

MASSACHUSETTS TELECOMMUNICATIONS TARIFF

applicable to

Competitive Local Exchange Service and  
Competitive Interexchange Service

Provided by  
**PNG Telecommunications, Inc.**  
**d/b/a PowerNet Global Communications**

*This Tariff replaces M.D.T.E Tariff No. 3 in its entirety.*

This Tariff ("Tariff") contains the Regulations, Rates and Charges applying to the provision of Competitive Local Exchange Services and Competitive Interexchange Services provided by PNG Telecommunications, Inc. d/b/a PowerNet Global Communications within the Commonwealth of Massachusetts. This Tariff is on file with the Massachusetts Department of Telecommunications and Energy ("Department"). Copies may be inspected during normal business hours at Company's principal place of business, 100 Commercial Drive, Fairfield, Ohio 45014.

---

Issued: May 24, 2005

Effective: June 23, 2005

Bernie Stevens, President  
100 Commercial Drive  
Fairfield, Ohio 45014

---

**CHECK PAGE**

The pages of this Tariff are effective as of the date shown at the bottom of the respective pages. Original and revised pages as named below comprise all changes from the original tariff that are currently in effect as of the date at the bottom of this page.

Page No.	Page Version	Page No.	Page Version	Page No.	Page Version
1	Original	31	Original	61	Original
2	7 <sup>th</sup> Revised*	32	Original	62	Original
3	6 <sup>th</sup> Revised*	33	Original	63	Original
4	1 <sup>st</sup> Revised	34	Original	64	Original
5	Original	35	Original	65	Original
6	1 <sup>st</sup> Revised	36	Original	66	Original
7	2 <sup>nd</sup> Revised	37	Original	67	Original
8	Original	38	Original	68	Original
9	Original	39	Original	69	1 <sup>st</sup> Revised
10	Original	40	Original	69.1	Original
11	Original	41	Original	70	1 <sup>st</sup> Revised
12	Original	42	Original	71	1 <sup>st</sup> Revised
13	Original	43	Original	72	Original
14	Original	44	Original	73	Original
15	Original	45	Original	74	Original
16	Original	46	Original	75	Original
17	Original	47	Original	76	Original
18	Original	48	Original	77	Original
19	Original	49	Original	78	1 <sup>st</sup> Revised
20	Original	50	Original	79	Original
21	Original	51	Original	80	Original
22	Original	52	Original	81	Original
23	Original	53	Original	82	1 <sup>st</sup> Revised
24	Original	54	Original	83	1 <sup>st</sup> Revised
25	Original	55	Original	84	Original
26	Original	56	Original	84.1	Original
27	Original	57	Original	84.2	Original
28	Original	58	Original	84.3	Original
29	Original	59	Original	84.4	Original
30	Original	60	Original	84.5	Original
				84.6	Original

\*Indicates sheet included in this filing

PNG Telecommunications, Inc.  
d/b/a PowerNet Global Communications

Massachusetts D.T.E. Tariff No. 5  
Cancels M.D.T.E. No.  
6th Revised Page 3  
Cancels 5th Revised Page 3

CHECK PAGE. Continued					
Page No.	Page Version	Page No.	Page Version	Page No.	Page Version
84.7	Original	108	Original	144	Original
84.8	Original	109	Original	145	Original
84.9	Original	110	Original	146	Original
84.10	Original	111	Original	147	Original
84.11	Original	112	Original	148	Original
85	4 <sup>th</sup> Revised*	113	Original	149	Original
86	3 <sup>rd</sup> Revised	114	Original	150	Original
87	1 <sup>st</sup> Revised	115	Original		
88	Original	116	Original		
89	2 <sup>nd</sup> Revised*	117	Original		
90	Original	118	Original		
91	3 <sup>rd</sup> Revised	119	Original		
92	1 <sup>st</sup> Revised	120	Original		
93	Original	121	Original		
94	Original	122	Original		
95	Original	123	Original		
96	Original	124	Original		
96.1	Original	125	Original		
96.2	Original	126	Original		
96.3	Original	127	Original		
96.4	Original	128	Original		
96.5	Original	129	Original		
96.6	Original	130	Original		
96.7	Original	131	Original		
96.8	Original	132	Original		
97	Original	133	Original		
98	Original	134	Original		
99	Original	135	Original		
100	Original	136	Original		
101	Original	137	Original		
102	Original	138	Original		
103	Original	139	Original		
104	Original	140	Original		
105	Original	141	Original		
106	Original	142	Original		
107	Original	143	Original		

\* Indicates sheet included in this filing

Issued: August 18, 2009

Effective: September 18, 2009

Bernie Stevens, President  
100 Commercial Drive  
Fairfield, Ohio 45014

**CHECK PAGE, Continued**

<b>Page No.</b>	<b>Page Version</b>	<b>Page No.</b>	<b>Page Version</b>	<b>Page No.</b>	<b>Page Version</b>
151	Original	181	Original		
152	Original	182	Original		
153	Original	183	Original		
154	Original	184	Original		
155	Original	185	Original		
156	Original	186	Original		
157	Original	187	Original		
158	Original	188	Original		
159	Original	189	Original		
160	Original	190	Original		
161	Original	191	Original		
162	Original	192	Original		
163	Original	193	Original		
164	Original	194	Original		
165	Original	195	Original		
166	Original	196	Original		
167	Original	197	Original		
168	Original	198	Original		
169	Original	199	Original		
170	Original	200	Original		
171	Original	201	Original		
172	Original	202	Original		
173	Original	203	Original		
174	Original	204	Original		
175	Original	205	Original		
176	Original	206	Original		
177	Original	207	Original		
178	Original				
179	Original				
180	Original				

\* Indicates sheet included in this filing

---

Issued: February 5, 2007

Effective: March 9, 2007

Bernie Stevens, President  
100 Commercial Drive  
Fairfield, Ohio 45014

## TABLE OF CONTENTS

Check Page.....	2
Table of Contents.....	5
Explanation of Symbols.....	10
Tariff Format.....	11
<b>Section 1 - Definitions and Abbreviations .....</b>	<b>12</b>
<b>Section 2 – Regulations.....</b>	<b>18</b>
2.1. Application of Tariff.....	18
2.2. Availability of Equipment or Facilities.....	18
2.3. Terms and Conditions of Service.....	18
2.4. Obligations of the Customer .....	30
2.5. Establishment of Service.....	35
2.6. Payment for Service.....	45
2.7. Initial Contract Periods and Termination Charges.....	47
2.8. Landline Direct-Dialed Calls .....	48
2.9. Discontinuance of Service and Removal of Account .....	48
2.10. Allowances for Interruptions of Service .....	54

---

TABLE OF CONTENTS, Continued

<b>Section 3 - Description of Service .....</b>	<b>56</b>
3.1. Application of Rates .....	56
3.1.1. General .....	56
3.1.2. Application of Business and Residential Rates.....	56
3.1.3. Service Areas .....	57
3.1.4. Exchanges .....	57
3.2. Charges Based On Duration of Use .....	58
3.2.1. Duration Rules.....	58
3.2.2. Applicable Rate Periods.....	58
3.3. Rates Based Upon Distance.....	59
3.3.1 General .....	59
3.3.2. Calculating Distance.....	59
3.4. Installation, Reconnection and Other Non-Recurring Charges.....	60
3.4.1. Proration of Charges .....	60
3.4.2. Time of Payment .....	60
3.4.3. Connection Charge.....	60
3.4.4. Moves, Adds and Changes .....	61
3.4.5. One-Time Changes to Service Charge.....	61
3.4.6. Trouble Isolation and Repairs .....	62
3.4.7. Missed Appointment.....	62
3.4.8. Reconnection of Customer's Service.....	62
3.4.9. Conversion Charge .....	62
3.5. Network Exchange Services .....	63
3.5.1. General .....	63
3.5.2. Basic Exchange Access Service.....	66
3.5.3. Services Offered.....	67
3.6. Residential Network Switched Services .....	68
3.6.1 Network Exchange Bundled Service .....	68
3.6.2. Bundled Service Packages .....	68
3.6.3. Per Use Custom Calling Features.....	70
3.6.4. Stand Alone Custom Calling Features.....	70

(T)

---

**TABLE OF CONTENTS, Continued**

**Section 3 – Description of Service, Continued**

3.7.	Business Network Switched Services .....	71
3.8.	Directory Listings .....	72
3.8.1.	Regulations .....	72
3.8.2.	Descriptions .....	73
3.9.	Directory Assistance Service .....	75
3.9.1.	Description .....	75
3.9.2.	Regulations .....	75
3.10	Local Operator Services.....	76
3.10.1	Local Operator Handled Calling Services .....	76
3.10.2	Busy Line Verification and Line Interrupt Service.....	76
3.11.	Additional Charges .....	77
3.11.1.	Subscriber Line Charge.....	77
3.11.2.	Supplemental Charge .....	77
3.11.3.	Other Government Fees or Charges.....	77
3.11.4.	Casual Traffic Charges .....	77
3.11.5.	Primary Interexchange Carrier Change Charge.....	77
3.11.6.	Local Number Portability (LNP) .....	78
3.11.7.	Public Telephone Surcharge .....	78
3.12.	Custom Calling Features.....	79
3.12.1.	Custom Calling Features Descriptions.....	79
3.13.	Call Trace.....	82
3.14.	Interexchange Services .....	83
3.14.1.	Message Toll Service.....	83
3.14.2.	PNG Travel Card Service .....	83
3.14.3.	Powerdial Service .....	83
3.14.4.	One Plus Directory Assistance Service.....	84
3.14.5.	Prepaid Calling Card Service.....	84

(T)

---

**TABLE OF CONTENTS, Continued**

<b>Section 4 – Rates and Charges</b> .....	<b>96</b>
4.1. Local Exchange Service Rates.....	96
4.1.1. Residential Services.....	96
4.1.2. Business Services.....	98
4.2. Interexchange Service Rates and Charges .....	99
4.2.1. Message Toll Service.....	99
4.2.2. Powerdial Service .....	100
4.2.3. PNG Travel Card Service Rate .....	100
4.2.4. Toll Free (800) Directory Assistance.....	101
4.2.5. Directory Assistance .....	101
4.2.6. Prepaid Calling Card Service.....	101
4.3. Additional/Miscellaneous Charges .....	102
4.3.1. One Time Service Charges .....	102
4.3.2. Trouble Isolation and Repairs.....	102
4.3.3. Additional Monthly Charges.....	102
4.3.4. Directory Listings .....	102
4.3.5. Directory Assistance Service .....	103
4.3.6. Local Operator Assisted.....	103
4.3.7. Presubscribed Interexchange Carrier Change Charge .....	103
4.3.8. Public Telephone Surcharge .....	103
4.3.9. PICC.....	103
4.3.10. Call Trace.....	104
4.3.11. Return Payment Charge .....	104
4.3.12. Monthly Billing Fee.....	104
4.4. 911 Telephone Service.....	105
4.5. Telecommunications Relay Service.....	105
4.6. Call Blocking Service .....	105
4.7. Service Provider Options .....	106
4.7.1. No Primary Interexchange Carrier (PIC) Option.....	106
4.7.2. Two PIC Option.....	106
4.7.3. Preferred Carrier Freeze (PCF).....	106
4.7.4. Carrier Change Charge .....	106



---

**TABLE OF CONTENTS, Continued**

**Section 4 – Rates and Charges, Continued**

4.8. Customer Specific Pricing .....	107
4.9. Promotions .....	107

**Section 5 – Grandfathered Services .....116**

5.1. Bundled Local/Long Distance Packages and Custom Calling Feature Packages.....	116
5.1.1 Unlimited Package II .....	116
5.1.2. Basic Plus Package .....	116
5.1.3 Basic Package II.....	116
5.1.4. Dial Tone Service Only II.....	116
5.1.5. Feature Package II.....	117
5.1.7 Local Exchange Service – Rate Schedules .....	118
5.1.8 Service Zones for Bundled Service.....	120
5.2. Directory Services.....	131
5.2.1. Directory Listing.....	131
5.2.2. Extra Listings .....	131
5.2.3. Private Listing.....	131
5.3 Other Exchange Services .....	132
5.3.1 Integrated Services Digital Network (ISDN) Services .....	132
5.3.2. Direct-Inward Dial (DID) Service .....	134
5.3.3. Foreign District Service .....	136
5.3.4. Message Toll Service.....	137
5.3.5. Centrex Services .....	139
5.3.6. Digital Services.....	169
5.3.7. ISDN Basic Rate Interface Service Business Offering.....	185
5.3.8 ISDN Basic Rate Interface Service Residential Offering .....	192
5.4. Exchanges and Local Calling Areas for Grandfathered Services .....	196
5.4.1. Exchanges/Localities In Which Service Will Be Provided .....	196
5.4.2. Scope of Service .....	198
5.4.3. Local Calling Areas .....	198

### **EXPLANATION OF SYMBOLS**

When changes are made in any price list page, a revised page will be issued replacing the price list page affected. Changes will be identified on the revised page through the use of the following symbols.

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (M) - Identifies a move in the location of text
- (N) - Identifies a new rate or regulation.
- (R). - Identified reduction in rate.
- (T) - Identifies a change in text only.

## **TARIFF FORMAT**

- A. Page Numbers** – Page numbers appear in the upper right hand corner of the pages. Pages are numbered sequentially. From time to time new pages may be added to the Tariff. When a new page is added, a decimal is added to the preceding page number. For example, a new page added between pages 5 and 6 would be numbered 5.1.
- B. Page Revision Numbers** – Revision numbers also appear in the upper right corner of pages. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page No. 14 cancels the 3rd Revised Page No. 14.
- C. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following sequence:
- 2.
  - 2.1.
  - 2.1.1
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Pages** – When a Tariff filing is made with the Department, an updated Check Page accompanies the Tariff filing. The Check Page lists the pages contained in the Tariff with a cross reference to the current revision number. When new pages are added, the Check Page is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some Pages). The Tariff user should refer to the latest Check Sheet to find if a particular page is the most current on file with the Department.

## SECTION 1 - DEFINITIONS AND ABBREVIATIONS

Certain terms used generally throughout this Tariff are defined in this Section. Other terms having reference only to a specific service offered by the Company may be defined in the sections applicable to that service.

- 1.1. Access Line:** A circuit providing Exchange Service between a Customer's standard network interface and a serving switching center.
- 1.2. Applicant:** The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which has applied to the Company for services provided pursuant to this Tariff.
- 1.3. Authorized User:** A person, firm, corporation or other legal entity authorized by the provider of service to use the service being provided.
- 1.4. Basic Local Exchange Service:** Service that includes the following:
  - Single-party Service;
  - Voice grade access to the public switched network;
  - Support for local use;
  - Dual tone multifrequency signaling (touch-tone);
  - Access to emergency Services (E911);
  - Access to operator Services;
  - Access to Interexchange Services;
  - Access to directory assistance; and
  - Toll limitation Services.
- 1.5. Business Customer:** A Business Customer is a Customer who subscribes to the PNG's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature.
- 1.6. Called Station:** The terminating point of a call (i.e., the called number).
- 1.7. Carrier:** An entity certified by the Massachusetts Department of Telecommunications and Energy ("Department") to provide telecommunications services within Massachusetts. Companies providing telecommunications services but for which certification is not required by Department are also included in this definition.

## **SECTION 1 – DEFINITIONS AND ABBREVIATIONS, CONTINUED**

- 1.8. Central Office:** A switching unit, in one location of a telecommunications system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one Central Office may be located in the same building.
- 1.9. Central Office Area:** The specific section of an Exchange Area served by a particular Central Office or by a particular group of Central Offices.
- 1.10. Class of Service:** The term used in describing Exchange Service with respect to the character of use to be made of such service. The Company furnishes two classes of service: residence and non-residence. The classification of a Customer's service as Business or Residential is determined by these regulations which define the character of use for rate purposes.
- 1.10.1. Business Service:** Service will be classified as Business Service if:
- A. The service is used primarily or substantially for a paid commercial, professional or institutional activity; or
  - B. The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
  - C. The service number is listed as the principal or only number for a business in any telecommunications directory; or
  - D. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided.
- 1.10.2. Residential Service:** Service will be classified as Residential Service if none of the conditions of Section 1.10.1 preceding apply, and:
- A. The use of the service is primarily and substantially of a social or domestic nature, and
  - B. Service is located in a residence or, in the case of a combined business and residence Premises, the service is located in a bona fide residential quarters of such Premises while Business Service is located in the business quarters of the same Premises.

## **SECTION 1 – DEFINITIONS AND ABBREVIATIONS, CONTINUED**

- 1.11. Company:** PNG Telecommunications, Inc.
- 1.12. Customer:** The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.
- 1.13. Day:** From 8:00 A.M. up to but not including 5:00 P.M., every day including Saturday and Sunday.
- 1.14. Department -** the Massachusetts Department of Telecommunications and Energy
- 1.15. Direct Inward Dial:** A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.
- 1.16. Directory Listing:** The publication in alphabetical directory published by The Massachusetts Bell Telephone Company of information relative to a subscriber's telephone number, by which telephone Users are enabled to ascertain the telephone number of a desired telephone.
- 1.17. Discontinuance of Service:** A temporary cessation of Service caused by the Company and not voluntarily requested by a Customer.
- 1.18. End User:** Any person, firm, corporation, partnership or other entity which uses the Services of PNG under the provisions and regulations of this Tariff. The End User is responsible for payment unless the charges for the Services utilized are accepted and paid by another Customer.
- 1.19. Exchange:** A basic unit for the administration of communication services in a specified area, called the Exchange Area. It usually consists of one or more Central Offices together with the associated plant used in furnishing communication service in that area.
- 1.20. Exchange Area:** The territory included within the boundaries of an Exchange, as shown on maps on file with Massachusetts Department of Telecommunications and Energy.
- 1.21. Exchange Service:** The furnishing of telecommunications service to individual residence and non-residence Customers within a specified geographical area for local calling and access to the message toll network.

---

**SECTION 1 – DEFINITIONS AND ABBREVIATIONS, CONTINUED**

- 1.22. Facility or Facilities:** Includes, in the aggregate or otherwise, but is not limited to, the following:

Channels	Lines
Apparatus	Devices
Equipment	Accessories
Communications paths	Systems

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

- 1.23. Grade of Service** - The term used in describing Exchange Service with respect to the number of Customers which may be connected to a line. The Company furnishes the following grades of service: individual and PBX Trunks.
- 1.24. Holidays:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.
- 1.25. Initial Contract Period:** The minimum length of time for which a Customer is obligated to pay for service whether or not retained by the Customer for such length of time.
- 1.26. Installation Charges:** Charges which are assessed on a non-recurring basis at the establishment of a service. The terms "Installation Charges" and "non-recurring charges" are used interchangeably within this Tariff to refer to non-variable charges.
- 1.27. Interexchange:** Telephone calls, traffic, Facilities or other items that originate in one Exchange and terminate in another.
- 1.28. InterLATA Toll Service:** A toll Service provided for the purpose of making InterLATA calls.
- 1.29. InterLATA:** A term used to describe Services, functions, etc., that relate to telecommunications originating in one LATA and terminating outside of the originating LATA.
- 1.30. IntraLATA Toll Service:** A toll Service provided for the purpose of making toll calls that originate and terminate in the same LATA but that terminate outside of the Customer's Local Calling Area.

## **SECTION 1 – DEFINITIONS AND ABBREVIATIONS, CONTINUED**

- 1.31. IntraLATA:** A term used to describe Services, revenues, functions, etc., that relate to the telecommunications that originate and terminate within the same LATA.
- 1.32. Joint User:** An individual, partnership, association or corporation sharing a Customer's Exchange Service according to the provisions of this Tariff for such shared use.
- 1.33. Kbps:** Kilobits per second, which denotes thousands of bits per second.
- 1.34. Local Access and Transport Area (LATA):** A geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local Exchange company provides communication services.
- 1.35. Local Calling Area:** One or more rate centers within which a Customer can place calls without incurring long-distance (toll) charges.
- 1.36. Local Exchange Carrier:** A company which furnishes Local Exchange telecommunications Service.
- 1.37. Local Exchange Service:** The furnishing of telecommunications Service to individual Residence and Business Customers within a specified geographical area for Basic Local Exchange Service.
- 1.38. Local Service Area:** The area within which a Customer may make calls without payment of message toll charges. A Local Service Area may include one or more Exchange Areas of the Company or of other telephone companies.
- 1.39. Mbps:** Megabits, or millions of bits per second.
- 1.40. Multi-Frequency ("MF"):** An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/Key systems.
- 1.41. PBX Trunk:** A class of Exchange Service used when connecting switching equipment located at the Customer's Premises to the Central Office.
- 1.42. Person-to-Person:** A call for which the person originating the call specifies to the operator a particular person, department or extension to be reached.
- 1.43. Personal Emergency:** Any situation in which lack of access to Service endangers the health or safety of a Customer or a member of the household to which the Service is provided.



**SECTION 1 – DEFINITIONS AND ABBREVIATIONS, CONTINUED**

- 1.44. Premises:** The building, or portion or portions of a building, occupied at one time by a Customer either as a residence or for non-residence use.
- 1.45. Residential Customer:** A Residential Customer is a person to whom telecommunications Services are furnished by PNG predominantly for personal or domestic purposes at the person's dwelling.
- 1.46. Removal of Account:** a permanent cessation of Service caused by the Company and not voluntarily requested by a Customer.
- 1.47. Service(s):** The intrastate telecommunications Services that Company offers as set forth in this Tariff.
- 1.48. Surcharge:** An additional sum added to the usual amount or cost.
- 1.49. Station:** Telephone equipment from or to which calls are placed.
- 1.50. Shared Tenant Service:** The resale or sharing of Local Exchange Service in a multi-tenant single building, or a contiguous complex of buildings under common ownership or management, or non-residence and individual and PBX Trunks, semi-public Service and Centrex Stations.
- 1.51. Telecommunications Relay Service (TRS):** Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.
- 1.52. Toll Message:** A communication between a calling Station and Station located in a different Local Service Area.
- 1.53. Trunk:** A communications path connecting two switching systems in a network used in the establishment of an end-to-end connection.
- 1.54. User:** A Customer or any other person authorized by the Customer to use Service provided under this Tariff.

## **SECTION 2 – REGULATIONS**

### **2.1. APPLICATION OF TARIFF**

This Tariff sets forth the Services, offerings, rates, terms and conditions applicable to PNG Telecommunications, Inc.'s furnishing of Massachusetts, intrastate communications Services, specifically, competitive Local Exchange Services and competitive Interexchange Services.

### **2.2. AVAILABILITY OF EQUIPMENT OR FACILITIES**

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, from time to time, to furnish Service as required at the sole discretion of the Company. The Company reserves the right to limit or 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.

### **2.3. TERMS AND CONDITIONS OF SERVICE**

**2.3.1. Minimum Billing Period** - Except as otherwise provided herein, Service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer. Unless otherwise specified herein, for the purpose of computing charges in this Tariff, a month is considered to have 30 days. All calculations of dates set forth in this Tariff shall be based on calendar days, unless otherwise specified herein.

**2.3.2. Service Orders** - Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the Service ordered, the rates to be charged, the duration of the Services, and the terms and conditions in this Tariff.

**2.3.3. Service Renewal** - At the expiration of the initial term specified in the applicable Service Order, or in any extension thereof, Service shall continue on a month-to-month basis at the then current tariff rates until terminated by either the Customer or the Company pursuant to the provisions of this Tariff. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the Service Order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.4. Governing Law** - This Tariff shall be interpreted and governed by the laws of the Commonwealth of Massachusetts without regard for the Commonwealth's choice of law provisions.

**2.3.5. Interference by Other Carriers** - Another telephone company must not interfere with the right of any person or entity to obtain Services directly from the Company.

**2.3.6. Telephone Numbers** – Except as provided in Federal Communications Commission and Department rules and regulations or state or federal law, the Customer has no property right in the telephone number which is assigned by the Company nor any right to continuance of Service through any particular Central Office, and the Company reserves the right to change the telephone number or the Central Office designation, or both, of a Customer whenever it deems it necessary to do so in the conduct of its business.

