for all voice channels on their T-1 circuit or usage will be rated at the standard rate indicated in Section 12; customers who choose Choice One Plus service may also choose a toll Choice Call Pack (refer to section 4.2.2.2 for description) for their Choice Path voice channels. Each channel within a service location must have the same usage plan. Minutes may be aggregated across all channels within the service location.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd)

14.5.3 Discounts on the Choice Path Product Set

A. There are two ways a customer may receive a discount off of the monthly recurring charge for Path Channels (either voice or data):

1. Term discount: Choice One offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
2. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a qualified Choice One voice product and a qualified Choice One data product. Eligible voice products include Choice Xchange lines, Choice Xchange Advantage lines, or Choice Path voice services. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, both services must be at the same physical service.

- * Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this tariff.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd)

14.5.4 Rates & Charges

A. Choice Path Voice Channel Rate: \$22.00

Term/Product Discount for Choice Path Channels

Per Channel Reduction

Term Length Voice Only Voice & Data

12 Months 21.40 18.92

36 Months 20.00 17.88

60 Months 18.00 16.36

1. For Voice Only Path, a minimum of 15 channels must be purchased.
For an integrated Path, a minimum of 10 channels must be purchased.
2. Discount only applies to the voice channel monthly recurring charge(s).

B. Choice Call Local Measured Service Packages

<u>Included Minutes*</u>	<u>MRC</u>	<u>Add'l Minute Rate</u>
0	\$0.00	\$ 0.019
300	\$4.80	\$ 0.016
500	\$7.50	\$ 0.015
700	\$9.80	\$ 0.014
1000	\$13.00	\$ 0.013
2000	\$24.00	\$ 0.012
3000	\$30.00	\$ 0.010

1. Minutes are purchased per voice channel but can be shared across all voice channels/lines at the same service location.

C. Choice Call Toll Packages

<u>Included Minutes</u>	<u>MRC</u>	<u>Add'l Minute Rate</u>
0	\$0.00	\$ 0.065
100	\$5.80	\$ 0.058
200	\$10.60	\$ 0.053
300	\$14.70	\$ 0.049
600	\$27.00	\$ 0.045
1000	\$40.00	\$ 0.040
1500	\$52.50	\$ 0.035

1. Minutes are purchased per voice channel but can be shared across all channels/lines at the same service location.

14 - GRANDFATHERED SERVICES II (Cont'd)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd)

14.5.4 Rates & Charges (Cont'd)

D. Data T-1 Pricing

Data Only T-1 For Data Only Locations
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	----- Not Available -----				
12 Month	\$215	\$289	\$375	\$449	
36 Month	\$209	\$279	\$359	\$419	
60 Month	\$199	\$249	\$319	\$385	
 <u>Term</u>	 <u>640K</u>	 <u>768K</u>	 <u>1.0M</u>	 <u>1.2M</u>	 <u>1.5M</u>
Month to Month	----- Not Available -----				
12 Month	\$527	\$614	\$679	\$749	\$799
36 Month	\$490	\$561	\$634	\$699	\$739
60 Month	\$464	\$535	\$599	\$669	\$715

Data Only T-1 For Locations With Voice And Data
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$225	\$299	\$389	\$468	
12 Month	\$209	\$279	\$359	\$429	
36 Month	\$195	\$259	\$335	\$388	
60 Month	\$179	\$234	\$279	\$355	
 <u>Term</u>	 <u>640K</u>	 <u>768K</u>	 <u>1.0M</u>	 <u>1.2M</u>	 <u>1.5M</u>
Month to Month	\$555	\$646	\$699	\$777	\$839
12 Month	\$499	\$590	\$665	\$735	\$777
36 Month	\$459	\$545	\$611	\$665	\$718
60 Month	\$439	\$515	\$571	\$625	\$675

14 - GRANDFATHERED SERVICES II (Cont'd)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd)