**2.3.7. Company Provided Equipment** - The Customer agrees to operate any equipment provided by the Company in accordance with instructions of the Company or the Company's agents. Failure to do so will void Company liability for interruption of Service and may make the Customer responsible for damage to the equipment. The Company is not liable for interruption of Service due to any failure of Customer Premises equipment provided by the Company or the Customer. The Customer agrees to return all Company-provided equipment to the Company within 5 days of termination of the Service in connection with which the equipment was used. The equipment shall be in the same condition as when delivered to the Customer, normal wear and tear excepted. The Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.

**2.3.8. Notification of Service Affecting Activities** - The Company will provide the Customer reasonable notification of Service affecting activities that may occur in the normal operation of its business. Such activities may include but are not limited to, equipment or Facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' Services. No specific advance notification period is applicable to all Service activities. The Company will work cooperatively with Customers to determine the reasonable notification requirements. With some emergency or unplanned conditions which affect Service, notification to the Customer may not be possible.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company**

- A. Generally - 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, other defects, or representations by the Company, or use of these Services or damages arising out of the failure to furnish the Service whether caused by acts or omissions by the Company or any third parties, shall be limited to the extension of allowances for interruption of Service as set forth in Section 2.10. 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, OR OTHERS USING THE SERVICE SUPPLIED TO CUSTOMER BY THE COMPANY, AS A RESULT OF ANY COMPANY SERVICE, EQUIPMENT, OR FACILITIES, OR THE ACTS, OMISSIONS, NEGLIGENCE OF THE COMPANY'S EMPLOYEES, AGENTS, OR SUPPLIERS.
- B. Circumstances Beyond the Company's Control - 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 military authority; preemption of existing Service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- C. Acts of Other Entities - The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the Services the Company offers, or (b) for the acts or omissions of other Carriers or warehousemen.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company, Continued**

- D. Acts of the Customer - The Company shall not be liable for any damages or losses due to the fault of negligence of the Customer, its employees, agents, or suppliers, or due to the failure of malfunction of Customer-provided equipment or facilities. This limitation of liability also pertains to Customer Premises equipment purchased or leased from the Company by the Customer.
- E. Damage to Customer's Premises - The Company shall not be 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 gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating Carriers, or supplying Carriers to the Company, shall be deemed to be agents or employees of the Company.
- F. Indemnification - Notwithstanding the Customer's obligations as set forth in Section 2.4, the Company shall be indemnified, defended, and held harmless (including costs and reasonable attorney's fees) by the Customer or by others authorized by it to use the Service against any claim, loss or damage arising directly or indirectly from Customer's use of Services furnished under this Tariff, including:
  - 1. claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's Service; or
  - 2. patent infringement claims arising from combining or connecting the Service offered by the Company with apparatus and systems of the Customer or others; or
  - 3. all other claims arising out of any act or omission of the Customer or others, in connection with any Service provided by the Company pursuant to this Tariff.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company, Continued**

- G. Limitations of Damages and of Period for Bringing Claims - The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no even exceed sums actually paid to the Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the Service related to the claim is rendered.
- H. Express and Implied Warranties - THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- I. Liability for Acts of Other Carriers or Companies - The Company shall not be liable for any act or omission of any other company or companies supplying a portion of the Service, or for damages associated with Service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company Services.
- J. Liability for Transmission Errors - The Company shall not be liable for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the Service of the Company, (1) caused by Customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billings for the period of Service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or (2) not prevented by Customer-provided equipment but which would have been prevented had Company-provided equipment been used.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company, Continued**

- K. Service Installation and Operation - The Company does not guarantee nor make any warranty with respect to Service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold 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 the Customer or by any other party, for any personal injury to, harm, or death of, any person or persons, or 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, locations or use of Service furnished by the Company at such locations.
- L. Connection to the Company's Network - The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights of way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's Service, that the signals emitted into the Company's network are of the proper mode, band-width, power data speed, and signal level for the intended use of the Customer and that the signals do not damage Company equipment, injure its personnel or degrade Service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of Service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's Service without liability.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company, Continued**

M. Emergency 911 Number Service - With respect to emergency 911 number Service:

1. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suites or any liability whatsoever, 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: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this Service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and Facilities furnishing this Service.
2. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 Service features and the equipment associated therewith, or by any Services furnished by the Company 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 emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.



**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.9. Liability of Company, Continued**

- N. Directory Listings - The Company's liability arising from errors or omissions in Directory Listings shall be limited to the actual cost to the Customer for the Directory Listing during a given period of time. There is no liability to the Company and there will be no recovery by a Customer for loss of business to a Customer for errors or omissions in Directory Listings.
1. Private and Semi-Private Listings - In conjunction with private and semi-private listing services, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable in any manner should such number be divulged.
  2. Non-Published Listings and Emergency Calls - When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such government authority. By subscribing to service under this Tariff, the Customer acknowledges and agrees with the release of information under the provisions as described above.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

**2.3.10. Provision of Equipment and Facilities**

- A. Commencement of Service - The Company shall use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of this Tariff and conditioned upon compliance by the Customer with those provisions. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer
- B. Maintenance of Facilities - The Company shall use reasonable efforts to maintain Facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any Facilities installed by the Company except upon the written consent of the Company.
- C. Use of Customer Premises Equipment - Equipment installed at the Customer's Premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
- D. Customer-Provided Equipment -The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the Facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of Facilities offered under this Tariff and to the maintenance and operation of such Facilities. Beyond this responsibility, the Company shall not be responsible for the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by Customer-provided equipment; or network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

## SECTION 2 – REGULATIONS, Continued

### 2.3. TERMS AND CONDITIONS OF SERVICE, Continued

- 2.3.11. Non-Routine 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 case, charges based on cost of the actual labor, material, or 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.
- 2.3.12. Ownership of Facilities** - Title to all Facilities provided in accordance with this Tariff remains in the Company, its agents or contractors.
- 2.3.13. Use of Service** - Service is furnished for use by the Customer and may be used only by others as specifically provided elsewhere in this Tariff.
- 2.3.14. Unlawful Use of Service** - Service shall not be used for any purpose in violation of law or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits. The Company shall refuse to furnish Service to an Applicant or shall disconnect the Service of a Customer when:
- A. an order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the Service is prohibited by law; or
  - B. the Company is notified in writing by a Law Enforcement Agency acting within its jurisdiction that any Service or Facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of law.
  - C. Termination of Service shall take place after reasonable notice is provided the Customer, or as ordered by the Court. If communications Facilities have been physically disconnected by Law Enforcement Officials at the Premises where located, and if there is not presented to the Company the written finding of a judge, then upon written request of the Customer, and agreement to pay charges for restoration of Service and other applicable Service Charges, the Company shall promptly restore such Service.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

- 2.3.15. Obscenity** - Service shall not be used to make any oral or written comment, request, suggestion or proposal, or to transmit any nonverbal material, which is obscene, lewd, lascivious, filthy, or indecent, regardless of the format or avenue of transmitting the indecent or obscene material (e.g., 900 or 999 service).
- 2.3.16. Impersonation** - Service shall not be used to impersonate another person with fraudulent or malicious intent.
- 2.3.17. Harassment** - Service shall not be used to call another person so frequently or at such times of day or in any manner so as to annoy, abuse, threaten, or harass such other person.
- 2.3.18. Fraudulent Use** - Service shall not be used to transmit a message or to otherwise give or obtain information without payment of the charges applicable to such use.

**SECTION 2 – REGULATIONS, Continued**

**2.3. TERMS AND CONDITIONS OF SERVICE, Continued**

- 2.3.19. Interference with or Impairment of Service** - Service shall not be used in any manner which interferes with other persons in the use of their Service, prevents other persons from using their Service, or otherwise impairs the quality of Service to other Customers. The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others impairing the Service of others.
- 2.3.20. Subscribing to Adequate Service** - If a Customer's use of Service interferes unreasonably with the Service of other Customers, the interfering Customer will be required to take Service in sufficient quantity or of a different Class or Grade.
- 2.3.21. Telephone Solicitation by Use of Recorded Messages** - Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.
- 2.3.22. Common Receptionist** - A business Customer may extend Service capable of two-way communication to the location of another business Customer for the purpose of performing clerical services which include the answering and originating of telephone calls. All regulations governing use of Service and the charges normally associated with the equipment and channels involved are applicable.

**SECTION 2 – REGULATIONS, Continued**

**2.4. OBLIGATIONS OF THE CUSTOMER**

**2.4.1. Generally**

- A. Payment of Charges - The Customer shall be responsible for payment of all applicable charges pursuant to this Tariff,
- B. Damage to Company Facilities or Equipment - The Customer shall be responsible for reimbursing the Company for damage to, or loss of, the Company's Facilities or equipment caused by the acts or omissions of the Customer; or the failure of the Customer to comply with these regulations; or by fire or theft or other casualty on the Customer's Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
- C. Resources for Operation of Customer Premises Equipment - The Customer shall be responsible for providing, at no charge to the Company and as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company Facilities and equipment installed on the Premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such Premises.
- D. Rights of Way - The Customer shall be responsible for obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of all cable and associated equipment used to provide Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.4.1.(C). Any costs associated with obtaining and maintaining the rights of way described herein, including the costs of altering the structure to permit installation of the Company-provided Facilities, shall be borne entirely by, or may be charged to the Customer by the Company.

## **SECTION 2 – REGULATIONS, Continued**

### **2.4. OBLIGATIONS OF THE CUSTOMER, Continued**

#### **2.4.1. Generally, Continued**

- E. Working Conditions - The Customer shall be responsible for providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which Company employees and agents shall be installing or maintaining the Company's Facilities and equipment. The Customer may be required to install and maintain Company Facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work.
- F. Compliance with Law - The Customer shall be responsible for complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company Facilities and equipment in any Customer Premises or the rights of way for which the Customer is responsible under Section 2.4.1 (E); and granting or obtaining permission for the Company's agents or employees to enter the Premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of Service as stated herein, removing the Facilities or equipment of the Company.
- G. Liens or Encumbrances - The Customer shall be responsible for not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or Facilities or Customer-Premises equipment leased by the Customer from the Company.
- H. Access to Customer-Premises Equipment - The Customer shall be responsible for making Company Facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in Service will be made for the period during which Service is interrupted for such purposes.

**SECTION 2 – REGULATIONS, Continued**

**2.4. OBLIGATIONS OF THE CUSTOMER, Continued**

**2.4.2. Claims** - With respect to any Service or Facility provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A. any loss, destruction or damage to the property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- B. any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, but not limited to, use of the Company's Services and Facilities in a manner not contemplated by the agreement between the Customer and the Company.



## **SECTION 2 – REGULATIONS, Continued**

### **2.4. OBLIGATIONS OF THE CUSTOMER, Continued**

**2.4.3. Station Equipment** - The Customer is responsible for providing and maintaining any terminal equipment on the Customer Premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R. , Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a Service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a Service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for Service interruptions as set forth in Section 2.10 following is not applicable. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and Facilities is compatible with such equipment and Facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

**2.4.4. Interconnection of Facilities** - Any special interface equipment necessary to achieve compatibility between the Facilities and equipment of the Company used for furnishing Local Exchange Service and the channels, facilities, or equipment of others may be provided at the Customer's expense. The Company's Services may be connected to the services or facilities of other communications Carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications Carriers which are applicable to such connections. Facilities furnished under this Tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this Tariff.

## **SECTION 2 – REGULATIONS, Continued**

### **2.4. OBLIGATIONS OF THE CUSTOMER, Continued**

- 2.4.5. Inspections** - Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.3 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned Facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its Facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its Facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer equipment must meet.

## SECTION 2 – REGULATIONS, Continued

### 2.5. ESTABLISHMENT OF SERVICE

The following general regulations are applicable in addition to regulations, rates and charges specified in other sections of this Tariff. Any change in rates or regulations authorized by legally constituted authorities effects a modification of all contracts for Service to that extent, without further notice.

**2.5.1. Applications for Service** - The Company will accept applications for Service verbally or in writing on forms supplied by the Company. Orders will be accepted from a Customer's duly authorized agent upon demonstration of such agent's authority in a form satisfactory to the Company.

**2.5.2. Establishing Credit** - The Company, in order to assure the payment of its charges for Service, will require Applicants and Customers to establish and maintain acceptable credit. The establishment or re-establishment of acceptable credit as provided in this Section shall not relieve the Applicant or Customer from compliance with the other provisions of this Tariff as to the payment of bills, and shall in no way modify the provisions regarding disconnection and termination of Service for failure to pay bills due for Service furnished.

A. Residence Service Applicants - Residence Service Applicants may establish credit in one of the following ways:

1. Credit Evaluation Process - The Applicant responds in a manner satisfactory to the Company to a set of standard questions, known as the Credit Evaluation Process (CEP). The Applicant may be required to provide proof in support of these responses.
2. Cash Deposit - The Applicant pays a cash deposit to the Company in accordance with section 2.5.3 below.
3. Written Guarantee - The Applicant provides a sufficient written guarantee of payment for Service by a guarantor satisfactory to the Company. The Company will not demand a guarantee from any Customer ready and willing to make a cash deposit.
4. Irrevocable Letter of Credit - The Applicant provides an irrevocable letter of credit, provided that such letter of credit has been issued by a bank or other financial institution that is satisfactory to the Company.

## **SECTION 2 – REGULATIONS, Continued**

### **2.5. ESTABLISHMENT OF SERVICE, Continued**

#### **2.5.2. Establishing Credit, Continued**

- B. Business Service Applicants - Business Service Applicants may establish credit by meeting the requirements of the Company's Business Credit Evaluation Plan or of sections 2.5.2 (A)(2), or 2.5.2 (A)(4) preceding.
- C. Service During Verification of Credit - During the verification of an Applicant's credit, the Company will permit Service to be installed upon deposit by the Applicant of an amount equal to applicable Service charges and initial non-recurring charges applicable for Service installation plus the estimated amount of the Applicant's bill based upon one month's Service. Such advance payment will be credited to the Applicant's Service account but does not relieve the Applicant of his responsibility to subsequently establish credit. If credit is not established, the Company may disconnect Service not sooner than seven (7) days after delivery or nine (9) days after mailing written notice of intention to disconnect. When a Customer's Service has been disconnected in accordance with the above, Service will not be reconnected until the Customer has established credit.

#### **2.5.3. Customer Deposits**

- A. When a Deposit may be Required - The Company may require a deposit in the following circumstances:
  - 1. for new Service only if the Customer has an outstanding bill from previous telephone service and the bill is not in dispute.
  - 2. as a condition for restoration of Service that has been discontinued.
  - 3. as a condition of subsequent Service.

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.3. Customer Deposits, Continued**

B. Amount of Deposit - The amount of a deposit (U.S. Currency) which an Applicant may be required to pay to the Company as a means of establishing credit shall be determined as follows:

1. Business Applicant - An amount not to exceed the average of four (4) months of the Customer's estimated monthly billing for a twelve (12) month period based upon the average monthly bill for that class and type of Service, plus thirty-percent (30%) of the estimated monthly Service charges.
2. Residence Applicant - An amount not to exceed the average of two (2) months of the Customer's estimated monthly billing for a twelve (12) month period based upon the average monthly bill for that class and type of Service, plus thirty-percent (30%) of the estimated monthly Service charges.

Notwithstanding the foregoing:

- (a) the Company will not require a deposit of more than \$50 from any Residential Customer as a condition for new Service; and
  - (b) the Company will not require a deposit greater than two times the average bill during the previous six-month period as a condition for restoration of Service.
- C. Initial Payment - The initial one-third (1/3) of the deposit amount must be paid by the Applicant within twelve (12) days after request by the Company. The remaining amount shall be spread equally over the next two (2) billing periods. At the option of the Applicant, the deposit may be paid on a more expedited schedule.

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.3. Customer Deposits, Continued**

- D. Interest to be Paid on Deposits - Interest at the percentage rate determined by the Commission compounded annually shall be paid by the Company on all deposits for the purpose of establishing credit, but in no case shall interest be allowed for a period extending beyond the date of refund or the date Service is terminated, whichever is earlier. Interest shall be computed from the date of payment of the deposit and shall be paid to the Customer either by credit to the Customer's account annually; by payment, no more than once in any twelve (12) months period, when requested by the Customer or by adding the accrued interest to the amount of the of the deposit at the time such deposit is refunded or applied to an unpaid bill of the Customer in accordance with Section 2.5.3 (E) following.
- E. Refund or Application of Deposits - The Company will refund deposits, within twelve months, including accrued interest, in any of the following circumstances:
1. when all of the following conditions occur:
    - (a) the Customer has paid any past due bill for Service owed to the Company,
    - (b) Service has not been discontinued for nonpayment of an amount greater than or equal to the amount of the Customer's deposit,
    - (c) The Customer has not paid late three times or more,
    - (d) the Company has no that the Customer used a device or scheme to obtain Service without payment.
  2. the Customer establishes credit by other means in accordance with Section 2.5.2 preceding;
  3. the Service is terminated and the bills are paid in full, or
  4. the Applicant cancels his application for Service and any charges incurred are paid in full; or

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.3. Customer Deposits, Continued**

E. Refund or Application of Deposits, Continued

5. timely payment by the Customer of all proper charges for telephone Service for a period of six successive months. Payment shall be deemed timely if made prior to the issuance of a notice of discontinuance of Service for nonpayment in four of the preceding six months and if there has been no discontinuance of Service for nonpayment during the same period.

**2.5.4. Refusal to Provide Local Service** - The Company may refuse to provide Local Service under the following conditions:

- A. Outstanding Account - Where an Applicant for Local Service has an outstanding account for Local Service, the Company may reject the application for local Service until the amount due from the Applicant shall have been paid in full.
- B. Failure to Make or Increase Deposit - Where the Applicant fails to make or increase a deposit in accordance with Sections 2.5.2 and 2.5.3.
- C. Objection by Governmental Authority - The Company may refuse to provide Service when an objection to such provision of Service has been made by or on behalf of a governmental authority.

**2.5.5. Refusal to Provide Message Toll Service** - The Company may refuse to provide Message Toll Service under the following conditions:

- A. Outstanding Account - Where an Applicant for Message Toll Service has an outstanding account for Local Service, the Company may reject the application for local Service until the amount due from the Applicant shall have been paid in full.

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.5. Refusal to Provide Message Toll Service, Continued**

- B. Failure to Make or Increase Deposit - Where the Applicant fails to make or increase a deposit in accordance with Sections 2.5.2 and 2.5.3.
- C. Objection by Governmental Authority - The Company may refuse to provide Service when an objection to such provision of Service has been made by or on behalf of a governmental authority.

**2.5.6. Customer Service, Use of Service**

Customer Service is furnished for use by the Customer, the Customer's family, employees or representatives, persons residing in the Customer's household, or guests of the Customer. Subject to the applicable provisions of this Tariff, Customer Service may also be extended to include the following:

- A. Joint Users
- B. Guests and tenants of hotels, motels, hospitals, apartment houses and apartment hotels
- C. Members of a club
- D. Persons temporarily subleasing a Customer's residential Premises
- E. Patrons of non-residence Customers who resell or share their service or equipment.
- F. Non-residence Service of a Customer may also be furnished for use in connection with composite data service and overseas telecommunications services



## **SECTION 2 – REGULATIONS, Continued**

### **2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.7. Resale and Sharing** - The Company will permit the resale or sharing of all Services (except residence Services) by a Customer of record to or with End User clients subject to the terms and regulations contained in this paragraph and the restrictions specified in this Tariff.

A. Definitions - For purposes of this paragraph:

1. Resale - occurs when the Customer of record subscribes to a telecommunications Service which the Company permits to be resold at one price for the purpose of selling such Service to End User clients at a different price.
2. Sharing - occurs when the Customer of record subscribes to a telecommunications Service which the Company permits to be shared for the purpose of sharing such Service with or among End User clients on a cost-sharing, non-profit, basis. A cost-sharing arrangement could include a fee assessed by the Customer of record for functions it performs, including management of the sharing arrangement.
3. Customer of Record - means the party of a resale or sharing arrangement which contracts directly with the Company for the telecommunications Services to be resold to or shared among End User Clients.
4. End User Client - means the party of a resale or sharing arrangement which contracts with a Customer of record for the telecommunications Services resold or shared pursuant to the provisions of this section.

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.7. Resale and Sharing, Continued**

- B. General Regulations - The following regulations apply to resale and sharing of Services provided by the Company and are in addition to other applicable regulations contained in this Tariff.
1. Directory Listings - The Company will assess the applicable surcharge for Directory Listing to cover the Company's expenses in providing a Directory Listing for the Customer in the published directory of the Company's underlying facilities-based Local Exchange Carrier.
  2. End User Client Resale or Sharing - The End User Clients of the Customer of Record may obtain Local Exchange Service or Message Toll Service directly from the Company.
  3. Allocation to End User Clients - The Company will not be responsible for the manner in which the use of Service or charges are allocated to others by a Customer of Record who resells to or obtains Services for sharing among End Users. All applicable rates and charges for such Service will be billed to the Customer of Record.
  4. Service Orders for Resale or Sharing - Orders of Service for the purpose of resale or sharing will be accepted by the Company only from the Customer of Record; provided, however, that the Company will report repair and maintenance requests from End User Clients to the Company's underlying Facilities-Based Carrier and, in such cases, the End User Client will be responsible for any maintenance or Service charge that may be billed to the End User Client by the Company or the Company's underlying Facilities-Based Carrier.
  5. Rates and Charges - The rates and charges for service which is resold or shared shall be determined as provided in this Tariff, except that Centrex or IntraLATA Toll Service may also be offered for resale or sharing pursuant to contract.

## **SECTION 2 – REGULATIONS, Continued**

### **2.5. ESTABLISHMENT OF SERVICE, Continued**

#### **2.5.7. Resale and Sharing, Continued**

C. Shared Tenant Service - Shared Tenant Service is the provision of telecommunications services through a PBX to multi-tenant, non-residential or residential buildings. Shared Tenant Service will be permitted for the purposes of resale or sharing.

1. Customer Premises - Shared Tenant Service may be provided only within a single building, or a contiguous complex of buildings under common ownership or management. Such a complex of buildings may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares.
2. Use of Shared Tenant Systems - Participation in Shared Tenant systems will be limited to the occupants of a building or contiguous complex of buildings which compose a resale/sharing system. Where separate buildings are involved in the provision of Shared Tenant Services, they must have a related business purpose.

**2.5.8. Transfers and Assignments** - A Customer, Joint User or Authorized User may not assign, or transfer in any manner, the Service or an rights associated with the Service without the written consent of the Company.

Application of Tariff to Assignees - The regulations and conditions contained in this Tariff concerning the establishment and furnishing of Service to Applicants and Customers shall apply to any Company approved assignees.

**2.5.9. Obligation to Provide Service** - The Company's obligation to furnish Service is dependent upon its ability to secure sufficient and suitable services from underlying Facilities-Based Carriers.

**SECTION 2 – REGULATIONS, Continued**

**2.5. ESTABLISHMENT OF SERVICE, Continued**

**2.5.10. Refusal to Provide Service** - The Company may refuse to provide any or all Local Exchange Services or message toll Services at one or more or all of the same Customer's Premises for the following reasons:

- A. Nonpayment for Service - Nonpayment of any sum due on any final account, of the same Class of Service;
- B. Failure to Make or Increase Deposit - Where the Customer fails to make or increase a deposit in accordance with Sections 2.5.2 and 2.5.3;
- C. Failure to Provide Access - Where the Customer fails to provide necessary access to Company-owned equipment, after the Company has made a written request to do so;
- D. Noncompliance - For failure to comply with a Commission order, with municipal ordinances and laws pertaining to the Service or with Company rules on file with the Commission;
- E. Fraud - The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, local or message toll telephone Service by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such Service.
- F. Objection by Governmental Authority - Upon objection to the continuance of Service made by or on behalf of any governmental authority.