14.5.4 Rates & Charges (Cont'd)

D. Data T-1 Pricing (Cont'd)

Data On Integrated T-1
(Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>
Month to Month	\$149	\$239	\$339	\$419
12 Month	\$130	\$209	\$287	\$386
36 Month	\$106	\$188	\$264	\$349
60 Month	\$93	\$167	\$229	\$319

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>
Month to Month	\$535	\$646	\$699	\$777
12 Month	\$479	\$590	\$665	\$735
36 Month	\$439	\$545	\$611	\$665
60 Month	\$419	\$515	\$571	\$625

E. PRI Option

In addition to rates and charges associated with ChoicePath channels and bandwidth, customers who elect to have the PRI Option will pay the following monthly recurring charge:

Note: a full T-1 circuit must be purchased for PRI service (23 B channels and 1 D channel).

Per Month, Per Circuit: \$100

F. Toll Free Service

1. Usage Rates

Per Minute Rate: \$0.0600

2. Other Rates & Charges

The usage rate cited above will apply to Toll Free Service in addition to all recurring and nonrecurring charges assessed on the customer for services used (and activities performed) in conjunction with Toll Free Service.

15 – RESERVED FOR FUTURE USE

16 – RESERVED FOR FUTURE USE

17 – RESERVED FOR FUTURE USE

18 – RESERVED FOR FUTURE USE

19 – RESERVED FOR FUTURE USE

20 – RESERVED FOR FUTURE USE

21 – RESERVED FOR FUTURE USE

22 – RESERVED FOR FUTURE USE

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES

23.1 **[RESERVED FOR FUTURE USE]**

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.2 [RESERVED FOR FUTURE USE]

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features

23.3.1 One Communications Analog Voice Features and Service Options

Call Forward Variable (All Calls)

Customers can forward calls to another number. Calls can be forwarded to domestic, offshore (Hawaii, Alaska, U.S. Virgin Islands, Puerto Rico, Guam and Northern Marianas), or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed from the Customer's own phone.

Call Forwarding Remote Access

Allows the Customer to activate and deactivate Call Forward Variable from any location. Call Forwarding Remote Access will only work when paired with Call Forward Variable. This feature can be activated/deactivated when needed from the Customer's own phone.

Call Forward Busy:

Customer designates the number that the line will be forwarded under the conditions of busy. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Call Forward No Answer:

Customer designates the number that the line will be forwarded under the conditions of no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Call Forward Busy/No Answer:

Customer designates the number that the line will be forwarded under the conditions of busy or no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Three-Way Calling:

Allows the Customer to add a third party to an existing conversation utilizing a single line.

Call Transfer:

Allows the Customer to transfer incoming calls to other destinations, internal or external. This feature also gives the Customer the ability to make three-way conference calls at no additional charge.

Call Waiting:

Provides a short tone that lets the Customer know someone else is calling while they are on the phone. The first call can be put on 'hold' to allow the second call to be answered. This feature gives the Customer the ability to handle more than one call at a time.

Caller ID Number:

Caller ID Number displays the originating number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Speed Dialing (8):

Allows the Customer to dial frequently called numbers by using a one-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of eight numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Enhanced Speed Dialing (30):

Allows the Customer to dial frequently called numbers by using a two-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of thirty numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Verified or Non-Verified Account Codes (analog or digital):

Account codes offer the Customer the ability to identify and track calls by user and/or department so they can easily review all calling records and charge back costs to specific departments or clients. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for intrastate interLATA and interstate long distance.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Outbound Caller ID:

Outbound caller ID is the information that is sent from the Company to the caller ID unit on the terminating end of the call. The standard information sent is the account name and the billing telephone number (BTN). This feature has a character limitation of 15 characters.

Multi-Line Hunting:

All local telephone lines that are part of the same account can be set up to hunt. Hunting allows calls to a line to rollover to the next available line in the group when the first line is busy. Customers can have more than one hunt group. Customers can also choose to leave individual lines out of a hunt group. Customers will have the ability to present Outbound Caller ID from either the lead line of the hunt group or an individual calling line.

Caller ID Blocking:

Caller ID Blocking (also referred to as Call Privacy) allows Customers to block their name and number from being displayed on a caller ID unit at the terminating end of the call. This feature is turned on or off at the switch level and can be deactivated by the Customer on a per call basis.

Anonymous Call Rejection:

Allows Customers to prevent callers who intentionally block their number from getting through on their line. This feature is only available to Customers with Caller ID Number or Caller ID Name & Number. This feature can be activated and deactivated when needed from the Customer's own phone.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Distinctive Ring:

This feature allows a Customer to have two telephone numbers associated with a single line. Each telephone number has a unique ringing pattern and does not require an additional line. The ring of the incoming call is determined by which telephone number has been dialed. Two different ring patterns are available.

Group Call Pick-Up:

This feature will enable a Customer to answer an incoming call that has terminated to another user's station in the defined call pick-up group. A call pick-up is accomplished by dialing a pick-up access code while the called station is ringing. If more than one station in the group is ringing, the station that has begun ringing first will be intercepted first.

Call Hold

This feature allows the Customer to place a caller on hold for an extended period of time. The Customer simply presses the flash hook and hangs up the phone. To return to the call the Customer picks up the handset. This feature allows the Customer to make an outbound call while the other call is on hold.

Assume or Dial 9

Assume 9 means the Customer is not required to dial 9 to get an outside line.
Dial 9 means the Customer is required to dial 9 to get an outside line.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Abbreviated Dialing:

Allows a Customer to dial only the last three, four, or five digits of a phone number that is associated with the Customer's physical service location. This feature works between multiple locations of the same Customer if all locations are within the same local calling area.

Call Return:

A recording will give the Customer the number, date and time of the last incoming call. The Customer can have the number redialed automatically. If the last incoming call was blocked or the call was from a network with limited capabilities, the Customer will hear a message that the number they are trying to reach is private and cannot be called. Call Return will continue trying to connect the call for up to 30 minutes. This feature can be activated when needed from the Customer's own phone.

Continuous Redial:

Automatically redials the most recent outgoing call, freeing the Customer to move on to other things, including using the phone for other calls. This feature can be activated and deactivated when needed from the Customer's own phone.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Caller ID Name and Number:

Caller ID Name and Number displays both the originating name and number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

Call Waiting with Caller ID Name & Number:

This feature allows Customers to view the name and number of an incoming call while another call is already in progress. The name and number will be displayed on the incoming call after the first call waiting tone is heard. Feature functionality cannot be obtained by purchasing Caller ID and Call Waiting separately.

Direct Line Connect:

Direct Line Connect allows an analog line to automatically dial a designated number whenever the originating line goes off-hook. This feature is assigned to a phone line that must be used only for one purpose. 911 cannot be the designated number.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.2 One Communications Digital and PRI Voice Features and Service Options

Standard or PRI Configuration:

Standard 24B channel configuration with 56 kbps for each channel (8 kbps removed for signaling and call control) or PRI 23B + 1D configuration with 64 kbps clear channel on all B channels and signaling/call control on the D channel.

Hunting

- Lowest available channel: Use the lowest available channel in the lowest available DS1.
- Highest available channel: Use the highest available channel in the highest available DS1.
- Least idle: Use the available channel that has been idle for the shortest time.
- Most idle: Use the available channel that has been idle for the longest time. (PRI Only Option)

Direct Inward Dialing (DID):

Direct Inward Dialing enables the Customer to have fewer lines than extensions, while still having a unique number for each extension, callable from outside the Customer's location. The Company will allocate a range of telephone numbers and present them to the Customer's PBX so that the PBX can appropriately route the call based on the digits dialed.

Direct Outward Dialing (DOD):

Direct Outward Dialing allows subscribers within a Customer's PBX system to connect to outside lines directly. Using a DOD, Customers can provide each person or workstation within their company the ability to dial numbers directly.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Direct Inward Dialing and Direct Outward Dialing (DID/DOD):

Both Direct Inward Dialing and Direct Outward Dialing may be furnished over the same facility.