## SECTION 2 – REGULATIONS, Continued

### 2.6. PAYMENT FOR SERVICE

- 2.6.1. Customer Responsibility** - The Customer is required to pay all charges for Service in accordance with the Company's billing and collection practices. The Customer will be held responsible for all charges for telephone Service rendered in connection with local or Toll Messages placed from his or her Station and in connection with Toll Messages received at his or her Station on which the charges have been reversed with the consent of the person called. The Company will comply with the Billing and Termination Rules in DPU 18448 for all Residential Customers.
- 2.6.2. Electronic and Paper Billing** - Customers may access their bills by signing on to PNG's Customer Portal at <https://secure.pngcom.com/customerportal/loginform.php>. PNG's primary method of rendering and submitting bills is electronic. Those Customers who do not opt to pay their bills via the Customer Portal may receive a paper bill. A monthly fee of \$1.00 may be charged to Customers who desire a paper bill. The electronic form of bill on the Customer Portal contains all of the same information as the paper bill, as required by Commission rules and regulations.
- 2.6.3. Acceptable Forms of Payment** - Company accepts payment by check, bank draft, credit card or electronic funds transfer.
- 2.6.4. Billing Period** - The billing period shall be one month. Every month shall be considered to have thirty (30) days.
- 2.6.5. Call Information** - Detailed call information, such as the time at which the call was made, and its destination will not be generally provided other than for long-distance telecommunications message Service.
- 2.6.6. Advance Payments** - The Company reserves the right to require Applicants to make such advance payments as may be necessary for the protection of the Company's Exchange and toll Service revenues. The amount of the advance payment is credited to the Customer's account as applying to any indebtedness under contract.

**SECTION 2 – REGULATIONS, Continued**

**2.6. PAYMENT FOR SERVICE, Continued**

**2.6.7. Adjustment of Charges for Service Interruptions** - Charges on a bill issued to a Customer whose Service has been interrupted at some time during the relevant billing period will be adjusted according to the regulations set forth in Section 2.10 of this Tariff.

**2.6.8. Returned Payment Charge** - When a check, credit card payment, bank draft or electronic funds transfer is returned or refused for insufficient funds, a closed or non-existent account, insufficient credit available or any other reason, the Customer will be assessed the Returned Payment Charge as set forth in Section 4.

If the Customer remits to the Company more than one check, draft or other instrument that is dishonored in any twelve (12) month period, the Company may refuse to accept further checks as payment and place the Customer on cash basis.

**2.6.9. Delinquent Bills** - For all purposes relating to late payment or non-payment of bills, including imposition of late payment charges and discontinuance of Service, a Customer's account shall be considered delinquent if payment in full (except for disputed amounts) for any bill sent to the Customer is not received by the Company within thirty (30) days of the Customer's receipt of the bill. The Customer shall be presumed to have received the bill three (3) days after the date of mailing or, if the bill is delivered rather than mailed, on the date of delivery. If the last calendar day for remittance falls upon a day when the offices of the Company regularly used for the payment of Customer bills are closed to the general public, the final payment date shall be extended through the next business day.

**2.6.10. Late Payment Charges** - A late payment charge of 1.5% per month shall apply to amounts shown on a monthly bill for Service which remains unpaid after the date due, except that the charge is not applicable in the following conditions:

- A. Disputed Amounts - The charge does not apply to amounts which are in dispute at the time the late payment charge would otherwise be applied.
- B. Taxes - The charge does not apply to Federal excise taxes or any other taxes levied by law directly on the Customer.

## **SECTION 2 – REGULATIONS, Continued**

### **2.7. INITIAL CONTRACT PERIODS AND TERMINATION CHARGES**

An Initial Contract Period of one month applies to all Services provided by the Company unless otherwise specified. The Customer is liable for all charges incurred for Service during the Initial Contract Period as well as all non-recurring charges applicable to the Customer's Service. Unless otherwise specified herein or in a Customer's contract, there is no other charge for early termination of Service.

**2.7.1. Contract Periods of Two Years or Less** - In the case of Services for which the Initial Contract Period is two years or less, the termination charges will be the charges due for the unexpired portion of such Initial Contract Period, except for those items for which a termination liability is set forth in this Tariff.

**2.7.2. Contract Periods Greater than Two Years** - In the case of Services for which the Initial Contract Period is greater than two years, the termination charges will be an amount equal to fifty per cent of the charges for the unexpired portion of such Initial Contract Period, at the rate in effect at the time the Service is discontinued, except for those items for which termination liability is set forth in this Tariff.

**2.7.3. Discontinuance of a Portion of Service** - Where only a portion of the Customer's Service is discontinued, the termination charges will be as set forth in Section 2.7 preceding but will be prorated to reflect the charges on the discontinued Service or Services only.

#### **2.7.4. Conditions Under Which Termination Charges Do Not Apply**

- A. Assignment or Transfer of Service - When the Service of the Customer (including any outstanding indebtedness to the Company and the unexpired portion of the Initial Contract Period, if any) is transferred to a new Customer with the Company's consent.
- B. Service Terminated after Expiration of Initial Contract Period - When Service is terminated after the expiration of the Initial Contract Period, the charges applicable are those non-recurring charges applicable to the current contract period.
- C. Termination of Service in Disaster Cases - When Service is terminated due to fire, flood or other like disaster.

**SECTION 2 – REGULATIONS, Continued**

**2.8 LANDLINE DIRECT-DIALED CALLS**

Landline direct-dialed calls made by the Customer to certain cellular or paging telephone numbers may incur an additional charge. This charge is assessed by the wireless provider, not by the Company.

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT**

**2.9.1. Discontinuance of Service and Removal of Account** - The Company may Discontinue its Customers' local or message toll Service and Remove the Customer's Account for any of the reasons stated below:

- A. Nonpayment for Service - Nonpayment of a sum of \$25 or more due on any final account, of the same Class of Service unless the Company has a deposit from the Customer that is greater than the delinquent amount or the delinquent amount is the subject of pending complaint by the Customer to the Commission;
- B. Failure to Make or Increase Deposit - Where the Customer fails to make and maintain a deposit in accordance with Sections 2.5.2 and 2.5.3;
- C. Failure to Provide Access - Where the Customer fails to provide necessary access to Company-owned equipment, after the Company has made a written request to do so;
- D. Noncompliance - For failure to comply with a Commission order, with municipal ordinances and laws pertaining to the Service or with Company rules on file with the Commission;
- E. Fraud - The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, local or message toll telephone Service by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such Service;
- F. Objection by Governmental Authority - Upon objection to the continuance of Service made by or on behalf of any governmental authority; or
- G. Failure to abide by a Deferred Payment Plan - The Company may discontinue Service to the Customer on five days written notice due to the Customer's failure substantially to comply with the terms and conditions of a Deferred Payment Plan.



**SECTION 2 – REGULATIONS, Continued**

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT,**  
Continued

**2.9.2. Discontinuance Procedures**

- A. Notice of Discontinuance - The Company will not Discontinue Service until at least fifteen (15) days after the postmark date on the notice. The notice will comply in all respects with Rules 3.6, 5.7 and 5.19 of the Department's Residential Billing and Termination Practices.
- B. Reminder of Discontinuance - The Company will send a reminder of Discontinuance notice to the Customer five (5) days before the proposed Discontinuance. The Company will make a telephone call to the Customer two (2) days before the proposed Discontinuance.
- C. Timing of Discontinuance - Service will not be Discontinued more than twenty (20) days after the date of Discontinuance shown on the notice described in Section 2.9.2 (A). Service will not be Discontinued after 12 noon on a day before or on any Saturday, Sunday, or legal Holiday or when the Company's offices are not open for business. Service will be Discontinued only between the hours of 8:00 a.m. and 2:00 p.m. unless the Company is prepared to restore Service within three hours after receipt of payment. The Company shall have personnel available until at least 5:00 p.m. on business days authorized to reconnect Service.
- D. General Discontinuance Rules
  - 1. Discontinuance of Local Service for Unpaid Toll Service Bill - The Company is prohibited from discontinuing any Customer's local Service for nonpayment of charges incurred by the Customer for toll Service.
  - 2. Partial Payments - Partial payments by a Customer to the Company will be apportioned by the Company to the Company's regulated local Service charges first before being applied by the Company to any toll charges and will be apportioned to regulated telephone Service charges first before being applied to charges for nonregulated services.
  - 3. Unnoticed Amounts Due - Service will not be disconnected for nonpayment of amounts not included in the Discontinuance notice.

**SECTION 2 – REGULATIONS, Continued**

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT,**  
Continued

**2.9.3. Removal of Accounts** - A Customer's account may be Removed for any of the reasons set forth in Section 2.9.1 and the procedure for and rules applicable to Removal of a Customer's account shall be the same as those for Discontinuance of Service except for the following:

- A. When a Customer's Account may be Removed - The Company will not Remove a Customer's account unless written notice of the proposed action is sent to the Customer at least 10 days prior to the date of the proposed Removal. A notice of Removal will not be issued until Service to the Customer has been Discontinued pursuant to Section 2.9.1 and 2.9.2.
- B. Amounts Subject to Complaint - A notice of Removal of account shall not be issued for nonpayment of a delinquent amount if such amount is the subject of a pending complaint pursuant to Part 6 of the Department's Residential Billing and Termination Practices.
- C. Form and Content of Notice - The Company will send written notice of the proposed Removal by regular U.S. Mail. The notice will comply in all respects with Rule 5.14 of the Department's Residential Billing and Termination Practices.

**SECTION 2 – REGULATIONS, Continued**

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT,**  
Continued

**2.9.4. Provisions for Illness**

- A Certification of Illness - The Company shall postpone Discontinuance of Service to a Residential Customer for thirty (30) days from the date of certification by a licensed physician that such discontinuation will aggravate an existing medical emergency or create a medical emergency for the Customer or a permanent resident of the Customer's household. The Customer may renew the postponement for up to two additional thirty (30) day periods by filing another such certification. Failure to renew the postponement shall entitle the Company to initiate Discontinuance procedures.
- B Form and Contents of Certificate - The certificate must be on stationary that clearly sets forth the name of the doctor, hospital, or medical clinic. The certificate must clearly show the name of the person whose illness would be aggravated, the nature of the medical emergency and the name, title and signature of the licensed physician certifying the medical emergency. The physician's initial certification may be by telephone but the Company may request that written certification be forwarded within seven (7) days to maintain the postponement.
- C Personal Emergency - The Company will postpone Discontinuance of Service if a Residential Customer claims in writing and can demonstrate that he or she is unable to pay an outstanding bill for telephone Service and that a personal emergency exists. The period of postponement of Discontinuance of Service will not exceed thirty days.

**SECTION 2 – REGULATIONS, Continued**

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT,**  
Continued

**2.9.5. Telephone Service of Elderly Persons** - All Customers will be given the option of including the ages of persons within their household in the information provided at the time the Customer applies for Service. In addition, the Company will solicit this information at least annually from all of its Customers. In both instances, the Company will notify the Applicant or Customer of the protections available households in which all residents are sixty-five years of age or older.

- A. Nomination of Third Party Notice Recipient - If a Customer in a household in which all residents are sixty-five years of age or older desires, the Company will provide to a third person designated by such Customer notices pertaining to Discontinuance of Service and removal of account. In no event shall the third person be liable for the bills of the Customer
- B. Discontinuance of Service of Elderly Persons - The Company will not discontinue the Service of any person aged sixty-five years or older for failure to pay a past due bill without the approval of the Massachusetts Department of Telecommunications and Energy.

**2.9.6. Deferred Payment Agreements** - Residential Customers who are indebted to the Company for past due Service shall have the opportunity to make arrangements with the Company to retire the delinquent amount by periodic payments referred to hereinafter as a Deferred Payment Agreement. All Applicants for Service, nonresidential Customers who have failed to make payment under such a plan during the past twelve (12) months, who are indebted to the Company for past due utility Service, may have the opportunity, at the discretion of the Company, to make arrangements with the Company to retire the debt by periodic payments referred to hereinafter as a Deferred Payment Agreement.

- A. Downpayment - The Company will require an Applicant for Residential Service or a Residential Customer to pay 1/4 of the amount past due and owing at the time of entering into a Deferred Payment Agreement. The Company will require an Applicant for Business Service or a business Customer to pay 1/3 the amount past due and owing at the time of entering into the Deferred Payment Agreement. The Company will allow the Customer or Applicant four months from the date of said agreement in which to complete payment pursuant to a Deferred Payment Agreement.

**SECTION 2 – REGULATIONS, Continued**

**2.9 DISCONTINUANCE OF SERVICE AND REMOVAL OF ACCOUNT,**  
Continued

**2.9.6. Deferred Payment Agreements, Continued**

- B. Agreement to be in Writing - A Deferred Payment Agreement shall be in writing, with a copy provided to the Applicant or Customer, and shall conform to the following requirements:
1. the Applicant or Customer shall be required to pay all future bills for utility Service by the due date; and
  2. the Applicant or Customer shall retire the delinquent amount according to the terms of the Deferred Payment Agreement.
- C. Terms and Conditions - The terms and conditions of a Deferred Payment Agreement shall be determined by the Company after consideration of the following:
1. size of the past due account;
  2. Customer's or Applicant's ability to pay;
  3. Customer's or Applicant's payment history;
  4. reasons for the delinquency; and
  5. any other relevant factors relating to the circumstances of the Customer's or Applicant's Service.

**SECTION 2 – REGULATIONS, Continued**

**2.10. ALLOWANCES FOR INTERRUPTIONS OF SERVICE**

**2.10.1. Credit for Interruptions** - When the use of Service or Facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to the interruption will be allowed for the Service and Facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of twelve (12) hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. 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.

- A. Calculation of Credit - For calculating credit allowances, every month is considered to have thirty (30) days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those Facilities on the interrupted portion of the circuit will receive a credit. Service outages between twelve (12) and twenty-four (24) hours in duration shall receive a credit for twenty-four (24) hours. Credit allowances for Service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

**SECTION 2 – REGULATIONS, Continued**

**2.10 ALLOWANCES FOR INTERRUPTIONS OF SERVICE, Continued**

**2.10.1 Credit for Interruptions, Continued**

B. Restrictions on Allowance - No credit allowance will be made for:

1. interruptions due to the negligence or willful act of the Customer, Authorized-User or Joint-User, including but not limited to noncompliance with the provisions of this Tariff,
2. interruptions due to the failure or malfunction of Facilities or equipment provided by the Customer or by others besides the Company,
3. interruptions due to electric power failure where the Customer furnishes such electric power,
4. 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,
5. interruptions of Service during a period in which the Customer continues to use the Service on an impaired basis,
6. interruption of Service due to circumstances or causes beyond the control of the Company.

**2.10.2 Use of Alternative Service Provided by the Company** - Should the Customer elect to use an alternative Service provided by the Company during the period that a Service is interrupted, the Customer must pay the tariffed rates and charges for the alternative Service.

### **SECTION 3 – DESCRIPTION OF SERVICE**

#### **3.1. APPLICATION OF RATES**

Services offered in this Tariff may be subject to Service Order, Nonrecurring, Monthly Recurring and Usage Charges as indicated in Section 4.

##### **3.1.1. General**

The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

- A. Nonrecurring Charges for installation of Facilities and Services;
- B. Monthly Rates for availability and use of Facilities and Services; and
- C. Usage or Transaction Charges (where applicable).

##### **3.1.2. Application of Business and Residential Rates**

- A. The determination as to whether telephone Service should be classified as Business or Residential is based on the character of the use to be made of the Service. Service is classified as Business Service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, Service is classified as Residential Service.



**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.1. APPLICATION OF RATES, Continued**

**3.1.3. Service Areas**

- A. The Company will provide Local Exchange Service throughout Massachusetts in the Exchanges and Local Calling Areas set forth in Verizon's, DTE MA No. 10 tariff, Section 6 on file with the Department.
- B. Company provides intrastate intraLATA and interLATA message toll service throughout the Commonwealth of Massachusetts.
- B. Company's description of Service area in no way compels Company to provide any Service in an area where Facilities or other extenuating factors limit Company's ability to provide Service.

**3.1.4. Exchanges**

The Company will provide Local Exchange Service in Verizon Exchanges as defined in Verizon's Local Exchange tariff on file with the Department and concurs in the Exchange Areas set forth in that tariff.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.2. CHARGES BASED ON DURATION OF USE**

**3.2.1. Duration Rules**

Where charges for a Service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each Service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local Carrier and any intermediate Carrier(s). Timing for operator Service Person-To-Person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX Station called.
- C. Timing terminates on all calls when the calling party hangs up or PNG's network receives an off-hook signal from the terminating Carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

**3.2.2. Applicable Rate Periods**

Where charges for a Service are based on rate periods, applicable rate periods are as indicated in the chart below, unless otherwise specified:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD					EVE	
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* To, but not including

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.3. RATES BASED UPON DISTANCE**

**3.3.1 General**

Where charges for Service are specified based upon distance, the following rule applies: Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. tariff FCC No. 4, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven digit telephone number). Where there is no telephone number associated with an Access Line on PNG's network (such as a dedicated 800 or WATS Access Line), PNG will apply the Rate Center of the Customer's main billing telephone number.

**3.3.2. Calculating Distance**

Where applicable, the distance between the originating point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by NECA tariff FCC No. 4, in the following manner:

- Step 1: Obtain the "V" and "H" coordinates for the originating point and the destination point.
- Step 2: Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3: Square the differences obtained in Step 2.
- Step 4: Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5: Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers.

Formula:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.4. INSTALLATION, RECONNECTION AND OTHER NON-RECURRING CHARGES**

**3.4.1. Proration of Charges**

At the option of the Customer, the Company will prorate the charges for connection, installation, restoration, or reconnection of Service in four equal portions over four monthly billing periods, with each equal portion of such charge appearing on each monthly bill. At the time of any connection, installation, restoration, or reconnection is requested, the Company will make known to the Customer his or her right to have the charges for such Services prorated.

**3.4.2. Time of Payment**

No Customer will be required to pay any part of any installation, connection, restoration, or reconnection charge prior to the first monthly bill for Services after such charge is incurred.

**3.4.3. Connection Charge**

**A. Application of Connection Charge**

The Connection Charge is a nonrecurring charge that applies to the following:

1. Installation of a new Service;
2. Transfer of an existing Service to a different location;
3. Change from one Class Of Service to another at the same or a different location;
4. Installation of an additional line.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.4. INSTALLATION, RECONNECTION AND OTHER NON-RECURRING CHARGES, Continued**

**3.4.4. Moves, Adds and Changes**

- A. The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge as set forth in Section 4 below for the underlying Service will apply as if the work had been done by the Company.
- B. The Customer will be assessed a charge for any move, add or change of a Company Service. Move, Add and Change are defined as follows:
  - Move: The Disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same Premises.
  - Add: The addition of a vertical Service to existing equipment and/or Service at one location.
  - Change: Includes rearrangement or reclassification of existing Service at the same location.

**3.4.5. One-time Changes to Service Charge**

This charge applies as set forth in section 4 anytime a Customer requests that his/her Service or Class Of Service be changed. This charge may be applied to a Service as many times as the Customer requests that his/her Service be changed and is charged in addition to any other monthly or installation charge which is associated with the Service the Customer orders.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.4. INSTALLATION, RECONNECTION AND OTHER NON-RECURRING CHARGES, Continued**

**3.4.6. Trouble Isolation and Repairs**

Trouble isolation and other repair Services are provided to Customers by the underlying Carrier, at the underlying Carrier's rates, terms and conditions, pursuant to the underlying Carrier's local tariff on file with the Department. The Company bills Customers for trouble isolation and other repair costs at the underlying Carrier's tariffed rates.

**3.4.7. Missed Appointment**

Customer must be available for scheduled appointments or be assessed a missed appointment charge as set forth in Section 4.3.

**3.4.8. Reconnection of Customer's Service**

Service shall be restored when the causes of suspension or discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the Customer or Applicant, including any proper Deposit, have been made as provided for in the Tariff; or as the Authority may order pending resolution of any bona fide dispute between the Company and the Customer or Applicant over the disconnection. A restoral fee as set forth in Section 4.3 will apply.

**3.4.9. Conversion Charge**

The conversion charge is applied to the Customer's account upon the Customer moving from a carrier other than PNG to PNG for local service.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.5. NETWORK EXCHANGE SERVICES**

**3.5.1. General**

Sections 3.6, 3.7 and 3.12 – 3.14 of this Tariff contain a general description of the Services offered by PNG and Section 4, the rates applicable to each Service.

PNG provides switched, telephonic-quality voice and data transmission Services that enable Users to communicate on a real-time basis between points within Local Calling Areas in the Commonwealth of Massachusetts, as well as ancillary Services that facilitate the use or expand the capabilities of switched communications Services. Services may be performed by resale of Services provided by other telephone companies.

- A. Basic Local Exchange Service – provides a Customer with a telephonic connection to, and a unique telephone number on, PNG's switching network which enables the Customer to:
1. receive calls from other Stations on the public switched telephone network;
  2. access PNG's Local Calling Services and other Services as set forth in this Tariff;
  3. access Interexchange calling Services of PNG and of other Carriers;
  4. access (at no additional charge) to PNG's operators and business office for Service related assistance;
  5. access toll-free telecommunications Services such as 800 NPA; and access toll-free emergency Services by dialing 0 or 9-1-1 (where available);
  6. access relay Services for the hearing and/or speech impaired.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.5. NETWORK EXCHANGE SERVICES, Continued**

**3.5.1. General, Continued**

**A. Basic Local Exchange Service, Continued**

Basic Local Exchange Service can also be used to originate calls to other telephone companies' caller-paid information Services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information Services will be blocked by PNG's switch at no charge upon Customer request. PNG Customers are provided with Collect Call, Person-To-Person, and Third Party Billed Blocking Service automatically upon subscription to PNG's Services at no charge. Each Basic Local Exchange Service corresponds to one or more telephonic communications Channels that can be used to place or receive one call at a time.

**B. Exchange Access Line – Individual line Residence and Business Service is comprised of Exchange Access Lines defined as the Service Central Office line equipment and all PNG plant Facilities up to the demarcation point. These Facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll Service and for local calling appropriate to the Tariffed use offering selected by the Customer.**



**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.5. NETWORK EXCHANGE SERVICES, Continued**

**3.5.1. General, Continued**

C. Timing of Calls

1. Calls are billed in one (1) minute increments unless otherwise noted.
2. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment.
3. Calls less than the minimum length will be rounded to the minimum length.
4. There is no billing for incomplete calls
5. For Station to Station calls, call timing begins when a connection is established between the calling telephone and the called telephone Station.
6. For person to person calls, call timing begins when connection is established between the calling person and the particular person, Station or mobile unit specified or an agreed alternate.
7. Call timing ends when the calling Station "hangs up," thereby releasing the network connection. If the Called Station "hangs up" but the calling Station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.5. NETWORK EXCHANGE SERVICE, Continued**

**3.5.1. General, Continued**

**D. Call Charges**

1. Based on Duration - Rates are based on the duration of the call as measured according to section 3.5.1(C) above.
2. Mileage and Time Periods - Rates do not vary between time periods or with mileage.
3. Per Call Charges - Where live or automated operator assistance is required for call completion or billing, a per call Service charge applies. The per call Service Charge is assessed in addition to any applicable rate based on call duration.

**3.5.2. Basic Exchange Access Service**

- A. Scope of Service - Basic Exchange Access Service provides the Customer with a single, voice-grade communications channel connecting the Customer's Premises and the Company's or the Company's Designated Carrier's, Central Office. Basic Exchange Access Service provides the Customer with access to the switched network for purposes of placing and receiving calls.
- B. Data Transmissions - Basic Exchange Service Customers are entitled to a voice-grade communications channel. Basic Exchange Access Customers are not guaranteed any other Facility requirement - e.g. Customers are not guaranteed a communications path capable of supporting data transmissions.
- C. Exchange Access Service Area - Exchange access Services are provided in limited geographic areas. Exchange access Services are available only in the areas specified in Sections 3.1.3 and 3.1.4. The Company's Service area description in no way compels the Company to provide any Service in an area where Facilities or other extenuating factors limit the Company's ability to provide such Services.

---

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.5. NETWORK EXCHANGE SERVICE, Continued**

**3.5.3 Services Offered**

The following are current Services offered by the Company. General descriptions for these services are detailed in sections 3.6, 3.7 and 3.12.

**A. Residential Network Switched Services**

**1. Bundled Services**

- (a) PowerNet Global Call to Connect Plus
- (b) PowerNet Global Call to Connect
- (c) PowerNet Global Call to Connect Simple
- (d) Local Bundle Option A
- (e) Local Bundle Option B
- (f) Local Bundle Option C

(N)

**2. Per Use Custom Calling Features**

**B. Business Network Switched Services**

**1. Business Services**

- (a) Local Stand Alone

**2. Business Bundles**

- (a) Local/Unlimited Long Distance
- (b) Local/Unlimited Long Distance/High Speed Dialup

(N)

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.6. RESIDENTIAL NETWORK SWITCHED SERVICES**

**3.6.1 Network Exchange Bundled Service**

Network Exchange Bundled Service is a bundle or package of telecommunications Services that may including local Service, intrastate and interstate long distance Service and custom calling features.

Rates and charges for Service are set forth in Section 4. Local Service Areas and Exchanges are set forth in Sections 3.1.3 and 3.1.4.

**3.6.2. Bundled Service Packages**

Network Exchange Service Packages may include basic local Service, IntraLATA Toll Service, InterLATA Toll Service and certain Custom Calling Features. Wireless Service, voice mail and/or Internet access may be available with some packages at an additional charge.<sup>1</sup> Bundled Service Packages are as follows:

**A. PowerNet Global Call to Connect Plus**

PowerNet Global Call to Connect Plus provides the Customer with an access line to the local Exchange network and includes the following usage and features:

1. Unlimited calling within the Customer's Local Calling Area.
2. 120 minutes IntraLATA and InterLATA long distance calling within the United States only as part of the monthly rate.
3. Additional minutes of IntraLATA and InterLATA long distance calling at a per minute rate.
4. The following Custom Calling Features:

Caller ID  
Call Waiting  
Caller ID Waiting

---

<sup>1</sup> These services may not be regulated by the Commission presently.

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.6. RESIDENTIAL NETWORK SWITCHED SERVICES, Continued**

**3.6.2. Bundled Service Packages, Continued**

**B. PowerNet Global Call to Connect**

PowerNet Global Call to Connect provides the Customer with an Access Line to the local Exchange network and includes the following usage and features:

1. Unlimited calling within the Customer's Local Calling Area.
2. 120 minutes intraLATA and InterLATA long distance calling within the United States only as part of the monthly rate.
3. Additional minutes of IntraLATA and InterLATA long distance calling at a per minute rate.

**C. PowerNet Global Call to Connect Simple**

PowerNet Global Call to Connect Simple provides the Customer with an Access Line to the local Exchange network and includes the following usage and features

1. Unlimited calling within the Customer's Local Calling Area.
2. 30 minutes IntraLATA and InterLATA long distance calling within the United States only as part of the monthly rate.
3. Additional minutes of IntraLATA and InterLATA long distance calling at a per minute rate.

\*\*\* Material previously located on this page is now located on page 70\*\*\*

(M)

---

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.6. RESIDENTIAL NETWORK SWITCHED SERVICES, Continued**

(N)

**3.6.2. Bundled Service Packages, Continued**

D. Local Bundle Option A

Local Bundle Option A provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.

E. Local Bundle Option B

Local Bundle Option B provides customer with unlimited local calls as well as unlimited long distance calls<sup>1</sup>. Customer must choose PNG as IntraLATA and InterLATA carrier.

F. Local Bundle Option C

Local Bundle Option C provides customer with unlimited local calls, unlimited long distance calls<sup>1</sup>, as well as High Speed Dialup Internet Services. Customer must choose PNG as IntraLATA and InterLATA carrier.

<sup>1</sup>If usage under this plan is not consistent with typical residential usage, as determined at PNG's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service for each month in which excessive usage occurred. Calls that are not consistent with typical residential use include, but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing.

(N)

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.6. RESIDENTIAL NETWORK SWITCHED SERVICES, Continued**

**3.6.3. Per Use Custom Calling Features**

(M)

Customers may utilize the following custom calling features on a per use basis: Repeat Dial (Busy Redial) (\*66). Per Call Blocking (\*67), Call Return (Automatic Call Back) (\*69). Three Way Calling. See Section 3.12 for descriptions of these Services.

(M)

**3.6.4. Stand Alone Custom Calling Features**

Customers also may choose to subscribe to certain individually available custom calling features for a monthly fee per feature, as set forth in Section 4. Custom calling features available on an individual basis are as follows: Call Waiting with Caller ID, Call Waiting, Caller ID With Name (includes Anonymous Call Block), Last Call Return (Automatic Call Back), Repeat Dial (Busy Redial), Speed Calling 8, Three Way Calling, Call Forwarding, Anonymous Call Rejection (Privacy Manager), Remote Call Forwarding, Distinctive Ring, and Voicemail.

(T)

Per Call Blocking is available free of charge.  
See Section 3.12.2 for descriptions of these Services.

---

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.7. BUSINESS NETWORK SWITCHED SERVICES**

**A. Business Services**

**1. Local Stand Alone**

Local Stand Alone provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.

**B. Business Bundled Services**

**1. Local/Unlimited Long Distance**

Local/Unlimited Long Distance provides customer with unlimited local calls as well as unlimited long distance calls. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.

**2. Local/Unlimited Long Distance/High Speed Dialup**

Local/Unlimited Long Distance/High Speed Dialup provides customer with unlimited local calls, unlimited long distance calls, as well as High Speed Dialup Internet. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.

(N)

(N)



**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.8. DIRECTORY LISTINGS**

**3.8.1. Regulations**

A. Primary Listing

For each Customer of Company-provided Exchange Access Service(s), PNG shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Carrier in the area at no additional charge. For Customers with multiple Premises served by PNG, PNG will arrange for a listing of the main billing telephone number at each premise.

B. Length of Directory White Pages Listing

The Company reserves the right to limit the length of any White Pages Directory Listing by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one (1) line is required to properly list the Customer, additional charges will not apply.

C. Right of Refusal

The Company may refuse a White Pages Directory Listing which is known not to constitute a legally authorized or adopted name, where obscenities or offensive material appear in the listing, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any White Pages Directory Listing that is found to be in violation of its rules with respect thereto.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.8. DIRECTORY LISTINGS, Continued**

**3.8.1. Regulations, Continued**

D. Sections

Each White Pages Directory Listing must be designated as either “Government”, “Business” or “Residence” so that it can be placed in the appropriate section of the White Pages Directory. In order to aid the User of the White Pages Directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any White Pages Directory Listing that is found to be in violation of its rules with respect thereto.

E. Schedule

In order for listings to appear in an upcoming White Pages Directory, the Customer must furnish the listing to the Company in time to meet the directory-publishing schedule.

F. Other Requirements

The Customer's White Pages Directory Listing may be subject to other requirements imposed by the ILEC publishing the telephone directory.

**3.8.2. Descriptions**

White Pages Directory Listings are provided in connection with each Customer's Service as specified herein.

A. Primary Listing

A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. A primary White Pages Directory Listing is provided in connection with Local Exchange Service at no additional charge.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.8. DIRECTORY LISTINGS, Continued**

**3.8.2. Descriptions, Continued**

**B. Additional Listings**

In connection with Business Service, additional listings are available to be printed in the White Pages Directory in the names of Authorized Users of the Customer's Service, as defined herein. Rates for additional listings are specified in this Tariff.

**C. Non-published Listings**

Listings that are not printed in the White Pages Directory are referred to as Non-published Listings. These types of listings are not available from Directory Assistance and are omitted or deleted from Directory Assistance records. Non-published Listing Service will be furnished, at the Customer's request, subject to the provisions of and charges in this Tariff.

**D. Non-listed Service**

Non-listed Service will be furnished at the Customer's request, providing for the omission of the Customer's listing from the White Pages Directory. Such listings will be maintained in the Directory Assistance database and other records and will be provided upon request to callers of Directory Assistance. Charges for Non-listed Service are specified in this Tariff.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.9. DIRECTORY ASSISTANCE SERVICE**

**3.9.1. Description**

- A. Directory Assistance: Directory assistance services furnish the Customer with either automated or operator assisted access to the Company's directory services database for local, IntraLATA and InterLATA calls on a dial-up basis. A maximum of two number requests will be accommodated per directory assistance service call.
- B. Directory Assistance Call Completion: This service provides Customers who have received or requested local, IntraLATA or InterLATA telephone numbers from Directory Assistance service the option of having that call dialed and completed to the requested telephone number. Calls will not be completed to 700, 800, 900, 976 or 540 telephone numbers or to unlisted or unpublished telephone numbers. For Customers requesting more than 1 directory assistance number, the call completion option is only available for the last telephone number requested.

**3.9.2. Regulations**

- A. The first ten (10) directory Assistance Calls per month will be fee of charge to Business and Residential Customers. Directory Assistance Calls for telephone numbers that are non-listed or non-published are not include in the ten (10) call allowance. Customers will not be charged for Directory Assistance calls for non-listed or non-published numbers.
- C. Customers who are certified handicapped or elderly shall be allowed an unlimited number of Directory Assistance calls without charge.
- D. Users of coin-operated telephones with not be charged for intrastate Directory Assistance calls

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.10 LOCAL OPERATOR SERVICES**

**3.10.1 Local Operator Handled Calling Services**

Local Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Service. Per Call charges which reflect the level of operator assistance and billing arrangement requested by the Customer apply in addition to any other applicable local usage charges. Company provides collect call, third-party billed and Person-To-Person call blocking automatically upon subscription at no charge. Thus, Customers may dial, but may not receive or be billed for, these types of operator-assisted calls

**3.10.2 Busy Line Verification and Line Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local Service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the Call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the Call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that Facilities permit.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.11. ADDITIONAL CHARGES**

In addition to the Service charges described elsewhere in this Tariff, the following charges apply to each individual Exchange Access Service line unless otherwise specified.

**3.11.1. Subscriber Line Charge**

The Subscriber Line Charge as established by the Federal Communications Commission applies in addition to the monthly Basic Exchange Access Services rate described above.

**3.11.2. Supplemental Charge**

Pursuant to the Order dated May 5, 1999, of the Massachusetts Department of Telecommunications and Energy in Docket No. 99-0182, the Company will impose a supplemental charge of six cents per month per line for all subscriber lines other than Centrex-type lines, and a charge of 0.6 cents for each Centrex-type line, effective with bills rendered on or after June 1, 1999 or at the beginning of the first cycle after June 1, 1999.

**3.11.3. Other Government Fees Or Charges**

Any applicable municipal, state or federal taxes, telecommunications municipal infrastructure maintenance fees or other charges.

**3.11.4. Casual Traffic Charges**

Charges that are derived from third party calls (e.g. 10XXX, 900/976, third party calls initiated by Customer through PNG's system) and trafficked over PNG's system.

**3.11.5. Primary Interexchange Carrier Change Charge**

Customers may be presubscribed to the Carrier of their choice for both InterLATA and IntraLATA Service. The Customer will incur a charge each time there is a change in the long distance Carrier associated with the Customer's IntraLATA or InterLATA Service after the initial installation of Service.

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.11. ADDITIONAL CHARGES, Continued**

**3.11.6. Local Number Portability (LNP)**

Customers are assessed this fee for costs incurred when an End-User switches local Carriers while maintaining the same local telephone number

**3.11.7. Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371 and subsequent orders), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided Services. This surcharge, set forth in Section 4.3 of this Tariff, is in addition to standard Tariffed usage charges and any applicable Service charges and surcharges associated with Service and applies for the use of the instrument used to access Company provided Service. The surcharge is unrelated to the Service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and Interexchange Carriers. The Public Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g. using the “#” symbol). The Public Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for Service by inserting coins during the progress of the call.

Whenever possible, the Public Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to the completion of a call, the Public Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a Carrier that the originating Station is an eligible pay telephone.

(D)

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.12. CUSTOM CALLING FEATURES**

**3.12.1. Custom Calling Features Descriptions**

The following custom calling features are available on a stand-alone or per use basis, as indicated elsewhere in this Section 3, at the rates and charges set forth in Section 4. Certain Custom Calling Features are included with the Company's PowerNet Global Call to Connect Plus service as indicated in Section 3.6.2.

- A. *Caller ID with Name (Includes Anonymous Call Block)*– 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 that name, number, date and time of each incoming call – including calls that are not answered by the Customer. Anonymous Call Blocking is also provided. Caller ID Service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.
- B. *Call Waiting* – Provides a tone signal when a second call comes through a line in use.
- C. *Call Waiting with Caller ID with Name* – Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and/or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting with Caller ID with Name Service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.



### **SECTION 3 – DESCRIPTION OF SERVICE, Continued**

#### **3.12. CUSTOM CALLING FEATURES, Continued**

##### **3.12.1. Custom Calling Features Descriptions, Continued**

- D. *Anonymous Call Rejection (Privacy Manager)* - an arrangement that allows a called party to reject calls from parties that have activated the \*67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the \*67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID – Number Only and Caller ID features and is available to non-Caller ID –Number Only/Caller ID Customers.
- E. *Per Call Blocking* – allows Customers to block calls from different telephone numbers. A screening list is created by the Customer either by adding the last number with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such number hear an announcement that the calling party is not accepting calls. Per Call Blocking is provided free of charge.
- F. *Repeat Dialing (Busy Redial)* – automatically redials the last telephone number the Customer dialed. If the number is busy, this Service will keep dialing the busy number up to 30 minutes and alert the Customer with a special ring when the line is free. The call will automatically be made when the Customer picks up the receiver. Repeat Dialing does not tie up the Customer's line, allowing the Customer to make and receive calls while it attempts to redial in the background. Customers may utilize this service on a per-use basis by dialing (\*66) or subscribe to this service on a monthly basis.
- G. *Speed Calling 8* – allows a Customer to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

### **SECTION 3 – DESCRIPTION OF SERVICE, Continued**

#### **3.12. CUSTOM CALLING FEATURES, Continued**

##### **3.12.1. Custom Calling Features Descriptions, Continued**

- H. *Call Return (Automatic Call Back) (\*69)* – This Service allows a Customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call (\*69), the Customer dials a code, then hears an announcement of the telephone number of the last party that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.
- I. *Caller ID Blocking (\*67)* – blocks the Customer's name and number from being transmitted on all outgoing calls from a particular line. Per call blocking is achieved by pressing \*67 prior to each call, while per line blocking blocks the name and number of every outgoing call. Dialing a special code prior to dialing the number of the person being called can unblock the number and name. Caller ID Blocking is provided at no charge.
- J. *Repeat Dialing (\*66)* – automatically redials the last telephone number the Customer dialed. If the number is busy, this Service will keep dialing the busy number up to 30 minutes and alert the Customer with a special ring when the line is free. The call will automatically be made when the Customer picks up the receiver. Repeat Dialing does not tie up the Customer's line, allowing the Customer to make and receive calls while it attempts to redial in the background
- K. *Three-Way Calling* – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls. Customers may utilize this feature on a per-use or monthly basis.

---

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.12. CUSTOM CALLING FEATURES, Continued**

**3.12.1. Custom Calling Features Descriptions, Continued**

L. *Call Forwarding* - Permits a customer to forward all incoming calls to another preselected telephone number. The Customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during Call Forwarding calls.

M. *Remote Call Forwarding* - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. 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. This feature can be activated from any location.

N. *Distinctive Ring* – allows customers who have two telephone numbers on a single line distinguish which line is being called through a distinctive ringing pattern. The ring of the incoming call is determined by which telephone number has been dialed.

O. *Voicemail* – an answering system that allows callers to leave messages on a computerized system instead of an answering machine. Customers can access, save, and forward messages at their convenience.

**3.13. CALL TRACE**

Call Trace allows a Customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Telephone Company's Central Office equipment records and stores the incoming call message detail (date, time and originating telephone number of the call) provided that the call was completed over a suitably equipped Facility and the Customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the Customer directly, but are automatically reported to the Annoyance Call Bureau where call details can be obtained by an appropriate law enforcement agency when the Customer files a complaint.

**SECTION 3 - DESCRIPTION OF SERVICE, Continued**

**3.14. INTEREXCHANGE SERVICES**

**3.14.1. Message Toll Service**

- A. Generally - The Company offers MTS intrastate, InterLATA and IntraLATA Interexchange long-distance Service utilizing switched or dedicated access arrangements between the Customer's Premises and the Company's Facilities for call origination. Call termination is completed through a combination of the Company's Facilities and LEC switched access arrangements.
- B. Timing of Calls - Long-distance usage charges are based on the actual usage of the Company network. Chargeable time begins when a connection is established between the calling Station and the Called Station. Chargeable time ends when either party "hangs up" thereby releasing the network connection. Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is one (1) minute. In addition, unless otherwise specified in this Tariff, usage is measured thereafter in full minute increments and rounded to the next full minute. (I)
- C. Inbound (Toll Free) Service permits inward calling (800/888/877) to a specific location utilizing premium switched Feature Group D access on both ends. Service Establishment Charges and Add/Change Charges apply. (I)
- D. Outbound (1 Plus) Service permits outward calling via presubscribed lines for 1+ direct dialed and/or for 1010 casual calling to a specific location utilizing premium switched Feature Group D access on both ends. Service Establishment Charges and Add/Change Charges apply as described in Sections 3 and 5.

**3.14.2. PNG Travel Card Service**

PNG Travel Card Service is a Service allowing Customers to originate calls via a Company-provided toll free number from non-presubscribed Access Lines. The per minute rate is set forth in Section 4.1

**3.14.3. PowerDial Service**

*PowerDial Service* permits Customers significant cost savings on intrastate and international calling via a toll-free 800 number access.

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.14. INTEREXCHANGE SERVICES, Continued**

**3.14.4. One Plus Directory Assistance Service**

Company offers interexchange toll free and 1+ directory assistance services through its underlying carrier at the rates set forth in Section 4 below

**3.14.5. Prepaid Calling Card Service**

*Prepaid Calling Card Service* is a discretionary switched access service available to subscribers via a toll free number from any telephone in the United States. The user's account is credited for the amount of calling purchased and is debited as the subscriber places calls, until the account balance is depleted. Subscribers are informed of the amount of calling time remaining on the card at the time they access the Company's equipment and enter a card identification number and are reminded to replenish the account prior to its depletion at one (1) minute prior to the account's depletion. Subscribers may immediately replenish the account at any time by contacting the Company's customer service department and charging the desired amount to a valid credit card or by mailing a check to the Company. If the account is not replenished, access to the Company's underlying carrier network is blocked. PNG Prepaid Calling Card calls are billed initially in one (1) minute increments with one (1) minute billing increments thereafter. PNG's Prepaid Calling Card per minute rates do not include state and local taxes and surcharges.

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.1. Service Description**

**A. General**

Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI)/T-1 is a central office based service arrangement that is an alternative for exchange access services. ISDN-PRI/T-1 is a service for high-speed dedicated digital voice and data transmission. Company's ISDN PRI Service employs a 1.544 Megabits per second (Mbps) facility typically divided into twenty-three B Channels and one D Channel. The B Channels are used for circuit-switched voice and data communications connecting to the public switched telephone network (PSTN) while the D Channel provides out-of-band signaling.

**B. Regulations**

ISDN PRI/T-1 service provides the Customer with a single, voice-grade, DTMF communications Channel.

ISDN PRI/T-1 and its associated features are only provided where facilities, equipment and technical capabilities exist and does not create an obligation for the Company to construct such facilities and equipment especially for the provision of this Service.

Customer is responsible for providing Customer Premises Equipment that is compatible with ISDN-PRI/T-1 Service.

The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI/T-1 Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.2. Application of Rates and Charges**

A. Term Pricing Plans: Term Pricing Plans (TPP) are available to the Customer. The Customer must select either a 12 Month, 24 Month or 36 Month term.

B. Modifying Term Pricing Plans: A TPP may be modified when additional PRI/T-1 Circuits are purchased.

A TPP may be also be converted to a longer TPP, without incurring a Termination Charge, if there is at least one month remaining on an existing TPP. Service will automatically renew at month-to-month terms.

C. Expiration of Term Pricing Plan: Within one month prior to the expiration of a TPP, the Customer must select one of the following options:

1. Renew the Service for an additional term at the TPPs available; or

2. Disconnect Service at the end of the billing period.

D. Waiving of Nonrecurring Charges per circuit:

Business Plans 1 and 2: For 12 month terms, a \$198 non-recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.

Business Plans 3, 4, and 5: For 12 month terms, a \$200 non-recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.

E. Moves and Changes: There are two types of modifications available for PRI/T-1 Circuits:

1. A move of the point of termination of an existing PRI Circuit(s) to a new location within the Customer's same Premises.

2. Any subsequent change or rearrangement of Services requested by the Customer on an existing PRI Circuit(s). Fee may apply.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.2. Application of Rates and Charges, Continued**

- F. Termination Liability: If the service is terminated by a Customer before the expiration of the initial or any subsequent term, the Customer will pay to PNG an amount equal to the sum of:
1. all billed and unbilled charges which the Customer has not paid at the time of termination;
  2. the monthly recurring charge at the time of termination multiplied by the number of months remaining in the term;
  3. and all charges incurred by PNG to its suppliers and other third parties for the provision or disconnection of service to the Customer.
- G. Cancellation Charge: If the Company misses a Service installation date by more than thirty (30) days due to a Force Majeure condition, the Customer may cancel an order without incurring a Cancellation Charge.
- H. Local Usage: Company offers various amounts of included local minutes of usage depending on the Business Plan selected. In the event Customer exceeds its monthly planned local usage per circuit for three (3) consecutive months, the Company may convert Customer's local usage to a measured rate call plan upon thirty (30) days notice.
- I. Promotions: The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

(N)



---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.2. Application of Rates and Charges, Continued**

- J. Individual Case Basis (ICB) Arrangements: Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.
- K. Stated pricing requires business customer to subscribe long distance service from Company.
- L. Within Business Plans 1, Company offers Pricing Plan A and Pricing Plan L to satisfy regional consumer demand for lower end user common line (“EUCL”) charges or lower monthly recurring charges (“MRC”).

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.3. ISDN-PRI/T-1 Term and Volume Plans**

- A. **Business Plan 1 - Dedicated Local Voice T-1/PRI (digital only):** This T-1 service employs a variety of added features and offers unlimited local minutes with 24 and 36 month terms.
- B. **Business Plan 2 - Integrated Voice and Data (digital only):** This service combines voice and data traffic over a single circuit. Bandwidth is dynamically allocated between voice and data, as needed. This plan is available in line and trunk configurations with multiple voice channel and data bandwidth options. This business service offers unlimited local minutes with 12, 24 and 36 terms.
- C. **Business Plan 3 – Dedicated Local PRI (digital or analog):** This business service provides local service utilizing Primary Rate Interface (PRI). PRI is a Digital System 1 (DS1) comprised of 23 B channels and 1 D channel. Each B channel uses the full 64k for the voice traffic. The single D channel is used for call setup, tear down and other signaling. All channels work at 64kbps. PRI uses the signaling standard Common Channel Signaling No. 7 (SS7). PRI is used when the customer has a digital PBX and PRI interface card. Available with 100,000 included minutes of local usage or 300,000 included minutes of local usage. This business service is available in 12, 24, or 36 month terms.
- D. **Business Plan 4 – Dedicated Local Digital T1 (digital or analog):** Digital T1 uses in band signaling to support 24 simultaneous calls. Each 64k voice channel uses ~8k for signaling. This leaves 56k for voice traffic. A Digital T1 Trunk is used when a digital PBX and digital T1 interface card are available. Available with 100,000 included minutes of local usage or 300,000 included minutes of local usage. This business service is available in 12, 24, or 36 month terms.
- E. **Business Plan 5 – Integrated Voice and Data (digital or analog):** Combines voice and data traffic over a single circuit. Bandwidth is dynamically allocated between voice and data, as needed. This plan is available in line and trunk configurations with multiple voice channel and data bandwidth options. All options are scalable. This business service is available in 12, 24, or 36 month terms.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.4. Business Plans Service Features**

A. Business Plan 1 and 2: Each local exchange Channel may include a telephone number assignment and the following features:

- Caller ID Name and Number
- Local Usage (Unlimited Business minutes)
- Local Directory Assistance (411)
- Local T-1/PRI
- Switched Long Distance
- Dedicated Long Distance
- Toll-free
- Directory Services
- Operator Services
- 900/976 Blocking
- Integrated Access
- Dedicated Internet Access (DIA)
- Virtual Foreign Exchange

B. Business Plan 3 and 4:

- Local Usage (included minutes based on Plan selection)
- Switched Local Distance
- 911
- Directory Listing
- Operator Services
- Directory Assistance
- Inbound redirect
- Remote Call Forward (RCF)

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.4. Business Plans Service Features, Continued**

**C. Business Plan 5:**

- Local Usage (included minutes based on Plan selection)
- Switched Local Distance
- 911
- Directory Listing
- Operator Services
- Directory Assistance
- Inbound redirect
- Remote Call Forward (RCF)
- Internet Access
- Static Public IP Address

**3.15.5. Business Plans Optional Features**

**A. Business Plans 1 and 2:**

Backup D Channel – In arrangements of two or more Primary Rate Interfaces or Ports, it provides enhanced continuity of Service by allowing a D Channel on one Primary Rate Interface or Port to automatically take over for a failed D Channel on another Primary Rate Interface or Port. A single Backup D Channel may support a maximum of five interfaces or ports.