Outbound Caller ID Name & Number:

Outbound Caller ID Name & Number displays the subscriber's directory name and number on the caller ID device of the called party. This feature has a 15-character limitation.

Inbound Caller ID Number Only:

Inbound Caller ID Number is only available with PRI service only and provides the number of the calling party to the party being called.

Verified or Non-Verified Account Codes (analog or digital):

Account codes provide Customers with the ability to identify and track calls by user and/or department. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for local, toll, intrastate interLATA and interstate long distance.

ESF/B8ZS or D4/AMI Circuit Framing:

Extended Super Frame/Binary 8 Zero Suppression and D4/Extended Super Frame are the two framing configurations that are available with the Company's Digital Voice solutions. D4/AMI service is subject to availability.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Non-Facility Associated Signaling (NFAS) for ISDN PRI option:

NFAS allows a single D channel to control multiple PRI's. Customers who desire redundancy in the event of facility failure have the option of ordering additional backup D channels, which will be furnished for a charge.

Inbound Caller ID Name & Number:

With Inbound Caller ID Name & Number, the name and number of the calling party is transmitted with a call and displayed on a Customer's Caller ID capable phone. The feature will not work if the Customer does not have PRI and Caller ID capable equipment.

Direct Inward Dialing Number Blocks:

The Company will provide telephone numbers for direct inward dialing number service in blocks of 20, 50 or 100. A monthly recurring charge applies for each block ordered.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Digit Transposition/Manipulation for DID Digits:

The Company will have the ability to transpose DID digits sent through its Lucent switches. There is a non-recurring charge for this service option.

Trunk Call Forwarding Service:

Trunk Call Forwarding Service provides fixed forwarding in a busy or out of service condition.

Two B Channel Transfer:

This feature enables subscribers to transfer calls from one user to another.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.3 One Communications Blocking Features

The following blocking options are available to Customers. A non-recurring service order charge will apply when blocking options are ordered subsequent to the installation of service.

Block Third Party Billed

Blocks the origination of third-party billed calls.

Block Collect Calling

Blocks the origination of collect calls.

Block International

Blocks the origination of direct-dialed international calls.

Block 1010XXX

Blocks the ability to use dial-around toll calling (casual dialing).

Block 900 Calls

Blocks the ability to complete calls to 900 numbers.

Block 976 Calls

Blocks the ability to complete calls to 976 numbers.

Block 700 Calls

Blocks the ability to complete calls to 700 numbers.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.3 One Communications Blocking Features (Cont'd)

Caller ID Blocking

Allows callers to block their name and number from being displayed on a caller ID unit at the terminating end of the call.

Block DA

Blocks calls to 411 or 555-1212.

Block Call Return

This option enables Customers to block call return on a line.

Block Call Trace

This option enables Customers to block call trace on a line.

Block Continuous Redial

This option enables Customers to block the continuous redial feature on a line.

Toll Restrict

This feature blocks toll and operator-assisted calls.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.4 Rates

Monthly recurring charges for One Communications Features are set forth below. Any non-recurring charges associated with adding or removing features on a Customer's service are covered in the One Communications Miscellaneous Charges section of this tariff.

One Communications Analog Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$9.50
Call Waiting with Caller ID Name & Number	\$15.50
Direct Line Connect	\$1.75

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.4 Rates (Cont'd)

One Communications Digital and PRI Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$50.00
NFAS Backup D Channel	\$50.00
DID Individual Number	\$0.10
DID Block of 20 Numbers	\$2.00
DID Block of 50 Numbers	\$5.00
DID Block of 100 Numbers	\$10.00
Call Forward on Trunks	\$19.99
Two B Channel Transfer	\$50.00

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.3 One Communications Features (Cont'd)