Calling Number and Name Delivery – Provides the Customer who is receiving a call with the telephone number and the name of the calling party.

Serial Hunt – Calls will start with the number of the trunk dialed and hunt sequentially to the end of the trunk or hunt group.

Circular Hunt – A switch feature that dynamically points each new call attempt to the next idle B Channel following the last Channel either to have accepted a call or the last Channel to have attempted to place a call.

DLH (Distributed Line Hunting) – Calls are distributed evenly among a trunk group or hunt group by number of calls.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.5. Business Plans Optional Features, Continued**

**A. Business Plans 1 and 2:**

MIDL/LIDL ( Most Idle/Least Idle) – Incoming calls will be sent to the trunk that has been idle the longest (MIDL) or the shortest (LIDL) amount of time.

Direct Inward Dialing (DID) Numbers – Provides telephone numbers for direct inward dialing. Numbers are available in blocks of ten or one hundred, or as a single number. The assignment and sequence of the numbers may be requested by the Customer in cases where the Company has the number or series of numbers available for use.

Dynamic Channel Allocation – Allows a Customer to designate the quantity of B Channels for call types to be allocated within previously provisioned criteria for DID.

Enhanced Alternate Route – Allows incoming voice calls to overflow on an emergency and busy basis to a line or Trunk side connection designated by the Customer. A route may be limited in the number of simultaneous calls that can be routed.

Enhanced 911 – The number of the caller is transmitted to the PSAP where it is cross-referenced with an address database to determine the caller's location.

Inform 911 – Allows the calling party number of the station to be sent to the E911 database rather than the billed telephone number. It is the Customer's responsibility to provide station number updates to the 911 database.

Local Number Portability – Allows businesses to switch local service providers and retain their local telephone numbers.

Inbound Only – Provides for an inbound calling option on the Primary Rate Interface or Primary Rate Port. No outgoing capability exists when this feature is selected. A minimum of one D Channel is required.

Inbound Interface – Provides a PRI termination and a Digital multi-channel transmission path between the Central Office and the Customer's Premises and is configured with one D Channel or a Backup D Channel and 23 B Channels or 24 B Channels

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.5. Business Plans Optional Features, Continued**

**A. Business Plans 1 and 2:**

Universal Calling – Allows the end-user to make and receive local, intraLATA (local toll) and long distance calls. PNG Local Service provides Universal Calling with the following call coverage:

- Local Call Coverage: enable callers to place phone calls to any telephone in a pre-defined local calling area.
- Extended Area Service (EAS): enables callers to place calls to a pre-defined area outside of what is normally considered the local calling area at no extra charge.
- IntraLATA (Local Toll): carried by the long distance network.
- InterLATA: also carried by the long distance network.

Service Access Codes (SAC) – SACs are non-geographic area codes (often referred to as NPAs) assigned for special network uses. These codes include 500,700, and 8XX

**B. Business Plan 3:**

Calling Name Delivery - Allows customer to receive the calling name on inbound calls (customer equipment must be NI-2 compliant).

D-Channel Sharing - PRIs can be aggregated with one D-channel controlling multiple PRIs.

D-Channel Backup - Allows a predetermined D-Channel to automatically take over if the primary D-Channel fails.

Two B Channel Transfer (TBCT) - Prevents 2 B channels from being tied up when transferring calls.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.5. Business Plans Optional Features, Continued**

**C. Business Plan 4:**

Channelized T1 – Configuration that allows certain channels to operate in one trunk group and other channels in a separate trunk group.

Inbound ANI (Automatic Number Identification) over T1 – Delivers the calling number on a digital T1 circuit

Outbound ANI over T1 – Will output a telephone number of the customer's choice for each trunk group. No number will be output to the PSTN.

**D. Business Plan 5:**

Calling Number Delivery (PRI Only)

Private Networking – Provides the ability to combine multiple locations into one secure network for the exchange of data traffic.

DNS Hosting – Company will store customer's DNS information and perform DNS resolution

DNS Resolution – Process of translating domain names to IP addresses

Multiple Public IP Addresses – Option to obtain more IP addresses

Battery Backup – Backup available for the integrated access device (IAD)

Caller ID, Name and Number (Analog line only) – Allows customer to receive the calling name and/or number on inbound calls.

Inbound ANI (Automatic Number Identification) over T1 – Delivers the calling number on a digital T1 circuit

Outbound ANI over T1 – Will output a telephone number of the customer's choice for each trunk group. No number will be output to the PSTN.

(N)

---

**SECTION 3 – DESCRIPTION OF SERVICE, Continued**

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**3.15.5. Business Plans Optional Features, Continued**

**D. Business Plan 5:**

Calling Name Delivery (PRI Only) – Allows customer to receive the calling name on inbound calls (customer equipment must be NI-2 compliant).

Two B Channel Transfer (TBCT) (PRI Only)– Prevents 2 B channels from being tied up when transferring calls.

DID Billing option (PRI Trunk only) – Allows customers to receive a summary of outbound calls by DID number.

Voicemail (Analog Lines Only) – Available in Chicago, Atlanta, New York, New Jersey, Los Angeles and San Francisco

Enhanced Call Features (Analog Line only)

- Call Forward Universal
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Cancel Call Waiting
- Three Way Calling
- Hunting – Directory # Hunt
- Hunting – Multi-Line Hunting

**3.15.6. Directory Listings**

Company provides one free primary listing per trunk group in the Incumbent Local Exchange Carrier's (ILEC) directories. This includes a one-line listing in the white pages and a one-line heading in the yellow pages.

(N)



## SECTION 4 - RATES AND CHARGES

### 4.1. LOCAL EXCHANGE SERVICE RATES

#### 4.1.1. Residential Services

##### A. Residential Network Exchange Service Package Rates

		Per Month	Per Minute	
1.	PowerNet Global Call to Connect Plus			
	Per Line, Per Month	\$46.99		
	IntraLATA and InterLATA toll usage over 120 minutes		\$0.169	(I)
2.	PowerNet Global Call to Connect			
	Per Line, Per Month	\$32.99		
	IntraLATA and InterLATA toll usage over 120 minutes		\$0.169	(I)
3.	PowerNet Global Call to Connect Simple			
	Per Line, Per Month	\$28.99		
	IntraLATA and InterLATA toll usage over 30 minutes		\$0.169	(I)
4.	Local Bundle Option A,			
	Per Line, Per Month	\$29.99		
	Local Only			
5.	Local Bundle Option B,			
	Per Line, Per Month	\$39.99		
	Local/ Unlimited Long Distance			
6.	Local Bundle Option C,			
	Per Line, Per Month	\$45.99		
	Local/Unlimited Long Distance/ High Speed Dial Up			

---

**SECTION 4 - RATES AND CHARGES, Continued**

**4.1. LOCAL EXCHANGE SERVICE RATES, Continued**

**4.1.1. Residential Services, Continued**

**B. Custom Calling Features**

The following Custom Calling Features are available on a per-use and/or monthly basis, as indicated elsewhere in this tariff, at the rates and charges set forth below. The non-recurring charge is a one-time charge applied to the Customer's bill each time the Customer adds a feature to their account.

	<b>Per Use</b>	<b>Monthly</b>	<b>Non-Recurring Charge</b>	
Repeat Dial				
(Busy Redial) (*66)	\$1.00	\$4.00	\$6.00	
Call Waiting (Includes Caller ID)	N/A	\$7.95	\$6.00	
Caller ID with Name				
(Includes Anonymous				
Call Block)	N/A	\$7.95	\$6.00	
Per Call Blocking	\$0.00	\$0.00	\$0.00	
Call Return (Automatic				
Call Back) (*69)	\$0.75	\$4.00	\$6.00	
Anonymous Call				
Rejection (Privacy				
Manager)	N/A	\$3.00	\$6.00	
Speed Dialing 8	N/A	\$4.00	\$6.00	
Three-Way Calling	\$0.75	\$4.00	\$6.00	
Call Forwarding	N/A	\$4.00	\$6.00	
Call Waiting	N/A	\$4.00	\$6.00	
Remote Call Forwarding	N/A	\$11.50	N/A	(N)
Distinctive Ring	N/A	\$5.75	N/A	(N)
Voicemail	N/A	\$2.50	N/A	(N)

---

**SECTION 4 - RATES AND CHARGES, Continued**

**4.1. LOCAL EXCHANGE SERVICE RATES, Continued**

(N)

**4.1.2. Business Services**

**A. Business Services**

**1. Local Stand Alone**

Term – None

Per Line/Per Month \$39.99

**B. Business Bundled Services**

**1. Local/Unlimited Long Distance**

Term – None

Per Line/Per Month \$64.99

Term – 1 Year

Per Line/Per Month \$54.99

Term – 2 Years

Per Line/Per Month \$49.99

**2. Local/Unlimited Long Distance/High Speed Dialup**

Term – None

Per Line/Per Month \$69.99

Term – 1 Year

Per Line/Per Month \$59.99

Term – 2 Years

Per Line/Per Month \$54.99

(N)

**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. INTEREXCHANGE SERVICE RATES AND CHARGES**

**4.2.1. Message Toll Service**

The following are per minute usage charges which apply to all calls. These charges are applied in addition to the Non-recurring Charges and Recurring Charges referred to herein.

**A. Switched Message Toll Service**

**1. Inbound (Toll-Free) Usage Rates**

**Plan I**

Initial Increment, per minute	\$0.0850
Each Additional, per minute	\$0.0850

**2 Outbound (1 Plus) Usage Rates**

**Plan I**

Initial Increment, per minute	\$0.0850
Each Additional, per minute	\$0.0850

**Plan II**

Initial Increment, per minute	\$0.0450
Each Additional, per minute	\$0.0450

Monthly Usage Fee	\$2.50
-------------------	--------

**SECTION 4 - RATES AND CHARGES, Continued**

**4.2. INTEREXCHANGE SERVICE RATES AND CHARGES, Continued**

**4.2.1. Message Toll Service, Continued**

The following are per minute usage charges which apply to all calls. These charges are applied in addition to the Non-recurring Charges and Recurring Charges referred to herein.

**B. Dedicated Access Service**

**1. Inbound (Toll Free) Usage Rates**

Initial Increment, per minute \$0.0410

Each Additional, per minute \$0.0410

**2 Outbound (1 Plus) Usage Rates**

Initial Increment, per minute \$0.209 (I)

Each Additional, per minute \$0.209 (I)

**4.2.2. PowerDial Service**

Per Minute Rate \$ 0.0850

**4.2.3. PNG Travel Card Service Rate**

Per Minute Rate: \$0.249

**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. INTEREXCHANGE SERVICE RATES AND CHARGES, Continued**

**4.2.4. Toll Free (800) Directory Assistance**

A. Non-recurring Charges

Set Up in Toll Free Directory Assistance	\$35.00
Set-Up – Rush Order	\$100.00
Change Number	\$35.00
Set-Up Cancellation	\$35.00
Toll Free Directory Assistance Inquiries, beginning with the 16th in one month	\$1.25

B. Monthly Recurring Charges

Monthly Usage Fee (includes up to 15 inquiries)	\$25.00
---	---------

**4.2.5. Directory Assistance**

Per inquiry	\$0.89
-------------	--------

**4.2.6. Prepaid Calling Card Service**

Per minute	\$0.06
------------	--------

---

**SECTION 4 - RATES AND CHARGES, Continued**

**4.3. ADDITIONAL/MISCELLANEOUS CHARGES**

<b>4.3.1. One Time Service Charges</b>	<b>Non-Recurring</b>	
New Installation*	\$150.00	
Move Service to New Location*	\$75.00	
One-Time Changes to Service	\$15.00	(I)
Installation of additional line*	\$75.00	
Missed Appointment	\$75.00	
Restoral Charge	\$25.00	
Conversion Charge	\$25.00	

\*Customer must be available at scheduled install time

**4.3.2. Trouble Isolation and Repairs**

Trouble isolation and other repair services are provided to Customers by the underlying Carrier, at the underlying Carrier's rates, terms and conditions, pursuant to the underlying Carrier's local tariff on file with the Department. The Company bills Customers for trouble isolation and other repair costs at the underlying Carrier's tariffed rates.

**4.3.3. Additional Monthly Charges**

Subscriber Line Charge (SLC), per line, per month	\$6.50
Local Number Portability (LNP), per month	\$0.23

**4.3.4. Directory Listings**

Non-Published Listing	\$4.95
Non-Listed Listing	\$3.00
Additional Listing	\$3.00

**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ADDITIONAL/MISCELLANEOUS CHARGES, Continued**

<b>4.3.5. Directory Assistance Service</b>	<b>Per Usage</b>	
Directory Assistance, Business & Residential	\$1.25	(I)
Directory Assistance Call Completion, Business & Residential	\$0.50	
<b>4.3.6. Local Operator Assisted</b>		
The Per Call charges below are in addition to any other applicable usage charges identified in this Tariff.		
Busy Line Verification and Line Interrupt Service:		
Per Busy Line Verification, Per Call	\$1.00	
Per Line Interruption, Per Call	\$2.25	(I)
<b>4.3.7. Presubscribed Interexchange Carrier Change Charge</b>		
Per Change	\$9.99	
<b>4.3.8. Public Telephone Surcharge</b>		
Per Call	0.65	
<b>4.3.9. PICC</b>		
Multi-line Business, Per Additional Line	\$4.31	
Centrex, Per Line	\$0.48	
ISDN BRI, per primary telephone number	\$0.99	
ISDN PRI, per Trunk	\$0.58	



**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ADDITIONAL/MISCELLANEOUS CHARGES, Continued**

<b>4.3.10. Call Trace</b>	<b>Charge</b>
Per Trace	\$8.00

<b>4.3.11. Return Payment Charge</b>	
Per Returned Payment	\$15.00

**4.3.12. Monthly Billing Fee**

Switched or dedicated access Customers who request printed invoices will be charged a monthly recurring fee. Electronic billing is provided free of charge. See Section 2.6.2. above.

Monthly Billing Fee	\$1.00
---------------------	--------

**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. 911 TELEPHONE SERVICE**

911 Telephone Service allows Customers to reach appropriate emergency Services including police, fire and medical Services. The 911 Service includes lines and Central Office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone Central Office Areas arranged for 911 calling. If 911 Service is not available in an area, PNG shall make arrangements for the Customer to reach the appropriate emergency Services through dialing “0”.

**4.5. TELECOMMUNICATIONS RELAY SERVICE**

Telecommunications Relay Service enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (“TT”) or similar devices to communicate freely with the hearing population not using TT and visa versa.

A Customer will be able to access the state provider to complete such calls by either dialing the applicable telephone number directly or by dialing the number 711, where available.

**4.6. CALL BLOCKING SERVICE**

Call Blocking Service is a Service that provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 Services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 Service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach an intercept announcement. Call Blocking is provided at no charge.

Customers are automatically provided with Collect Call, Third-Party Billed and Person-To-Person Call Blocking upon Subscription to the Company’s Services, at no charge.

**SECTION 4 – RATES AND CHARGES, Continued**

**4.7. SERVICE PROVIDER OPTIONS**

**4.7.1 No Primary Interexchange Carrier (PIC) Option**

Customers have the option of not selecting a toll provider as primary Carrier for IntraLATA and/or InterLATA toll traffic, thus requiring the Customer to use an access code to obtain toll providers' services (i.e., 1010-XXX).

**4.7.2 Two PIC Option**

Customers will be able to select one toll provider for IntraLATA toll calls and, if so desired, the same or another toll provider for InterLATA toll calls.

**4.7.3. Preferred Carrier Freeze (PCF)**

The Company offers a free service called Preferred Carrier Freeze. This service is available to all Customers. PCF allows Customers to designate their local long distance (IntraLATA) provider, long distance (InterLATA) provider, and a Local Exchange Service provider as permanent choices which may not be changed absent further authorization from the Customer. The Company will send a letter to each Customer upon initiation or transfer of service, which informs the Customer of the option to freeze his/her IntraLATA, InterLATA and local service provider choice(s). At the time a Customer contacts the Company to establish a freeze, a representative will advise him/her on how to facilitate a change of provider(s) on a frozen account.

**4.7.4 Carrier Change Charge**

After the initial 30-day period, or at any time after an initial Carrier selection has been made, any Carrier selection or change is subject to a Non-Recurring Charge as set forth in Section 4.3.7.

## **SECTION 4 – RATES AND CHARGES, Continued**

### **4.8. CUSTOMER SPECIFIC PRICING**

When the Company furnishes a facility or Service for which a rate or charge is not specified in the Company's Tariff, or when the Company offers rates or charges which may vary from Tariff arrangements, rates and charges will be determined through Customer Specific Pricing (CSP). CSP arrangements are made in response to the specific, individual requirements of the Customer and/or a competitive bidding process, and differ from the Company's standard Tariff offerings in that they contain a custom service arrangement and/or term and/or volume commitments. Because the CSP Customer is not "under like circumstances" as other Customers, the CSP arrangement will comply with and be consistent with the statutory and regulatory requirements set forth in MA General Laws, Chapter 159 and D.P.U. 90-24.

### **4.9. PROMOTIONS**

The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Department rules or regulations.

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1)**

(N)

**4.10.1. Directory Listings**

	<u>MRC</u>	<u>NRC</u>
Primary Listing	Free	Free
Additional non-primary listing	\$6.00	\$35.00
Additional changes or deletions to		
First non-primary listing	\$0.00	\$35.00
2 <sup>nd</sup> and subsequent non-primary listings	\$6.00	\$9.00
Additional changes or deletions to		
2 <sup>nd</sup> and subsequent non-primary listing	\$0.00	\$9.00
Caption	\$6.00	\$0.00
Foreign	\$6.00	\$0.00
Line of information	\$6.00	\$0.00
Classified heading	Free	Free
Non-listed	\$3.50	\$34.71
Non-published	\$4.95	\$34.71

**4.10.2. Local Operator Assistance Services**

	<u>Per Use Fee</u>
Local Directory Assistance	\$0.89
Payphone	\$0.35
Person to Person	\$0.89
Station to Station	\$1.75
Busy Line Verification	\$1.20
Busy Line Interrupt	\$2.40
Operator Assisted Call	\$0.75

(N)

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued** (N)

**4.10.3. Term and Volume Business Plans Rates and Charges**

**Business Plan 1 (Dedicated Local Voice T-1/PRI) Unlimited local - A Pricing:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>24 Months:</u>	\$410.00	\$148.74	\$6.00	\$6.00	\$25.00	\$30.00
<u>36 Months:</u>	\$401.00	\$148.74	\$6.00	\$6.00	\$25.00	\$30.00

\* where available

**Business Plan 1 (Dedicated Local Voice T-1/PRI) Unlimited local – L Pricing:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>24 Months:</u>	\$519.00	\$40.20	\$6.00	\$6.00	\$25.00	\$30.00
<u>36 Months:</u>	\$510.00	\$40.20	\$6.00	\$6.00	\$25.00	\$30.00

\* where available

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued**

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Business Plan 2 (Integrated Voice and Data):**

	<u># of Channels</u>	<u>MRC</u>	<u>Installation fee</u>
<u>12 Months</u>	1 (64k)	\$107.00	\$198.00
	2(128k)	\$156.00	\$198.00
	4(256k)	\$219.00	\$198.00
	6(384k)	\$276.00	\$198.00
	8(512k)	\$332.00	\$198.00
	12(768k)	\$360.00	\$198.00
	16(1024k)	\$377.00	\$198.00
<u>24 Months</u>	1 (64k)	\$100.00	waived
	2 (128k)	\$147.00	waived
	4 (256k)	\$208.00	waived
	6 (384k)	\$263.00	waived
	8 (512k)	\$317.00	waived
	12 (768k)	\$343.00	waived
	16 (1024k)	\$358.00	waived
<u>36 Months</u>	1 (64k)	\$95.00	waived
	2 (128k)	\$139.00	waived
	4 (256k)	\$197.00	waived
	6 (384k)	\$250.00	waived
	8 (512k)	\$300.00	waived
	12 (768k)	\$326.00	waived
	16 (1024k)	\$339.00	waived

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued** (N)

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Business Plan 3 (Dedicated Local PRI) –100,000 included local minutes:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>12 Months:</u>	\$552.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>24 Months:</u>	\$390.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>36 Months:</u>	\$377.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00

\* where available

**Business Plan 3 (Dedicated Local PRI) – 300,000 included local minutes:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>12 Months:</u>	\$1440.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>24 Months:</u>	\$1095.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>36 Months:</u>	\$1082.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00

\* where available

**Business Plan 4 (Dedicated Local Digital T1) – 100,000 included local minutes:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>12 Months:</u>	\$432.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>24 Months:</u>	\$320.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>36 Months:</u>	\$307.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00

\* where available



**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued**

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Business Plan 4 (Dedicated Local Digital T1) – 300,000 included local minutes:**

	<u>MRC</u>	<u>EUCL</u>	<u>Block of 20* DIDs</u>		<u>Block of 100 * DIDs</u>	
			<u>MRC</u>	<u>NRC</u>	<u>MRC</u>	<u>NRC</u>
<u>12 Months:</u>	\$1440.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>24 Months:</u>	\$1095.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00
<u>36 Months:</u>	\$1082.00	\$37.93	\$6.00	\$50.00	\$30.00	\$200.00

\* where available

(N)

(N)

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued**

(N)

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Business Plan 5 (Integrated Voice and Data):**

	<u># of Channels</u>	<u>Bandwidth</u>	<u>MRC</u>
<u>12 Months</u>	12-19	256	\$311.00
	12-19	512	\$411.00
	12-19	1536	\$511.00
	20-26	256	\$312.00
	20-26	512	\$412.00
	20-26	1536	\$512.00
	27-32	256	\$313.00
	27-32	512	\$413.00
	27-32	1536	\$513.00
<u>24 Months</u>	12-19	256	\$272.00
	12-19	512	\$352.00
	12-19	1536	\$472.00
	20-26	256	\$271.00
	20-26	512	\$351.00
	20-26	1536	\$471.00
	27-32	256	\$270.00
	27-32	512	\$350.00
	27-32	1536	\$470.00
<u>36 Months</u>	12-19	256	\$250.00
	12-19	512	\$329.00
	12-19	1536	\$450.00
	20-26	256	\$249.00
	20-26	512	\$329.00
	20-26	1536	\$449.00
	27-32	256	\$248.00
	27-32	512	\$328.00
	27-32	1536	\$448.00

(N)

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued**

(N)

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Other Applicable Rates** (Features not available in all plans):

	<u>MRC</u>	<u>NRC</u>
Local Number Portability (LNP)/Channel		\$0.35
PICC/Channel		\$1.19
Port Charge		\$0.00
Loop Fees		ICB
Directory Listings – Primary		
Caller ID Number (POTS)	\$5.80	
Caller ID Name & Number (POTS)	\$7.00	
Analog Trunk - Inbound ANI (FXO Lines)	\$75.00	
Analog Trunk - CID Number (FXS/POTS Line)	\$7.50	
Analog Trunk - CID Name & Number (FXS/POTS Line)	\$9.00	
T1 CAS – Inbound ANI over T1	\$37.50	
T1 CAS – Outbound ANI over T1	\$37.50	
PRI – CID Name & Number	\$300.00	
DNS Hosting MRC	\$15.00	\$25.00
Channelized T-1	\$0.00	\$750.00
D-channel sharing	\$75.00	\$75.00
D-channel back-up	\$75.00	\$75.00
Inbound Redirect	\$100.00	\$0.00
Remote Call Forwarding on demand	\$50.00	\$75.00
CNAM Delivery (PSTN Connect TDM & foreign exch)	\$250.00	\$50.00

(N)

**4.10. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES  
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued** (N)

**4.10.3. Term and Volume Business Plans Rates and Charges, Continued**

**Business Plan 5 only**

Battery backup –

One year term	\$949
Two year term	\$475
Three year term	\$200

Without battery backup -

One year term	\$749
Two year term	\$375
Three year term	waived

(N)

## **SECTION 5 – GRANDFATHERED SERVICES**

The following Services are no longer being offered to new Customers:

### **5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES**

Services are available only in areas listed in Section 5.4. Rates and charges for Service vary by Service zone as set forth in this Section 5.1. The Services and Packages in this section are offered to Residential Customers only.

#### **5.1.1 Unlimited Package II**

Provides Customers with a combination of unlimited local calling and unlimited long distance calling in the United States and Canada, as well as the following custom calling features package for one single monthly rate: Caller I.D. with Name, Call Waiting, Call Forwarding, 3-Way Calling and Speed Dial 8. Rates for individually priced custom calling features may be found in Section 5.1.7 (A).

#### **5.1.2. Basic Plus Package**

Provides Customers with Unlimited local calls within the calling areas specified in Section 5.4, and includes the following features at no extra cost: Caller I.D. with Name, Call Waiting, Call Forwarding, 3-Way Calling and Speed Dial 8. Presubscribed InterLATA and IntraLATA long distance calls are billed at a per minute rate, as indicated in Section 5.1.7 (B)

#### **5.1.3 Basic Package II**

Provides Customers with unlimited local calls within the calling areas specified in Section 5.4. Presubscribed InterLATA and IntraLATA long distance calls are billed at a per minute rate, as indicated in Section 5.1.7 (C).

#### **5.1.4. Dial Tone Service Only II**

Provides Customers with local and long distance calling Service at a per minute rate, as indicated in Section 5.1.7 (D). Customers may add the Feature Package II for an extra per monthly charge as set forth in Section 5.1.5 and 5.1.7 (E) below.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

The following Services are no longer being offered to new Customers, Continued:

**5.1.5. Feature Package II**

Provides Customers with the following features at one monthly rate: Caller I.D., Call Waiting, Call Forwarding, 3-Way Calling and Speed Dial 8. Rates may be found in Section 5.1.7 (E).

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.7 Local Exchange Service – Rate Schedules**

Rates and charges for Service vary by Service zone. NPA-NXX's within each Service zone are set forth in Section 5.1.8.

		<b>Per Minute</b>	<b>Monthly</b>
A.	Unlimited Package II		
	Zone M		\$49.99
	Zone R		\$79.99
	Zone S		\$49.99
	Zone U		\$49.99
B.	Basic Plus Package		
	Zone M		\$29.99
	Zone R		\$59.99
	Zone S		\$29.99
	Zone U		\$29.99
	Presubscribed Intrastate IntraLATA and InterLATA Long Distance <sup>1</sup> , Per Minute	\$0.089	
C.	Basic Package II (Residence and Business)		
	Zone M		\$22.99
	Zone R		\$52.99
	Zone S		\$24.99
	Zone U		\$22.99
	Presubscribed Intrastate IntraLATA and InterLATA Long Distance <sup>2</sup> , Per Minute	\$0.089	

---

<sup>2</sup> Billed in one (1) minute increments.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.7 Local Exchange Service - Rate Schedules, Continued**

**D. Dial Tone Service Only II (Residence and Business) Monthly Rate**

Zone M	\$19.99
Zone R	\$49.99
Zone S	\$21.99
Zone U	\$19.99

**Per Minute Rate**

Local Calling, Per Minute <sup>1</sup>	\$0.05
Presubscribed Intrastate IntraLATA and InterLATA Long Distance <sup>1</sup> , Per Minute	\$0.089

**E. Feature Package II Monthly Rate**

Monthly Recurring Charge	\$7.99
--------------------------	--------

**F. Individual Calling Features, per feature, per month**

Caller ID	\$3.50
Call Forwarding	\$3.50
3-way Calling	\$3.50
Call Waiting	\$3.50
Speed Dial 8	\$3.50
Speed Dial 30	\$3.50
All Call Blocking	\$3.50
Automatic Call Rejection	\$3.50
Call Forwarding – No Answer/Busy Line	\$3.50



---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service**

Service rates are differentiated by Service zone, as set forth below. Zones are comprised of NPA-NXX's. All Customers with a particular NPA-NXX will obtain Service at the rates for that particular zone.

**Zone M**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
617-204	M	617-352	M	617-526	M	617-727	M
617-210	M	617-353	M	617-534	M	617-728	M
617-222	M	617-356	M	617-536	M	617-737	M
617-223	M	617-357	M	617-542	M	617-742	M
617-227	M	617-358	M	617-556	M	617-743	M
617-228	M	617-367	M	617-557	M	617-748	M
617-235	M	617-368	M	617-565	M	617-753	M
617-236	M	617-369	M	617-570	M	617-757	M
617-241	M	617-371	M	617-572	M	617-760	M
617-242	M	617-372	M	617-573	M	617-772	M
617-246	M	617-373	M	617-574	M	617-788	M
617-247	M	617-375	M	617-578	M	617-790	M
617-248	M	617-377	M	617-579	M	617-832	M
617-255	M	617-414	M	617-585	M	617-854	M
617-261	M	617-421	M	617-587	M	617-856	M
617-262	M	617-422	M	617-589	M	617-859	M
617-263	M	617-423	M	617-619	M	617-865	M
617-266	M	617-424	M	617-624	M	617-867	M
617-267	M	617-425	M	617-626	M	617-878	M
617-292	M	617-426	M	617-635	M	617-886	M
617-295	M	617-428	M	617-636	M	617-897	M
617-305	M	617-434	M	617-638	M	617-918	M
617-310	M	617-437	M	617-654	M	617-927	M
617-330	M	617-439	M	617-662	M	617-936	M
617-338	M	617-443	M	617-664	M	617-937	M
617-341	M	617-450	M	617-683	M	617-946	M
617-342	M	617-451	M	617-695	M	617-951	M
617-343	M	617-457	M	617-720	M	617-954	M
617-345	M	617-478	M	617-722	M	617-956	M
617-346	M	617-482	M	617-723	M	617-973	M
617-348	M	617-490	M	617-724	M	617-988	M
617-350	M	617-521	M	617-725	M	617-994	M
617-351	M	617-523	M	617-726	M	857-355	M

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone R**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
413-229	R	413-458	R	413-848	R	978-249	R
413-232	R	413-477	R	413-862	R	978-297	R
413-238	R	413-498	R	413-967	R	978-355	R
413-243	R	413-528	R	508-248	R	978-363	R
413-245	R	413-566	R	508-252	R	978-386	R
413-247	R	413-569	R	508-257	R	978-422	R
413-258	R	413-597	R	508-347	R	978-448	R
413-267	R	413-623	R	508-476	R	978-449	R
413-268	R	413-624	R	508-529	R	978-456	R
413-269	R	413-625	R	508-636	R	978-464	R
413-274	R	413-628	R	508-644	R	978-544	R
413-277	R	413-634	R	508-645	R	978-575	R
413-296	R	413-644	R	508-669	R	978-582	R
413-298	R	413-648	R	508-763	R	978-597	R
413-323	R	413-655	R	508-866	R	978-724	R
413-337	R	413-659	R	508-867	R	978-731	R
413-339	R	413-662	R	508-869	R	978-768	R
413-354	R	413-663	R	508-882	R	978-779	R
413-357	R	413-664	R	508-886	R	978-827	R
413-367	R	413-665	R	508-923	R	978-838	R
413-369	R	413-667	R	508-946	R	978-874	R
413-394	R	413-684	R	508-947	R	978-928	R
413-397	R	413-743	R	802-694	R	978-939	R
413-436	R	413-749	R	978-248	R	978-948	R

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone S**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
339-355	S	413-552	S	508-223	S	508-325	S
339-958	S	413-555	S	508-224	S	508-327	S
413-236	S	413-562	S	508-226	S	508-337	S
413-283	S	413-564	S	508-228	S	508-339	S
413-284	S	413-565	S	508-229	S	508-348	S
413-289	S	413-567	S	508-230	S	508-349	S
413-322	S	413-568	S	508-231	S	508-350	S
413-378	S	413-572	S	508-234	S	508-351	S
413-395	S	413-582	S	508-235	S	508-357	S
413-426	S	413-583	S	508-236	S	508-358	S
413-442	S	413-584	S	508-238	S	508-359	S
413-443	S	413-585	S	508-240	S	508-362	S
413-445	S	413-586	S	508-242	S	508-366	S
413-447	S	413-587	S	508-247	S	508-375	S
413-448	S	413-589	S	508-249	S	508-376	S
413-457	S	413-593	S	508-255	S	508-378	S
413-493	S	413-596	S	508-261	S	508-384	S
413-494	S	413-599	S	508-266	S	508-385	S
413-496	S	413-637	S	508-273	S	508-389	S
413-499	S	413-772	S	508-278	S	508-393	S
413-525	S	413-773	S	508-279	S	508-394	S
413-526	S	413-774	S	508-285	S	508-398	S
413-527	S	413-775	S	508-286	S	508-420	S
413-529	S	413-782	S	508-288	S	508-422	S
413-532	S	413-783	S	508-289	S	508-426	S
413-533	S	413-786	S	508-291	S	508-427	S
413-534	S	413-789	S	508-295	S	508-428	S
413-535	S	413-796	S	508-299	S	508-429	S
413-536	S	413-821	S	508-301	S	508-430	S
413-538	S	413-863	S	508-303	S	508-431	S
413-539	S	508-206	S	508-307	S	508-432	S
413-540	S	508-209	S	508-323	S	508-435	S
413-547	S	508-222	S	508-324	S	508-457	S

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone S, Continued**

<b>NPA- NXX</b>	<b>Density Cell</b>	<b>NPA- NXX</b>	<b>Density Cell</b>	<b>NPA- NXX</b>	<b>Density Cell</b>	<b>NPA- NXX</b>	<b>Density Cell</b>
508-460	S	508-565	S	508-693	S	508-823	S
508-467	S	508-578	S	508-695	S	508-824	S
508-473	S	508-580	S	508-696	S	508-825	S
508-475	S	508-581	S	508-697	S	508-828	S
508-477	S	508-583	S	508-698	S	508-829	S
508-478	S	508-584	S	508-699	S	508-830	S
508-480	S	508-586	S	508-721	S	508-832	S
508-481	S	508-587	S	508-722	S	508-833	S
508-482	S	508-588	S	508-727	S	508-835	S
508-485	S	508-595	S	508-729	S	508-836	S
508-486	S	508-616	S	508-730	S	508-839	S
508-487	S	508-624	S	508-732	S	508-841	S
508-490	S	508-627	S	508-743	S	508-842	S
508-491	S	508-634	S	508-746	S	508-845	S
508-492	S	508-643	S	508-747	S	508-850	S
508-495	S	508-646	S	508-748	S	508-851	S
508-497	S	508-647	S	508-758	S	508-852	S
508-501	S	508-650	S	508-759	S	508-853	S
508-520	S	508-651	S	508-760	S	508-854	S
508-528	S	508-652	S	508-764	S	508-855	S
508-531	S	508-653	S	508-765	S	508-856	S
508-533	S	508-655	S	508-771	S	508-862	S
508-537	S	508-660	S	508-775	S	508-865	S
508-539	S	508-668	S	508-778	S	508-870	S
508-540	S	508-671	S	508-780	S	508-871	S
508-541	S	508-672	S	508-785	S	508-877	S
508-543	S	508-673	S	508-786	S	508-880	S
508-544	S	508-674	S	508-787	S	508-881	S
508-548	S	508-675	S	508-788	S	508-884	S
508-549	S	508-676	S	508-790	S	508-885	S
508-553	S	508-677	S	508-800	S	508-887	S
508-559	S	508-678	S	508-806	S	508-888	S
508-563	S	508-679	S	508-821	S	508-891	S
508-564	S	508-690	S	508-822	S	508-892	S

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone S, Continued**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
508-893	S	603-394	S	781-342	S	781-585	S
508-894	S	781-226	S	781-344	S	781-597	S
508-895	S	781-230	S	781-372	S	781-618	S
508-896	S	781-231	S	781-377	S	781-649	S
508-897	S	781-233	S	781-383	S	781-659	S
508-898	S	781-235	S	781-401	S	781-669	S
508-899	S	781-237	S	781-402	S	781-670	S
508-910	S	781-239	S	781-407	S	781-671	S
508-939	S	781-251	S	781-416	S	781-673	S
508-941	S	781-259	S	781-422	S	781-674	S
508-943	S	781-261	S	781-431	S	781-676	S
508-945	S	781-263	S	781-433	S	781-677	S
508-949	S	781-271	S	781-441	S	781-681	S
508-957	S	781-274	S	781-444	S	781-682	S
508-961	S	781-275	S	781-446	S	781-687	S
508-966	S	781-276	S	781-447	S	781-740	S
508-968	S	781-280	S	781-449	S	781-741	S
508-972	S	781-282	S	781-453	S	781-748	S
508-977	S	781-283	S	781-455	S	781-749	S
508-979	S	781-292	S	781-456	S	781-751	S
508-984	S	781-293	S	781-458	S	781-758	S
508-985	S	781-294	S	781-461	S	781-764	S
508-987	S	781-297	S	781-467	S	781-765	S
508-990	S	781-319	S	781-473	S	781-766	S
508-991	S	781-320	S	781-495	S	781-767	S
508-992	S	781-326	S	781-509	S	781-774	S
508-993	S	781-329	S	781-532	S	781-784	S
508-994	S	781-331	S	781-533	S	781-792	S
508-995	S	781-334	S	781-544	S	781-793	S
508-996	S	781-335	S	781-545	S	781-821	S
508-997	S	781-337	S	781-553	S	781-826	S
508-998	S	781-340	S	781-575	S	781-828	S
508-999	S	781-341	S	781-582	S	781-829	S

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone S, Continued**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
781-830	S	978-247	S	978-368	S	978-486	S
781-834	S	978-251	S	978-369	S	978-488	S
781-837	S	978-262	S	978-370	S	978-493	S
781-841	S	978-263	S	978-371	S	978-496	S
781-845	S	978-264	S	978-372	S	978-499	S
781-857	S	978-266	S	978-373	S	978-506	S
781-860	S	978-276	S	978-374	S	978-507	S
781-861	S	978-280	S	978-378	S	978-514	S
781-862	S	978-281	S	978-388	S	978-521	S
781-863	S	978-282	S	978-392	S	978-524	S
781-871	S	978-283	S	978-404	S	978-525	S
781-878	S	978-284	S	978-412	S	978-526	S
781-925	S	978-287	S	978-419	S	978-534	S
781-934	S	978-292	S	978-425	S	978-535	S
781-941	S	978-294	S	978-433	S	978-536	S
781-942	S	978-307	S	978-436	S	978-537	S
781-944	S	978-316	S	978-437	S	978-542	S
781-945	S	978-318	S	978-439	S	978-545	S
781-958	S	978-321	S	978-440	S	978-546	S
781-961	S	978-329	S	978-443	S	978-547	S
781-963	S	978-340	S	978-444	S	978-553	S
781-981	S	978-341	S	978-445	S	978-556	S
781-982	S	978-342	S	978-461	S	978-557	S
781-986	S	978-343	S	978-462	S	978-562	S
781-999	S	978-345	S	978-463	S	978-567	S
978-205	S	978-346	S	978-465	S	978-568	S
978-209	S	978-348	S	978-466	S	978-576	S
978-213	S	978-352	S	978-468	S	978-579	S
978-214	S	978-353	S	978-469	S	978-585	S
978-232	S	978-354	S	978-470	S	978-589	S
978-236	S	978-356	S	978-472	S	978-591	S
978-242	S	978-365	S	978-474	S	978-622	S
978-245	S	978-366	S	978-475	S	978-623	S

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone S, Continued**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
978-625	S	978-680	S	978-742	S	978-858	S
978-629	S	978-681	S	978-744	S	978-859	S
978-630	S	978-682	S	978-745	S	978-863	S
978-632	S	978-683	S	978-749	S	978-887	S
978-635	S	978-684	S	978-750	S	978-897	S
978-638	S	978-685	S	978-762	S	978-916	S
978-640	S	978-686	S	978-772	S	978-921	S
978-646	S	978-687	S	978-774	S	978-922	S
978-649	S	978-688	S	978-777	S	978-924	S
978-657	S	978-689	S	978-784	S	978-927	S
978-658	S	978-691	S	978-789	S	978-929	S
978-659	S	978-692	S	978-794	S	978-936	S
978-661	S	978-694	S	978-796	S	978-946	S
978-663	S	978-718	S	978-803	S	978-952	S
978-664	S	978-725	S	978-814	S	978-957	S
978-665	S	978-734	S	978-823	S	978-963	S
978-667	S	978-736	S	978-825	S	978-974	S
978-670	S	978-738	S	978-834	S	978-975	S
978-671	S	978-739	S	978-837	S	978-988	S
978-674	S	978-740	S	978-840	S	978-989	S
978-675	S	978-741	S	978-851	S		

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone U**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
413-205	U	413-594	U	508-312	U	508-757	U
413-226	U	413-598	U	508-334	U	508-766	U
413-230	U	413-730	U	508-354	U	508-767	U
413-253	U	413-731	U	508-363	U	508-770	U
413-253	U	413-732	U	508-368	U	508-791	U
413-256	U	413-733	U	508-370	U	508-792	U
413-256	U	413-734	U	508-383	U	508-793	U
413-259	U	413-735	U	508-387	U	508-795	U
413-259	U	413-736	U	508-390	U	508-797	U
413-261	U	413-737	U	508-391	U	508-798	U
413-263	U	413-739	U	508-396	U	508-799	U
413-264	U	413-744	U	508-421	U	508-814	U
413-266	U	413-746	U	508-424	U	508-820	U
413-267	U	413-747	U	508-483	U	508-831	U
413-273	U	413-748	U	508-489	U	508-849	U
413-286	U	413-750	U	508-504	U	508-860	U
413-290	U	413-755	U	508-522	U	508-872	U
413-292	U	413-781	U	508-555	U	508-875	U
413-293	U	413-784	U	508-569	U	508-879	U
413-295	U	413-785	U	508-592	U	508-890	U
413-452	U	413-787	U	508-600	U	508-929	U
413-542	U	413-788	U	508-620	U	508-935	U
413-543	U	413-794	U	508-626	U	508-956	U
413-545	U	413-814	U	508-628	U	508-988	U
413-546	U	413-827	U	508-661	U	617-214	U
413-548	U	413-846	U	508-723	U	617-215	U
413-549	U	413-858	U	508-724	U	617-219	U
413-557	U	413-861	U	508-751	U	617-225	U
413-573	U	508-233	U	508-752	U	617-232	U
413-573	U	508-239	U	508-753	U	617-234	U
413-577	U	508-253	U	508-754	U	617-243	U
413-577	U	508-270	U	508-755	U	617-244	U
413-592	U	508-271	U	508-756	U	617-252	U



---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone U, Continued**

<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>	<u>NPA- NXX</u>	<u>Density Cell</u>
617-253	U	617-382	U	617-492	U	617-569	U
617-254	U	617-384	U	617-493	U	617-575	U
617-258	U	617-387	U	617-494	U	617-576	U
617-264	U	617-389	U	617-495	U	617-577	U
617-265	U	617-394	U	617-496	U	617-582	U
617-268	U	617-403	U	617-497	U	617-591	U
617-269	U	617-404	U	617-498	U	617-604	U
617-277	U	617-408	U	617-499	U	617-609	U
617-278	U	617-427	U	617-503	U	617-621	U
617-282	U	617-430	U	617-509	U	617-623	U
617-284	U	617-432	U	617-520	U	617-625	U
617-287	U	617-436	U	617-522	U	617-627	U
617-288	U	617-441	U	617-524	U	617-628	U
617-296	U	617-442	U	617-525	U	617-629	U
617-298	U	617-445	U	617-527	U	617-630	U
617-323	U	617-452	U	617-533	U	617-632	U
617-325	U	617-458	U	617-537	U	617-634	U
617-327	U	617-459	U	617-539	U	617-637	U
617-328	U	617-463	U	617-540	U	617-640	U
617-332	U	617-464	U	617-541	U	617-641	U
617-333	U	617-465	U	617-546	U	617-644	U
617-339	U	617-468	U	617-547	U	617-647	U
617-349	U	617-469	U	617-551	U	617-655	U
617-354	U	617-471	U	617-552	U	617-656	U
617-355	U	617-472	U	617-555	U	617-660	U
617-360	U	617-473	U	617-558	U	617-661	U
617-361	U	617-474	U	617-559	U	617-665	U
617-362	U	617-479	U	617-560	U	617-666	U
617-363	U	617-483	U	617-561	U	617-667	U
617-364	U	617-484	U	617-562	U	617-673	U
617-374	U	617-486	U	617-566	U	617-675	U
617-376	U	617-489	U	617-567	U	617-679	U
617-381	U	617-491	U	617-568	U	617-685	U

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone U, Continued**

<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>
617-689	U	617-814	U	617-989	U	781-386	U
617-693	U	617-822	U	617-993	U	781-387	U
617-696	U	617-825	U	781-208	U	781-388	U
617-698	U	617-846	U	781-213	U	781-391	U
617-703	U	617-847	U	781-221	U	781-392	U
617-705	U	617-855	U	781-224	U	781-393	U
617-713	U	617-864	U	781-229	U	781-395	U
617-730	U	617-866	U	781-238	U	781-396	U
617-731	U	617-868	U	781-245	U	781-397	U
617-732	U	617-873	U	781-246	U	781-398	U
617-734	U	617-876	U	781-255	U	781-409	U
617-735	U	617-881	U	781-256	U	781-438	U
617-738	U	617-882	U	781-262	U	781-440	U
617-739	U	617-883	U	781-270	U	781-442	U
617-740	U	617-884	U	781-272	U	781-452	U
617-745	U	617-885	U	781-273	U	781-466	U
617-746	U	617-887	U	781-278	U	781-475	U
617-754	U	617-889	U	781-279	U	781-477	U
617-761	U	617-898	U	781-284	U	781-481	U
617-768	U	617-919	U	781-286	U	781-483	U
617-769	U	617-923	U	781-289	U	781-485	U
617-770	U	617-924	U	781-290	U	781-487	U
617-773	U	617-926	U	781-299	U	781-488	U
617-774	U	617-928	U	781-306	U	781-505	U
617-776	U	617-929	U	781-317	U	781-513	U
617-779	U	617-931	U	781-321	U	781-516	U
617-782	U	617-964	U	781-322	U	781-522	U
617-783	U	617-965	U	781-324	U	781-529	U
617-786	U	617-969	U	781-338	U	781-551	U
617-787	U	617-971	U	781-348	U	781-555	U
617-789	U	617-972	U	781-356	U	781-564	U
617-796	U	617-975	U	781-359	U	781-567	U
617-798	U	617-983	U	781-368	U	781-581	U
617-802	U	617-984	U	781-376	U	781-586	U
617-806	U	617-985	U	781-380	U	781-592	U

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.1. BUNDLED LOCAL/LONG DISTANCE PACKAGES AND CUSTOM CALLING FEATURE PACKAGES, Continued**

**5.1.8 Service Zones for Bundled Service, Continued**

**Zone U, Continued**

<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>	<b><u>NPA- NXX</u></b>	<b><u>Density Cell</u></b>
781-593	U	781-678	U	781-890	U	978-441	U
781-594	U	781-684	U	781-891	U	978-442	U
781-595	U	781-721	U	781-892	U	978-446	U
781-596	U	781-729	U	781-893	U	978-452	U
781-598	U	781-736	U	781-894	U	978-453	U
781-599	U	781-744	U	781-895	U	978-454	U
781-601	U	781-756	U	781-896	U	978-458	U
781-612	U	781-762	U	781-899	U	978-459	U
781-614	U	781-768	U	781-932	U	978-530	U
781-622	U	781-769	U	781-933	U	978-531	U
781-631	U	781-788	U	781-935	U	978-532	U
781-639	U	781-794	U	781-937	U	978-538	U
781-641	U	781-796	U	781-938	U	978-551	U
781-642	U	781-814	U	781-939	U	978-573	U
781-643	U	781-820	U	781-979	U	978-656	U
781-646	U	781-833	U	781-993	U	978-788	U
781-647	U	781-839	U	978-244	U	978-934	U
781-648	U	781-843	U	978-250	U	978-937	U
781-655	U	781-848	U	978-256	U	978-967	U
781-662	U	781-849	U	978-275	U	978-970	U
781-665	U	781-853	U	978-322	U	978-977	U
781-668	U	781-865	U	978-323	U		
781-672	U	781-876	U	978-367	U		

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.2. DIRECTORY SERVICES**

Directory services allow Customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or used by dialable directories and Company operators. This section applies only to services provided by the Company.