23.3.4 Rates (Cont'd)

One Communications Blocking Features	Monthly Recurring Charge
Block Third Party Billed	No Charge
Block Collect Calling	No Charge
Block International	No Charge
Block 1010XXX	No Charge
Block 900 Calls	No Charge
Block 976 Calls	No Charge
Block 700 Calls	No Charge
Caller ID Blocking	No Charge
Block DA	No Charge
Block Call Return	No Charge
Block Call Trace	No Charge
Block Continuous Redial	No Charge
Toll Restrict	No Charge

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.4 One Communications Pay Per Use Features

23.4.1 Description of Services

Charges for the following features are incurred on a per activation basis:

Cancel Call Waiting

When activated this feature suspends the call waiting service feature for the duration of a call.

Per Call Return:

When activated this feature provides Customers with the number, date and time of the last incoming call. Customers also have the option to have the last called number redialed automatically. Feature available is subject to compatibility with network facilities and calling party user specifications.

Continuous Redial:

Continuous Redial automatically redials the most recent outgoing call until the call is completed or the feature is deactivated.

Per Call ID Blocking:

Per Call ID blocking allows Customers to block their name and number from being displayed on a Called Party's caller ID device

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.4 One Communications Pay Per Use Features (Cont'd)

23.4.1 Description of Services (Cont'd)

Per Call Display:

Per Call Display enables Customers to disable Caller ID Blocking on a line on a per call basis.

Call Trace:

Call Trace enables Customers to initiate a trace of the most recent incoming call immediately after terminating the call. When activated the calling party number of the most recent call will be captured and stored by the company. Calling party information will only be released to Law Enforcement as required by law.

Anonymous Call Rejection:

Anonymous Call Rejection allows a Customer to prevent callers who block delivery of their calling party information. This feature is only available to Customers with Caller ID Number or Caller ID Name and Number

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.4 One Communications Pay Per Use Features (Cont'd)

23.4.2 Rates

One Communications Pay Per Use Features	Per Use Charge
Cancel Call Waiting	\$0.00
Per Call Return	\$0.75
Continuous Redial	\$0.75
Per Call ID Blocking	\$0.00
Per Call Display	\$0.00
Call Trace	\$4.00
Anonymous Call Rejection	\$0.00

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.5 One Communications Directory Listings

23.5.1 Description of Services

Customers are provided one free white page and one free yellow page main listing for each Billing Telephone Number (BTN). Customer's requiring special Yellow Page advertisements (i.e. a 3-color box ad in the yellow pages) must coordinate such arrangements directly with the applicable Publisher.

Customers may purchase additional white page listings for a monthly per listing fee. The following types of additional white page listings are available:

- Additional White Page Listing
(includes extra listing, cross reference, duplicate, foreign, alternate number, extra line, reference, indented, toll-free, where available)
- Non Published (private)
- Non-Directory Listed (semi-private)
- National Toll-Free Directory Listing
- State Directory Toll-Free Assistance Listing
- Call Intercept

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.5 One Communications Directory Listings (Cont'd)

23.5.2 Rates

The monthly rates for One Communications Directory Listings are described below. Applicable non-recurring charges associated with adding or changing a Customer's directory listings are covered in the One Communications Miscellaneous Charges section of this tariff.

One Communications Directory Listings	Monthly Recurring Charge
Additional White Page Listing	\$4.00
Non Published (private)	\$4.95
Non-Directory Listed (semi-private)	\$3.00
National Toll-Free Directory Listing	\$20.00
State Directory Toll-Free Assistance Listing	\$20.00
Call Intercept	\$0.00

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.6 One Communications Operator Services and Directory Assistance

23.6.1 Operator Services

Operator Services – Automated Calls	Per Use Charge
Calling Card	\$0.48
Collect	\$1.00
Billed to Third Number	\$1.00
Coin Sent Paid	\$0.44

Operator Services – Operator Handled Calls	Per Use Charge
Station-to-Station Calling Card	\$1.12
Station-to-Station Collect	\$1.69
Station-to-Station Billed to Third Party	\$1.50
Station-to-Station Coin Sent Paid	\$1.05
Person-to-Person Calling Card	\$3.16
Person-to-Person Collect	\$3.16
Person-to-Person Billed to Third Party	\$3.16
Person-to-Person Coin Sent Paid	\$3.16
Miscellaneous Calls	\$1.50

Busy Line Verification Service	Per Use Charge
Busy Line Verification Service	\$1.12
Emergency Line Interrupt with Busy Line Verification Service	\$2.25

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.6 One Communications Operator Services and Directory Assistance (Cont'd)

23.6.2 Directory Assistance

Directory Assistance	Per Listing
Local Directory Assistance	\$1.25
National Directory Assistance	\$1.25
Toll-Free Directory Assistance	\$0.00

Directory Assistance Call Completion	Per Request
Local Directory Assistance Call Completion	\$0.35

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.7 One Communications Miscellaneous Charges

23.7.1 Installation

A non-recurring charge applies to the installation of a new service arrangement and to any move, add or change in the Customer's service that is requested subsequent to installation of the initial service.

	Non-Recurring Charge
OneSolutions Essential Install Charge 1 yr	\$249.00
OneSolutions Essential Install Charge 2 yr	\$199.00
OneSolutions Essential Install Charge 3 yr	\$149.00
OneSolutions Enhanced Install Charge 1 yr	\$599.00
OneSolutions Enhanced Install Charge 2 yr	\$399.00
OneSolutions Enhanced Install Charge 3 yr	\$199.00
OneSolutions Essential Additional Line Charge	\$39.00
OneSolutions Enhanced Additional Line Charge	\$39.00

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.7 One Communications Miscellaneous Charges (Cont'd)

23.7.2 Customer Requested Move, Add or Change (MAC)

A non-recurring charge applies to any changes made on a line when requested by the Customer subsequent to the first 30 days following installation. Non-recurring charges apply to all requested changes including changes to features, additional directory listings etc. and are in addition to any monthly recurring charges associated with the newly requested service or features. Non-recurring charges will apply on a per order basis.

	NRC
MAC Charge, per order	\$25.00

23.7.3 Service Restoration Charge

In the event a Customer's service is suspended for non-payment, the Company will assess a Service Restoration Charge upon reactivating the Customer's service, once full payment has been received.

If service that has been suspended for non-payment is subsequently disconnected, such disconnection will be treated as a discontinuance of service, in which event termination liability may apply. Following service discontinuance, restoration of service would be treated as a request for new service and installation charges will apply. The Company also reserves the right to secure a deposit as a condition of service when service has been suspended or disconnected for reasons of non-payment

	Non-Recurring Charge
Service Restoration Charge	\$19.99

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.7 One Communications Miscellaneous Charges (Cont'd)

23.7.4 Digit Transposition

	Non-Recurring Charge
Digit Transposition, per DID block	\$4.99

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.8 One Communications Usage and Calling Plans

23.8.1 Local Usage

Local usage is offered on an unlimited basis for both OneSolutions Essential and OneSolutions Enhanced.

23.8.2 Domestic Toll Service

All Customers that order OneSolutions Essential or OneSolutions Enhanced products must pre-subscribe to the Company for their toll and Long Distance service.

See the applicable Company interexchange services tariff for One Communications domestic toll service rates and charges.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.9 One Communications Toll-Free Service

See the applicable Company interexchange services tariff for One Communications toll-free service rates and charges.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.10 One Communications Cancellation and Early Termination of Service

23.10.1 Cancellation of Service

If Customer elects to cancel the service prior to installation, Customer shall owe the Company an amount equal to (I) one month's recurring charge for the service plus (II) the non-recurring charge for such service set forth in this tariff. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of the service cancellation (including any cancellation or early termination fees imposed on the Company by any service provider that was to be utilized to deliver the cancelled service).