	<b>Residence</b>	<b>Business</b>
<b>5.2.1. Directory Listing</b>		

Optional arrangement for relaying messages to private listing service Customers,

Each message.	\$0.00	\$0.00
---------------	--------	--------

**5.2.2. Extra Listings**

An Extra Listing is any listing of a name or information in connection with a Customer's Access Line number beyond that provided pursuant to the Alphabetical Directory Listing Service provided above.

Per month for each listing	\$2.40	\$2.40
----------------------------	--------	--------

**5.2.3. Private Listing**

A telephone number which is not listed in either directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers.

Per month for each listing	\$2.40	\$2.40
----------------------------	--------	--------

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3 OTHER EXCHANGE SERVICES**

**5.3.1 Integrated Services Digital Network (ISDN) Services**

- A. General - Provides integrated voice/data communications capability for transmission and combination of circuit switched voice /data and packet switched data signals on an incoming and outgoing basis over a single ISDN line. This Service requires two 64 Kbps "B" channels to transmit any combination of Circuit Switched Voice/Data or high speed Packet Switched Data and one "D" channel to carry network signaling and User originated Packet Switched data at speeds up to 9.6 Kbps (2B+D). It is available from specially equipped digital switching equipment located in the Company's Central Offices (or in the offices of a Company affiliated supplier/Carrier) and where Facilities permit and where capacity is available within specified distances from the serving Central Office. A maximum of 8 devices may be connected directly to an ISDN line and only 2 of these devices are permitted to access the two "B" channels.

B. Integrated Services Digital Network (ISDN) Services - Rate Schedule

	Residence		Business	
	Monthly Rate	Non-Recurring Charge	Monthly Rate	Non-Recurring Charge
ISDN C.O. Term	\$9.41	\$50.00	\$9.41	\$50.00
ISDN Direct C.O.	\$9.41	\$50.00	\$9.41	\$50.00
ISDN National Direct	\$8.88	\$50.00	\$8.88	\$50.00
Distance Extension Charge for Customers beyond normal transmission range, per line	\$22.50	\$0.00	\$22.50	\$0.00
Circuit Switched Service Element per "B" Channel VOICE	\$3.00	\$15.00	\$3.00	\$15.00

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3 OTHER EXCHANGE SERVICES, Continued**

**5.3.1 Integrated Services Digital Network (ISDN) Services, Continued**

**B. Integrated Services Digital Network (ISDN) Services - Rate Schedule, Continued**

	Residence		Business	
	Monthly Rate	Non-recurring Charge	Monthly Rate	Non-recurring Charge
Circuit Switched Service Element per “B” Channel DATA	\$3.00	\$15.00	\$3.00	\$15.00
Additional Call Offering	\$2.50	\$5.00	\$2.50	\$5.00
Additional Multiple Call Appearances, each	\$2.00	\$5.00	\$2.00	\$5.00
Intercom Calling	\$2.50	\$5.00	\$2.50	\$5.00
Secondary Telephone Numbers, each	\$2.00	\$5.00	\$2.00	\$5.00
Station Controlled Conferences - 6 port	\$14.00	\$15.00	\$14.00	\$15.00
Message Waiting Indicator, each	\$2.50	\$5.00	\$2.50	\$5.00
On Demand Packet Switched Data “B” Channel	\$20.00	\$50.00	\$20.00	\$50.00
Alternate Circuit Switched Voice/Data	\$9.00	\$15.00	\$9.00	\$15.00
Packet Switched Data “B” Channel Standard Capabilities and Features, per “B” channel equipped	\$85.00	\$100.00	\$85.00	\$100.00
Packet Switched Data “D” Channel Standard Capabilities and Features, per “D” channel equipped	\$6.50	\$15.00	\$6.50	\$15.00
Subsequent Changes for Circ. Voice and/or Circuit Switched Data and/or Packet Switched Data rearrangements to add line appearances or move line or feature appearance, per line per occasion	N/A	\$7.50	N/A	\$7.50

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3 OTHER EXCHANGE SERVICES, Continued**

**5.3.2. Direct-Inward Dial (DID) Service**

DID is a Service which permits incoming dialed calls to be dialed directly by a calling party Station associated with a switching system located on the Carrier's Customer Premises. These lines support inbound calling traffic only.

**A. Direct Inward Dial Service - Rate Schedule**

	<b>Business</b>	
	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
DID Trunk Termination Charges		
Each group of 20 assigned DID numbers	\$13.96	\$1,357.00
Each Individual DID Number	\$20.84	\$32.95
Each DID Trunk termination in Central Office, per Trunk	\$20.84	n/a
In lieu of the NRC charge paragraph. Per additional group of 20 DID numbers provided on the same occasion as an initial group of 20 DID numbers	n/a	\$277.00
DID Number Charges		
- Each group of 10 Assigned DID Station numbers or fraction thereof, each group	\$0.20	n/a
- Each group of 10 Reserved DID Station numbers or fraction thereof, each group	\$0.20	n/a
DID Service from a Remote Central Office (Mileage charges apply in addition to the rates specified for Foreign District Service as appropriate)		
- Each new installation, addition, or rearrangement of Trunks which provide DID Service from a Remote Central Office, per occasion	n/a	\$43.61

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.2. Direct-Inward Dial (DID) Service, Continued**

**B 2-Way Direct Inward Dialing (DID) with Call Transfer**

1. Generally - 2-Way Direct Inward Dialing (DID) with Call Transfer is a Service that permits incoming calls to reach Customer provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line. Touch-Tone is a standard feature of this Service.
2. 2-Way Direct Inward Dialing (DID) with Call Transfer - Rate Schedule

	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
With initial DID Service, per Trunk group	No Charge	\$175.00
Subsequent to Establishment, per Trunk group	No Charge	\$175.00
2-Way DID Trunk with Call Transfer		No Charge
Change in Outpulsing, Start Dial or Signal Type per Trunk Group	n/a	\$28.00
change or Redesign in Signaling or Transmission Interface per occurrence	n/a	\$150.00
Conversions		
Of entire DID Trunk Group to 2-Way DID or entire 2-Way DID Trunk Group to DID	n/a	\$300.00
Of individual DID Trunks to a new 2-Way DID Trunk Group, per Trunk Group	n/a	\$175.00
Of individual Trunks between Trunk Groups	Not Available	Not Available
Change in Outpulsing, Start Dial, or Signal Type, per Trunk group	n/a	\$28.50
Change or redesign in Signaling or transmission Interface - per occurrence	n/a	\$150.00



---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.3. Foreign District Service**

- A. General - Foreign District Service is a Service by which a Customer can be provided the Company's Exchange Access Service from a district other than the one in which the Customer's Premises are located. When a Customer subscribes to Foreign District Service he/she will be considered to reside in the district he/she has chosen as the Foreign District for purposes of rating and billing the Company's Services within this Tariff.
- B. Foreign District Service Rate Schedule - The rate for Foreign District Service is (1) the usage rate in effect in the Foreign District for the Class of Service furnished, (2) the access rate; and (3) the following mileage charges.

	Monthly Rate	
	Residence	Business
per first airline mile, or fraction thereof	n/a	\$27.00
per additional airline mile, or fraction thereof	n/a	\$3.50

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.4. Message Toll Service**

- A. Generally - The Company offers MTS intrastate, InterLATA and IntraLATA Interexchange long-distance Service utilizing switched or dedicated access arrangements between the Customer's Premises and the Company's Facilities for call origination. Call termination is completed through a combination of the Company's Facilities and LEC switched access arrangements.
- B. Timing of Calls - Long-distance usage charges are based on the actual usage of the Company network. Chargeable time begins when a connection is established between the calling Station and the Called Station. Chargeable time ends when either party "hangs up" thereby releasing the network connection. Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is thirty (30) seconds. In addition, unless otherwise specified in this Tariff, usage is measured thereafter in six (6) second increments and rounded to the next higher six (6) second period.
- C. Message Toll Service - Rate Schedule - The following are per minute usage charges which apply to all calls. These charges are applied in addition to the Non-recurring Charges and Recurring Charges referred to herein.
1. Inbound Usage Rates - Inbound Service permits inward calling (800/888/877) to a specific location utilizing premium switched Feature Group D access on both ends. Service Establishment Charges and Add/Change Charges apply.
- 1.
- |  |         |
|--|---------|
| Initial Increment (per minute)         | \$0.054 |
| Each Additional Increment (per minute) | \$0.054 |
- 2.
- |                               |         |
|-------------------------------|---------|
| Initial Increment, per minute | \$0.089 |
| Each Additional, per minute   | \$0.089 |

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.4. Message Toll Service, Continued**

C. Message Toll Service, Continued

2. Outbound Usage Rates - Outbound Service permits outward calling via presubscribed lines for 1+ direct dialed and/or for 1010 casual calling to a specific location utilizing premium switched Feature Group D access on both ends. Service Establishment Charges and Add/Change Charges apply as described in Section 3 and set forth in Section 4

- 1.
- |  |         |
|--|---------|
| Initial Increment (per minute)         | \$0.054 |
| Each Additional Increment (per minute) | \$0.054 |

- 2.
- |                               |         |
|-------------------------------|---------|
| Initial Increment, per minute | \$0.089 |
| Each Additional, per minute   | \$0.089 |

- D. PNG Travel Card Service - PNG Travel Card Service is a travel service allowing Customers to originate calls via a Company-provided toll free number from non-presubscribed Access Lines.

- 1.

Rate Plan	Min. Monthly Billing	Per Minute Rate
Rate Plan 1	\$0 - \$50	\$0.149
Rate Plan 2	\$51 or more	\$0.100

- 2.

Per Minute Rate:	\$0.1990
------------------	----------

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services**

- A. Description of Centrex Service - Centrex Service is a local Exchange telecommunications service, provided by a telecommunications system located in a telephone company Central Office, which controls the switching of calls from the Exchange network to the Centrex lines, calls from the Centrex lines to the Exchange network, and intercommunicating calls between Centrex lines.
1. Direct Inward Dialing is provided to the Centrex by line selection in the Central Office.
  2. Identification of outward dialing is provided for Centrex lines by individual line identification in the Central Office for those inter-exchange Carriers for which the Company renders billing services.
  3. Centrex Service offers three types of lines: basic lines, electronic key lines, and ISDN lines (Custom and National).
  4. Centrex Service is usage sensitive and is subject to PBX Trunk equivalents. Centrex Service will utilize a PBX Trunk equivalent schedule in determining various components of the service.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**B. Definitions Applicable to Centrex Service**

1. Addition - Provision of supplementary service to a Customer's installed system up to the capacity of the system.
2. Downgrade - Enumerated changes to an installed system generally resulting in a decrease in capacity, capability and/or lower monthly charge.
3. Line Category - The number of lines the Customer has selected as the contract commitment.
4. Payment Plan - A period of time selected by the Customer from among those currently offered by the Company, over which the Customer agrees to pay a specified price for a product/service.
5. Physical Premises Location - A physical Premises location consists of all space occupied at the same address, same building, or the same commonly owned or commonly managed geographically contiguous property.
6. Removal - Deletion of equipment or service from a Customer's installed system.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

C. Terms and Conditions

1. Provision of Service - Centrex Service is provided from switching equipment located on Company premises and is offered for 2 or more lines subject to the availability of Facilities. Variations in the switching and control equipment used may cause differences in the operations or availability of certain features. Centrex Service is provided at the option of the Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities, Centrex Service is limited to a minimum of 2 lines. Centrex Service requires Network Access (See Other Applicable Charges) except with Omnipresence applications.
2. Intercept of Calls to Unassigned Station Line Numbers - Incoming and Intra-group calls to unassigned numbers are intercepted by standard recorded announcement. Customized recorded intercept messages may be provided where Facilities permit at additional charges.
3. Suspension of Service - Suspension of service is not offered for Centrex Service.
4. Transmission Specifications
  - (a) Basic Line Standard Transmission - The standard transmission specification for basic lines consists of: dial pulse signaling or Dual Tone Multi-Frequency (DTMF) signaling - approximate bandwidth of 300 to 3,000 Hz, loss of 0 to 8.5 dbm at 1004 Hz.
  - (b) Loop Start Signaling - Basic lines are provided on a single two-wire Facility with loop start signaling.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

- D. Local Service Area- The Exchange or zone of the serving wire center for Centrex Service determines the Local Service Area for all Station lines.
- E. Business Classes Of Service- See Other Applicable Charges - Usage.
- F. Mileage Charges- Where Facilities permit, Centrex lines, and Electronic Key lines may be provided to a Customers location outside the serving CO area. In such cases, in addition to the prices for the specific Centrex line, appropriate mileage charges apply.
- G. Cancellation of Service - In the event of a Customer initiated cancellation of service, equipment and/or Facilities before completion, or after installation is completed, but prior to service being established, the loss of equipment and Facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses will apply. In addition, Service Connection Charges may also be applicable.
- H. Directory Listings - The Company will furnish without charge one primary Directory Listing for each Centrex System in addition to a sub-listing indicating that Stations can be dialed directly if the number is known. Individual business listings of telephone numbers by department, title, or individual name, may be indented under the main listing or listed separately, at the Charges specified for Business Additional Listings.
- I. CCS Limitations - The intercom prices for each Centrex system are based on a 1 1/2 or less CCS (Centum Call Second) load. Systems with loads higher than 1 1/2 CCS will be handled on an individual case basis. The Company reserves the right to re-evaluate a Customer's CCS load at any time. Month-to-month Customers and those who sign contracts after August 12, 1996 are subject to the CCS Limitations described above.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features**

1. Automatic Callback - Permits a Station User who places an intrasystem call to a busy Centrex number to be automatically connected to that line when both the called and calling Station lines are available.
2. Automatic Dial - Provides for automatic dialing of a single telephone number via a specific button on the CPE telephone. For Centrex Users with properly equipped Customer Provided Equipment (CPE) having display capabilities, this feature displays the number currently programmed for Automatic Dial.
3. Call Forward of Call Waiting Calls - Allows Station Users that have Call Forwarding and Call Waiting assigned to their lines to forward Call Waiting calls that are not answered within a set period of time automatically to a predetermined destination.
4. Call Forwarding-Busy - Allows incoming calls to a busy Station to be routed to a preselected Centrex Station line, attendant, or line outside the system.
  - (a) Incoming Call Only - allows only incoming calls from outside of the Centrex group to be forwarded.
  - (b) Internal/External Split - allows separate, forwarded-to directory numbers to be assigned for calls that originated internally or externally to the Customer group.
  - (c) Station Activation - allows a Customer to activate/deactivate the feature as well as program the forward-to Station from the set by using a dial access code.
  - (d) To External Number - allows calls to be forwarded to a number outside of the Centrex group.



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

5. Call Forwarding - Don't Answer - Allows incoming calls to automatically route to a preselected Centrex Station line, attendant or to a line outside the Centrex group when the Called Station is not answered after a preset number of rings.
  - (a) Incoming Call Only - allows only incoming calls from outside of the Centrex group to be forwarded.
  - (b) Ring Cycles - defines a predetermined number of rings before the Call Forward-Don't Answer feature is invoked on a per line or a per system basis.
  - (c) Internal/External Split - allows separate, forwarded-to directory numbers to be assigned for calls that originated internally or externally to the Customer group.
  - (d) Forwarded Number Busy Interaction Enhancement - on a Customer group basis provides additional treatment options for incoming calls that are forwarded to the forward-to destination when busy. This enhancement does not apply for ISDN. The available options are:
    - I. Treat the call according to any features assigned to the forward-to destination (current functionality); or
    - II. Do not forward the call, but continue to ring the base Station until answered or abandoned; or
    - III. Do not forward the call, but provide an intercept announcement.
6. Station Activation - allows a Customer to activate/deactivate the feature as well as program the forward-to Station from the set by using a dial access code.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

7. To External Number - allows calls to be forwarded to a number outside the Centrex.
8. Call Forwarding - Variable - Permits a Station use to activate routing of incoming calls, to a preselected Station line, attendant, or to a line outside of the system.
  - (a) Reminder Ring/IntraGroup - provides a ring splash when an intragroup call is forwarded and the base Station is idle.
  - (b) Remote Activation of Call Forwarding - provides the capability for a Customer to activate and deactivate the call forwarding variable feature for a Centrex line from another telephone either within or outside of the Centrex group.
  - (c) To Intragroup Directory Numbers (DNs) Only - allows calls to be forwarded to intragroup directory numbers only.
  - (d) Incoming Calls Only - allows only incoming calls outside of the business group to be forwarded.
9. Call Forwarding Over Private Facilities - Enables a Station User to establish automatic forwarding of incoming calls to a specific private facility access group.
10. Call Hold - Allows a Station User to hold a call in progress by dialing an access code, place another call and alternate between the two calls with privacy. With ISDN CPE, it allows the Station User to hold an active call in progress by pressing a button to place or answer another call and alternate between the two calls with privacy.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

11. Call Park - Provides the Station User the ability to park a call against the Station number. The parked call may be retrieved from any Station in the Centrex group by dialing an access code and the Station number parked.
12. Call Pickup - Allows a Station User to answer calls directed to another Station line within the same pickup group by dialing an access code. Where available, incoming calls will be answered on a first in, first out basis (longest call answered first). ISDN Station Users may also invoke call pickup via a feature button with properly equipped CPE.
13. Call Request with Queue - Allows a Station User to activate a call request, by dialing an access code, to another Station User that may be busy or idle. Additionally, this feature provides the ability of the Called Station User to return a call request, by dialing an access code, to the Station User that initiated the call request. This feature requires that both the Centrex line that initiates the call request and the Centrex line that receives the call request be equipped with this feature.
14. Call Transfer - All - Allows incoming, outgoing, and intercom calls to be transferred to other Centrex Stations.
15. Call Transfer (Inter-system) - Deluxe - Incoming, outgoing, and intercom calls may be transferred to other Centrex Station numbers or other lines outside the Centrex group.
16. Call Waiting/Cancel Call Waiting - Provides Station Users with an audible tone to indicate that an incoming call is waiting. This feature can be activated and deactivated with the Cancel Call Waiting capability.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

17. Caller ID - Incoming numbers from outside the Centrex system are displayed on compatible Customer Provided Equipment. In addition the date and time of the incoming call is displayed. Free per Call Blocking Service is available for Customers who are served from appropriately equipped Central Offices. Centrex Service Customers may prevent delivery of their telephone numbers to Caller ID subscribers on a per call basis by activating the appropriate Caller ID activation code prior to placing the call.
18. CLASS Visual Message Waiting Indicator - Provides a visual indication when messages have been left for subscribers who also subscribe to compatible voice messaging systems. For subscribers with display sets or adjuncts, the date and time of the messages if the messaging service supplies this information are also displayed in addition to lighting the visual message indicator lamp.
19. Conference Calling 3-Way - Allows a Station User to add a third party to an existing call.
20. Consultation Hold - Allows a Station User to hold a call in progress (incoming or outgoing) and originate another call with privacy.
21. Direct Connect Originating - Permits a Station line to automatically dial a predetermined telephone number when the calling Station line goes off-hook.
22. Direct Connect Originating with Delay - Permits a Station line to automatically dial a predetermined telephone number when the calling Station line goes off-hook. The Customer can define the time delay, normally 1-20 seconds, after which the predetermined telephone number is dialed when the Station User goes off-hook.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

23. Direct Inward Dialing (DID) - Calls from outside the Centrex group may be dialed directly to each Centrex number.
24. Direct Outward Dialing (DOD) - Calls may be placed outside of the Centrex group without the aid of a system attendant.
25. Directed Call Park - Provides the Station User with the ability to park a call against another Station number. The parked call may be retrieved from any Station in the Centrex group by dialing an access code and the Station number.
26. Directed Call Pickup - Allows a Station User to answer calls directed at another Station number within the Centrex group without regard to pick-up groups. This feature may be provided with barge-in, if requested.
27. Distinctive Ringing and Call waiting Tone - Provides different ringing cadence for incoming calls from within the Centrex system verses outside the system. This feature also provides distinctive call waiting tones for calls coming from within the system verses outside the system for lines equipped with the Call Waiting capability.
28. End to End Signaling - Allows a Station User, while in the talking state, to send Dual Tone Mufti-Frequency (DTMF) digits to the other end by using a dial pad.
29. Equal Access for InterLATA Calling - Allows each Station line to use a predetermined Inter-Exchange Carrier without dialing any special codes. Override to an alternate Carrier can be accomplished by dialing an appropriate Inter-Exchange Carrier code.
30. Ground Start Line - Permits a Centrex Service line, equipped with ground start signaling, to be terminated in a PBX System, Automatic Call Distributor or Multifunction System (Hybrid).

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

31. Hunting Arrangements - Incoming calls to a busy Centrex line are redirected to a predetermined number(s) to search for an idle line on which to complete the call. If no idle number is found, a busy tone is provided. These types are available:
  - (a) Circular Hunt - permits a complete hunt over all of the Station lines in a particular Multi Line Hunt Group (MLHG). Hunting starts with the dialed number and continues to the last terminal prior to the dialed number in the MLHG. Circular Hunt is only provided with Uniform Call Distribution, Preferential Hunt or Multiple Position Hunt (MPH).
  - (b) Series or Serial Hunt - allows a limited number of Centrex lines to be programmed in either a sequential (consecutively numbered) or non-sequential (non-consecutively numbered) order for hunting purposes. Series hunting is done through the ordered list until an idle line is encountered or the end of the list is reached. Call handling line features can be added to the last directory number in the series to increase call completion probability. Series Completion redirects a call only once to any given line.
    - I. Enhancement - redirects a call from a busy directory number to another directory number giving greater flexibility by providing circular Call-Forward, Busy type chaining.
  - (c) Distributed Line Hunting - starts the hunting at the first idle line after the previous hunt and continues until the starting point is reached.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

**31. Hunting Arrangements, Continued**

- (d) Multi-Line Hunt Group (MLHG) - is a group of lines with common terminating (incoming call) features that are grouped together to share translation data. Hunting is provided by a common program (shared translation) for the group of lines. Each line is identified by a multi-line terminal number, not a Centrex number.
  - I. Enhancement - allows the assignment of Multiple Pilot Directory Numbers to a MLHG. Hunting can therefore begin at different points in the group depending on the number dialed.
- (e) Non-Hunt Telephone Number - in an MLHG can contain Station lines which have associated non-hunt directory numbers. If the Station line is busy on a call, another call to the non-hunt number will receive busy treatment. These non-hunt numbers are not in the MLHG and do not have access to the MLHG or MPH features.
- (f) Preferential Hunt - permits a pre-hunt over a preferential list of Station lines before hunting the entire MLHG. Each Station can be associated with a particular preferential list within a MLHG.
- (g) Secretarial - allows more than one Centrex line to hunt to the same line in a linear pattern.
- (h) Uniform Call Distribution (UCD) without queuing - is furnished only on Station lines equipped for Circle Hunt. This hunting feature provides equal distribution of incoming calls in a prearranged group. Calls in excess of the number of lines in the UCD group will not be held in queuing and will receive a busy tone. A make busy arrangement is required to busy out all lines in a group or single lines in a UCD group by operating a key.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

32. Intercom Calling - Centrex Users may dial each other's telephone number using 3, 4, or 5 digits without the aid of the system attendant.
33. Last Number Redial - Allows a designation of a CPE Station button to initiate redial of the last number called.
  - (a) Last Number Redialed Associated with Set - redials last number from business set regardless of which key the call was made from.
34. Message Waiting Indication Lamp - Provides the capability of a visual message waiting lamp, that indicates a message is waiting at the message center.
35. Night Answer - Allows an incoming night call to be indicated by the ringing of a Customer provided night bell or a predesignated Centrex line. Calls may be answered at any Station other than fully restricted Stations by dialing a special code.
  - (a) Fixed - allows calls that are normally routed to the attendant during the Day, to be routed to predesignated locations at night. The predesignated route can be an individual directory number or a hunt group.
  - (b) Flexible - allows the attendant to program the Night Service routes for each Incoming Call Identification (ICI) classification assigned to the Customer group.
36. Trunk Answer From Any Station - allows any Station in the Customer group to answer an incoming call by dialing a code. The code is dialed when the Trunk Answer From Any Station alert sounds.