23.10.2 Early Termination of Service

If Customer elects to terminate all or any portion of a service furnished pursuant to a fixed-term agreement subsequent to the service installation date but prior to the end of the fixed-term, Customer shall owe the Company an amount equal to the applicable monthly recurring charge for the disconnected service(s) or portion of service multiplied by the number of months remaining in the selected term. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of early termination (including any cancellation or early termination fees imposed on the Company by any service provider that was utilized to deliver the terminated service).

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.11 One Communications Deferral of Service

When a Customer elects to defer service in excess of 30 calendar days from our loop delivery date, a Service Deferment Fee will apply for each product per month until the service is either installed up through 120 calendar days. In no case will deferment of service extend beyond 120 calendar days. Installation deferments exceeding 120 calendar days will be treated as Cancellation and Cancellation charges will apply.

Monthly Deferment charges Schedule by Service

- \$15 per DS0
- \$60 per OneSolutions Essentials bundle
- \$100 per DS1 (Voice, DIA, Integrated, Multi T1 per T1)
- \$200 per DS1 Point to Point
- \$1,000 per DS3
- \$2,000 per DS3 Point to Point

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.12 **[RESERVED FOR FUTURE USE]**

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.13 OneSolutions Essential

23.13.1 General

OneSolutions Essential service is a multifunctional service that provides voice and high speed asymmetrical data services to business customers on an integrated basis over a single high-speed transmission facility. OneSolutions Essential service is only available where suitable facilities permit.

Customers selecting OneSolutions Essential will receive:

- Three initial analog voice DS0 channels and up to three additional DS0 voice grade DS0 channels, which may be purchased on an optional basis.
- Unlimited local calling.
- 250 domestic toll and toll-free minutes per line. Minutes will be aggregated across all voice grade DS0 channels included in the OneSolutions Essential service package (limit of 6 DS0s per service package). Included minutes not used within the billing cycle are lost.
- The following analog voice features are included at no additional charge with OneSolutions Essential: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Group Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, Voice Mail, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Essential may purchase additional One Communications Analog Voice Features at rates set forth in this tariff.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.13 OneSolutions Essential (Cont'd)

23.13.1 General (Cont'd)

- High-speed data services at speeds of up to 1.5 Mbps downstream and 768 kbps upstream. Upgrade options for bandwidth at 3 Mbps downstream/768 kbps upstream or 7.1 Mbps downstream/768 kbps upstream may be purchased for an additional MRC.
- One toll-free number.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.13 OneSolutions Essential (Cont'd)

23.13.2 Restrictions

- The maximum number of voice grade DS0 channels that can be ordered with a OneSolutions Essential service package is six. Additional lines purchased outside of OneSolutions Essential are available to Customers and will be provided in accordance with the rates, terms and conditions set forth in the Company's M.D.T.E. No. 1 Tariff.
- A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Essential maximum of 250 minutes per DS0 channel (minutes aggregated across all lines that are part of OneSolutions Essential).
- Unlimited local usage applies only to voice grade DS0 channels included in the OneSolutions Essential service package.
- Unlimited local minutes included under OneSolutions Essential will only apply to voice grade service and is not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Essential local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this tariff. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.13 OneSolutions Essential (Cont'd)

23.13.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order OneSolutions Essential must pre-subscribe to the Company's toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- Alarm lines are not available with a OneSolutions Essential service package.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.13 OneSolutions Essential (Cont'd)

23.13.3 Application of Rates

A) Term Discounts

Discounts are available to customers who subscribe to OneSolutions Essential under one, two or three year term contracts.

B) Basic Monthly Recurring Charges

Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Essential service.

C) Domestic Toll and Toll-Free Usage

Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes. See the applicable Company interexchange services tariff for domestic toll and toll-free usage rates.

23.13.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Essential 1.5Mb – initial 3 line – 1 year	\$138.99
OneSolutions Essential 1.5Mb – initial 3 line – 2 year	\$131.99
OneSolutions Essential 1.5Mb – initial 3 line – 3 year	\$124.99
OneSolutions Essential 3Mb Upgrade – 1 year	\$5.00
OneSolutions Essential 3Mb Upgrade – 2 year	\$5.00
OneSolutions Essential 3Mb Upgrade – 3 year	\$5.00
OneSolutions Essential 7Mb Upgrade – 1 year	\$40.00
OneSolutions Essential 7Mb Upgrade – 2 year	\$38.00
OneSolutions Essential 7Mb Upgrade – 3 year	\$37.00
OneSolutions Essential Add Line – 1 year	\$34.00
OneSolutions Essential Add Line – 2 year	\$34.00
OneSolutions Essential Add Line – 3 year	\$34.00

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.14 OneSolutions Enhanced

23.14.1 General

OneSolutions Enhanced service provides business Customers with channels of analog or digital voice, high-speed data and as well as intra-company private networking services on an integrated basis via a single transmission facility. OneSolutions Enhanced service is only available where suitable facilities exist.

Customers selecting OneSolutions Enhanced will receive:

- Six voice channels. Up to nine additional voice channels may be purchased as part of OneSolutions Enhanced service package.
- Unlimited local calling.
- 500 domestic toll and toll-free minutes per line. Minutes will be aggregated across all channels included in a OneSolutions Enhanced service package (limit of 15 channels per service package). Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.
- The following analog voice features are included at no additional charge with OneSolutions Enhanced: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, 5 Voice Mail boxes, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Enhanced may purchase additional One Communications Analog Voice Features at rates set forth in this tariff.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.14 OneSolutions Enhanced (Cont'd)

23.14.1 General (Cont'd)

- The following digital and PRI voice features are included at no additional charge with OneSolutions Enhanced: Standard or PRI Configuration, Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing and Direct Outward Dialing, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option. Customers that choose OneSolutions Enhanced may purchase additional OneSolutions Digital and PRI Voice Features at rates set forth in this tariff.
- OneSolutions Enhanced IP-VPN option is only available where suitable facilities exist.
- One toll-free number.
- Customers are provided with 20 Direct Inward Dial (DID) Numbers in connection with a One Solutions Enhanced service package.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.14 OneSolutions Enhanced (Cont'd)

23.14.2 Restrictions

- The maximum number of voice channels that can be ordered under a OneSolutions Enhanced service package is fifteen. Where available, additional lines or channels can be ordered outside of the One Solutions Enhanced service package, provided however, that such additional lines or channels will be provided at the Company's standard market rates. Usage on such additional lines or channels is excluded from the calling plans offered in connection with OneSolutions Enhanced service.
- A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Enhanced maximum of 500 minutes per line (minutes aggregated across all lines that are part of OneSolutions Enhanced).
- Unlimited local usage applies only to voice channels that are furnished in connection with the OneSolutions Enhanced service package.
- Unlimited local minutes included under OneSolutions Enhanced will only apply to voice grade service and is not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial-up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Enhanced local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this tariff. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.14 OneSolutions Enhanced (Cont'd)

23.14.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order OneSolutions Enhanced must pre-subscribe to the Company for toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- Alarm lines are not offered in connection with a OneSolutions Enhanced service package.

23 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

23.14 OneSolutions Enhanced (Cont'd)

23.14.3 Application of Rates

- A) Term Discounts
Discounts are available to customers who subscribe to OneSolutions Enhanced under one, two or three year term contracts.
- B) Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Enhanced service.
- C) Domestic Toll and Toll-Free Usage
Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes. See the applicable Company interexchange services tariff for domestic toll and toll-free usage rates.

23.14.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Enhanced – initial 6 line – 1 year	\$565.00
OneSolutions Enhanced – initial 6 line – 2 year	\$515.00
OneSolutions Enhanced – initial 6 line – 3 year	\$465.00
OneSolutions Enhanced Add Line – 1 year	\$25.00
OneSolutions Enhanced Add Line – 2 year	\$25.00
OneSolutions Enhanced Add Line – 3 year	\$25.00