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**J. Line Features, Continued**

- 37. Single Line Extension - Allows a single line set to be bridged with other single line sets using the same Directory Number. Extensions are bridged at the Central Office and can be to the same Premises, different building or different Premises in the same Central Office.
- 38. Speed Calling - Expanded Number Group - Allows a Station User to place calls to a list of numbers by dialing an access code. The size of the list depends on the serving technology type.
- 39. Speed Calling - Long - Allows a Station User to place calls to a list of 30 numbers by dialing an access code.
- 40. Speed Calling - Short - Allows a Station User having access to place calls to a list of 6 or 10 numbers by dialing an access code.
- 41. Stop Hunt - This feature may be assigned to any hunt line, directory number, multi-line hunt line, or distributed hunt line and activated by one of the following options:
  - (a) Access Code -The feature is activated when the Customer dials an access code.
  - (b) Key - The feature is activated by using a Customer provided external key.
- 42. Touch Tone - Provides for dialing a telephone number using Dual Tone Multi-Frequency (DTMF) signaling.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices - The following prices are applicable to standard installations of Centrex Service and are in addition to all other charges for associated services and equipment necessary to provide telecommunications service. The total charge per Primary Station is the sum of the appropriate Network Access, Intercom line and Intercommunication charges.

1. System Charge - The System Charge is applicable to the establishment of any new Centrex system and to any relocation of an entire Centrex system, unless the Customers relocation is within the serving Central Office boundary. The System Charge will be determined at time of installation based on the total number of equipped and reserved telephone numbers. A System Charge applies to each Centrex Service arrangement or common block.
2. System Conversion Charges
  - (a) When a Customer converts existing service as a billing conversion only, service remains configured exactly as it currently exists, with no additional features. The Service Order Charge and the Recurring System Charge apply.
  - (b) When the Customer converts service, adding new features, and the Company programs the new line features, the Service Order Charge, the Non-Recurring System Conversion Charge, the Recurring System Charge and the Appropriate Line Programming Charge apply

System Conversion Charge per system	
2-50 lines	\$100.00
51-100 lines	\$200.00

## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.3. OTHER EXCHANGE SERVICES, Continued

#### 5.3.5. Centrex Services, Continued

##### K. Prices, Continued

3. Intercom Lines - The quantity of Centrex Intercom lines is determined by the Company by subtracting the number of Centrex network Access Lines from the total number of Centrex Stations in service. The intercom line price and the associated discounts are determined by quantity of Centrex Station Lines. Omnipresence applications do not require Intercom Lines.

	Monthly Price per Intercom Line		
Intercom Lines	A	B	C
2-47	\$5.09	\$8.78	\$12.32
48-100	\$5.09	\$8.78	\$12.32

##### 4. Service Elements

		Term Payment Plans - Monthly Payment			
Description	NRC	1 Month	36 Months	60 Months	84 Months
<b>System Charges, per system</b>					
2-50 lines	\$600.00	\$5.00	\$5.00	\$5.00	\$5.00
51-100 lines	\$400.00	\$5.00	\$5.00	\$5.00	\$5.00
<b>Centrex Lines, each</b>					
2+ line category	\$54.00	\$15.25	\$15.25	\$15.25	\$15.25
7+ line category	\$54.00	\$15.25	\$15.25	\$15.25	\$15.25
25+ line category	\$54.00	\$15.25	\$15.25	\$15.25	\$15.25
50+ line category	\$54.00	\$15.25	\$15.25	\$15.25	\$15.25
100+ line category	\$54.00	\$15.25	\$15.25	\$15.25	\$15.25

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(a) Optional Line Features

Description	NRC	Monthly Price
CLASS Visual Message Waiting Indicator, per line		\$1.00
Direct Connect Originating, per line	\$5.50	\$1.00
Direct Connect Originating with Delay, per line	\$5.50	\$1.00
Ground Start Line	\$5.00	\$10.00
Message Waiting Indication Lamp (Certain switch types may require a Dedicated Communications Services channel)	\$5.00	\$1.65
Speed Calling-Long	\$10.75	\$0.40
Speed Calling-Expanded Number Group	\$10.75	\$0.60
Stop Hunt Key (Certain switch types may require a Dedicated Communications Services channel)	\$2.00	\$4.95

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(b) Other Service Elements

	Term Payment Plan Monthly Payment				
Description	NRC	1 Mo.	36 Mo.	60 Mo.	84 Mo.
Announcement Services Customer Premises Announcement per announcement (requires a Dedicated Communications Channel)	\$185.00	\$18.00	\$17.00	\$16.00	\$15.00
Central Office Recorded Announcement per announcement	\$70.00	\$40.00	\$37.00	\$34.00	\$30.00
Secondary Announcement per announcement	\$70.00	\$40.00	\$37.00	\$34.00	\$30.00
Assume Dial "9" per system, per line (required on all lines)	\$5.00	\$7.50	\$7.50	\$7.50	\$7.50
<b>Optional Features</b>					
Attendant Call Detail Entry, per console	\$20.00	\$3.00	\$3.00	\$3.00	\$3.00
Attendant Conference (30 port), each (Requires conference service components)	\$20.00	\$8.00	\$5.00	\$5.00	\$5.00
Direct Station Selection and Busy Lamp Field per 100 Stations	\$50.00	\$2.50	\$2.50	\$2.50	\$2.50
Multi position Hunt per group per position	\$50.00	\$2.50			
Name Display for Attendant Console per console	\$16.00	\$16.00	\$24.00	\$16.00	\$24.00
Operational Measurements per console	\$4.00	\$4.00	\$6.00	\$4.00	\$6.00
ARS Basic Initial Pattern	\$6.00	\$4.80	\$7.20	\$4.00	\$6.00
Additional Pattern Digit 1 Delivery	\$2.40	\$2.00	\$3.00	\$1.60	\$2.40
ARS Deluxe per system	\$24.00	\$19.20	\$28.80	\$16.00	\$24.00

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(b) Other Service Elements

	<b>Term Payment Plan Monthly Payment</b>				
<b>Description</b>	<b>NRC</b>	<b>1 Mo.</b>	<b>36 Mo.</b>	<b>60 Mo.</b>	<b>84 Mo.</b>
<b>Routing Arrangements</b>					
Additional ARS pattern, each	\$100.00	\$4.00	\$3.00	\$2.50	\$2.00
IDDD Dialing per system	\$1,000.00	\$25.00	\$25.00	\$25.00	\$25.00
Seven to Ten digit screening per translation	\$900.00				
Time of Day routing per schedule	\$150.00	\$10.00	\$9.50	\$9.00	\$8.50
Call Forwarding Multi-Path per system, forwarding arrangement	\$50.00	\$5.00	\$5.00	\$5.00	\$5.00
Call Waiting Lamp Interface	\$50.00	\$6.00	\$6.00	\$6.00	\$6.00
<b>Optional Features</b>					
Attendant Call Detail Entry, per console	\$16.00	\$24.00	\$2.40		\$3.60
Attendant Conference(30 port), each(Requires conference service components)	\$16.00	\$24.00	\$2.40		\$3.60

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(b) Other Service Elements

	<b>Term Payment Plan Monthly Payment</b>				
<b>Description</b>	<b>NRC</b>	<b>1 Mo.</b>	<b>36 Mo.</b>	<b>60 Mo.</b>	<b>84 Mo.</b>
Call Forwarding Multi-Path per system, forwarding arrangement	\$50.00	\$5.00	\$5.00	\$5.00	\$5.00
Call Waiting Lamp Interface	\$50.00	\$6.00	\$6.00	\$6.00	\$6.00
Centrex Station Identification (CSI) per CTX tie line group equipped	\$1,500.00				
High Speed Data per line	\$419.00	\$12.00	\$10.00	\$9.50	\$9.50
Music On Hold Interface per system(Requires a Dedicated Communications Services channel)	\$185.00	\$18.00	\$16.00	\$16.00	\$16.00
Network Speed Calling per 100 number block speed call list, or fraction thereof	\$100.00	\$2.50	\$2.50	\$2.50	\$2.50
Outgoing Deluxe Trunk Queuing per termination	\$200.00	\$8.00	\$7.25	\$7.00	\$6.80
Personal Call Screening per group	\$50.00	\$5.00	\$5.00	\$5.00	\$5.00

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(b) Other Service Elements

Description	Term Payment Plan				
	Monthly Payment				
	NRC	1 Mo.	36 Mo.	60 Mo.	84 Mo.
<b>Private Facility Access Termination</b>					
Line Side Access(apply the price for a Basic Centrex line(s)					
Trunk Side Access					
Analog 2-wire Termination per arrangement	\$75.00	\$25.00	\$25.00	\$25.00	\$25.00
Analog 4-wire Termination per arrangement	\$75.00	\$25.00	\$25.00	\$25.00	\$25.00
DSI Connection(24 channel digital termination)each arrangement	\$549.00	\$575.00	\$500.00	\$450.00	\$400.00
PRI Connection(24 channel digital termination) each arrangement(Requires a Dedicated Communications Services channel)	\$2, 000.00	\$450.00	\$440.00	\$430.00	\$420.00
D Channel Backup each	\$200.00	\$120.00	\$115.00	\$110.00	\$105.00
Network Ring Again per arrangement	\$400.00	\$75.00	\$65.00	\$55.00	\$45.00
Network Name Display per arrangement	\$400.00	\$75.00	\$65.00	\$55.00	\$45.00



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

4. Service Elements, Continued

(b) Other Service Elements

Description	Term Payment Plan				
	Monthly Payment				
	NRC	1 Mo.	36 Mo.	60 Mo.	84 Mo.
Queue Slot per slot	\$10.00	\$1.00	\$1.00	\$1.00	\$1.00
Supplemental Three Digit Dialing per system	\$125.00				
per three digit access code	\$75.00				
Trunk Verification from Designated Station					
per system	\$40.00	\$60.00	\$8.00		\$12.00
Uniform Call Distribution (UCD) with					
queuing	\$175.00	\$38.00			
per UCD group per line equipped	\$5.00	\$2.00			
per Electronic Key Line	\$5.00	\$3.50			
Virtual Routing each group of 24 access paths		\$100.00	\$100.00	\$100.00	\$100.00

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**K. Prices, Continued**

**4. Service Elements, Continued**

**(c) Change Charges**

<b>Description</b>	<b>NRC</b>
Station (Line) Feature Change Charge per line, per occasion	\$42.00
For lines equipped with Centrex Mate or not	
Change NCOS/CAT/LCC code performed on the Centrex line level	
Add, or change (one or more) feature(s)	
Add, or change hunting per UCD Station, or Multi Line hunt group	
Change Line Class Code (Class of Service)	
Add or change pickup groups	
Add or change telephone numbers in the call pickup group	
Move a Station line from one Centrex Group to another	
Add, or change a Restriction Level	
Add, or change button feature assignments	

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

**K. Prices, Continued**

**4. Service Elements, Continued**

**(c) Change Charges, Continued**

<b>Description</b>	<b>NRC</b>
System Feature Charges	
ARS-Basic/Deluxe Rearrangements, per occasion	\$118.00
Additions, or modifications of codes or routing patterns for codes in three digit or in six digit routing arrangements	
Add, or change a route, pattern, Restriction Level or expensive route warning tone	
Add or change priority queuing	
Change in the quantity of queue slots, or the queue threshold time limit or in the post queue routing from subsequent routes to tone or vice versa	
Deluxe Time of Day Routing, per arrangement	\$128.00
Add or change schedules	
Change in the quantity of queue slots, or the queue threshold time limit or in the post queue routing from subsequent routes to tone or vice versa	
Console Changes	\$45.00
Add, change or delete Multi Position feature, per occasion	
Add, or change a feature, per console	
Rearrange ICI keys or Night Answer Key	
Change a wild card feature	
Change console through dialing, per occasion	
All Other System Feature Changes, per occurrence	
Change a system feature Add or change a Centrex Access code Add, change or re-arrange Centrex Access Treatment code Expanded Station range (per 40 lines) of lines Change recorded announcement	\$64.00

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

5. Other Applicable Charges and Payments

- (a) Network Access
- (b) End User Common Line -Centrex lines are subject to an End User Common Line Charge (EUCL). The Customer will be responsible for all increases and decreases in the EUCL charge, as authorized by the Federal Communications Commission. The monthly EUCL charge will be assessed on a per line terminated basis.
- (c) Usage - Calls (voice, data or packet) outside of the Centrex system are subject to applicable charges.
- (d) Telephone Numbers - Telephone numbers used or reserved with Centrex are provided at a minimum of \$0. 1 0 per number and a maximum of \$0.50 per number.
- (e) Touch Tone - Touch Tone service is provided as a basic feature of Centrex and is included in the charges for Centrex lines.
- (f) Caller ID (In association with ISDN) - Caller ID for calls from outside the system is a standard feature for Electronic Key Service on Circuit Switched Voice/Circuit Switched Voice/Circuit Switched Data services.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

6. Payment Plans

- (a) Month to Month - The minimum period is one month, unless otherwise specified.
- (b) Term Payment Plans-Monthly Payment - The Contract Plan is a payment plan which allows Customers to pay a fixed price for equipment and service over optional payment periods (terms). A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period, e.g., the monthly price for a shorter period is greater than that for a longer period. The same payment plan must apply to Intercommunication lines and features.
  - I. Contract Plans are available for payment periods of 36 Months, 60 Months, or 84 Months.
  - II. During the effective term of a Contract Plan period, the monthly price is not subject to Company-initiated changes for payment period longer than one month.
    - (i) Service covered by contract include, Centrex Intercommunication lines, Centrex Network Access Line Charge, Optional System Features and Optional Line Features.
    - (ii) End User Line Access Charge is not covered by the contract.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

6. Payment Plans

(b) Term Payment Plans-Monthly Payment, Continued

III. Minimum Line Capacity Categories - Centrex provides 7 digit telephone numbers in rate band categories with the following capacities:

Rate Band	Number of Lines
1	2+
2	7+
3	25+
4	50+
5	100+
6	200+

(c) Additions - Customers may add additional lines and/or features to existing Centrex service anytime during the contract period. All additions of Centrex lines will be added at contracted prices. All additions to existing Centrex service will be coterminous with the original contract. Upon growth to another Rate Band Category, the Customer may designate a payment period that is equal to or longer than the remaining life of the existing contract- The Customer will become liable for the new Rate Band category at the current monthly price. These prices will not be subject to Company initiated increases for the duration of the new contract payment period selected. If the Customer chooses not to contract for a larger Rate Band category, the monthly price for the additional Centrex lines will be the price appropriate to the Rate Band category of the Customer existing contract.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

6. Payment Plans

(d) Contract Options - Prior to the completion of a contract, a Customer may enter into a new contract for a period equal to, or greater than, the life of the original contract at the prices currently in effect at the time of the new contract. The Customer will begin paying the new contract prices on the day of signing the new contract. Upon expiration of a contract, if the Customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a month-to-month basis. The month-to-month prices currently in effect at the time of expiration of the contract will apply. Once on a month-to-month basis the Customer will have no additional service commitment and will no longer be subject to termination charges. The month-to-month service prices will be subject to Company initiated price changes.

(e) Termination Charges

I. Full Termination - Discontinuance of the entire service within the initial service contract period will result in termination charges calculated as the (Line Capacity Commitment) X (contracted monthly Centrex line and feature charges) X (unexpired portion (in months) of the contract period).

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

6. Payment Plans

(e) Termination Charges

II. Partial Termination - A Customer who fails to maintain the minimum number of lines established by- the pre-selected capacity category, will be liable for the minimum number of lines at the line price selected for the remainder of the term.

III. No Termination Liability Conditions

No termination liability exists in the following conditions:

- (i) The primary location of Centrex service is moved to a new location within the serving Central Office boundary at the same capacity category.
- (ii) Move of a secondary location.
- (iii) Election of a new capacity category and/or payment term that is equal or greater than the existing payment plan.



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.5. Centrex Services, Continued**

K. Prices, Continued

6. Payment Plans

(e) Termination Charges

III. No Termination Liability Conditions, Continued

- (iv) The primary location of Centrex is moved to a new location in a different Central Office serving area. The Customer must elect a new capacity category and payment plan that are equal to or greater than the existing capacity category and payment plan. A payment plan minimum of 36 months must be selected. The Customer is responsible for all applicable Non Recurring Installation Charges (including: line connection, service order, and system establishment) for Centrex Service at the new location.
- (v) Assumption of Existing Contract. The Customer shall not assign or otherwise transfer its rights or obligations under any Centrex arrangement provided under this Tariff without prior written consent of the Company. Such consent will not be unreasonably withheld or delayed. Any provisions to the contrary found elsewhere are superseded.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services**

- A. General - This part contains rates and regulations applicable to PNG DS0 Services, PNG Fractional DS1 Services, PNG DS1 Service, and PNG DS3 Service furnished by the Company over facilities wholly within or partly within and partly without the Commonwealth of Massachusetts, between two or more designated points, all of which are within a Market Service Area within the Commonwealth of Massachusetts. This service is available between:
  - 1. Two or more Customer-designated Premises,
  - 2. Customer-designated or Other Telecommunications Carriers (OTC) Premises to the Premises of an OTC for connection to the services or facilities of the OTC,
  - 3. Customer-designated Premises and a Company office where multiplexing, bridging, hubbing, or cross-connection functions are performed.
- B. Description of Service - DS0 Services, Fractional DS1 Service, DS1 Service and DS3 Service, are provided 24 hours per day, 7 days per week.
  - 1. DS0 Services - DS0 Services provide for the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8 9.2, 9.6, 56 or 64 kbps. The service is available in either two-point or multipoint configurations, except for 19.2 and 64 kbps service which are only available in a two-point configuration. DS0 Services are available between:
    - (a) Customer-designated Premises,
    - (b) Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of an OTC for connection to the services or facilities of the OTC,
      - I. Customer-designated Premises and a Company office where multiplexing, bridging, hubbing, or cross-connection functions are performed,
      - II. Company offices for interconnecting Central Office multiplexers.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**B. Description of Service, Continued**

2. Fractional DS1 Services - Fractional DS1 Service provides for the simultaneous two way transmission of digital serial, digital signals at a transmission speed of 128, 256 and 384 kbps. The service is available in a two-point configuration only between:
  - (a) Customer-designated Premises; or
  - (b) 6.1.17.2.2.2 Customer-designated Premises and a Company office where multiplexing, bridging, hubbing, or cross-connection functions are performed, for access to Centrex or for digital Trunk access with Digital Trunking Service and ISDN Prime;
  - (c) Company offices for interconnecting Central Office multiplexers; or
  - (d) Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of an OTC for connection to the services or facilities of the OTC.
3. DS1 Services - DS1 Service provides for the simultaneous two way transmission of digital serial, isochronous digital signals at a transmission speed of 1.544 mbps. The service is available in a two-point configuration only between:
  - (a) Customer-designated Premises; or
  - (b) Customer-designated Premises and a Company office where multiplexing, bridging, hubbing, or cross-connection functions are performed, for access to Centrex or for digital Trunk access with Digital Trunking Service and ISDN Prime;
  - (c) Company offices for interconnecting Central Office multiplexers; or
  - (d) Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of an OTC for connection to the services or facilities of the OTC.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**B. Description of Service, Continued**

4. DS3 Services - DS3 Service provides for the simultaneous two way transmission of digital serial, isochronous digital signals at a transmission speed of 44.736 mbps. The service is available in a two-point configuration only between:
  - (a) Customer-designated Premises; or
  - (b) Customer-designated Premises and a Company office where multiplexing, bridging, hubbing, or cross-connection functions are performed;
  - (c) Company offices for interconnecting Central Office multiplexers; or
  - (d) Customer-designated or Other Telecommunications Carriers (OTC) premises to the premises of an OTC for connection to the services or facilities of the OTC.

- C. Availability of Service - Two point DS0 Services at speeds of 2.4, 4.8, 9.6 and 56 kbps are available from appropriately equipped Central Offices. A service inquiry must be made to determine availability of service. Multi-point DS0 Services are available only from appropriately equipped Central Offices. A service inquiry must be made to determine availability of service. Fraction DS1, DS1 and DS3 Services can only be provided from offices equipped for appropriate digital transmission. A service inquiry must be made to determine the availability of service.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**D. Rate Elements**

1. Local Distribution Channel - Local Distribution Channel is a transmission path between the Customer's Premises and the Customer's Serving Wire Center. DS3 Local Distribution Channels are composed of two rate elements; the DS3 Service Package and DS3 Service Channels.
  - (a) Service Package - Each DS3 Service Package provides the capability to provision a maximum number of DS3 (44.736 mbps) channels. The DS3 Service Channels are individually activated 44.736 mbps channels.
  - (b) Service Channels - The DS3 Service Package must have at least one Service Channel activated at all times. All DS3 Service Channels in a package must be ordered for termination at the same Customer designated Premises, billed to the same Customer and in the same Serving Wire Center. All Service Channels are required to be connected to other service components (i.e., Channel Mileage, Multiplexing, or another Service Channel) at the time the Service Channel is installed except at the fiber hub.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**E. Optional Features and Functions**

1. Bridging Capability - Communications capability between three or more DS0 locations. Bridging capability will be available only at appropriately equipped Central Offices. Customers must choose their bridging locations from those Central Offices.
2. Central Office Multiplexing - Central Office Multiplexing is a Central Office optional service offering that provides multiplexing capability at Central Offices in conjunction with Fractional DS1, DS1 and DS3 Service. The DS3 to Fractional DS1 and DS1 arrangement converts a DS3 Channel operating at a terminating speed of 44.736 mbps to 28 Fractional DS1 or DS1 Channels operating at terminating speeds of Fractional DS1 kbps or 1.544 mbps respectively, using digital time division multiplexing. The DS1 to Voice/DS0 arrangement allows DS1 Service (1.544 mbps channel) to be converted to multiple analog or digital telecommunications services or multiple telecommunications services to be converted to a DS1 Service (1.544 mbps). This arrangement allows for up to twenty-four voice grade channels to be combined into one DS1 Service (1.544 mbps), or one DS1 Service (1.544 mbps) to be converted to twenty-four voice grade channels.
3. Secondary Channel - The Secondary Channel feature is provided in conjunction with a DS0 channel operating at terminating speeds of 2.4, 4.8, 9.6, and 56 kbps (considered a primary channel). In the case of 56 kbps, Secondary Channel is not available on multi-point configurations. A secondary channel provides a companion channel over the same facility used to provide the primary channel, but at a lower bit rate. The secondary and primary channels operate independently of each other, over the same facilities and must be co-terminated in common Customer equipment.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

E. Optional Features and Functions

4. Diverse Routing - Diverse Routing arrangements may be provided.
5. Clear Channel - An arrangement which allows a Customer to transport 1.536 mbps of information on a 1.544 mbps circuit with no constraint on the quantity or sequence of one and zero bits. Clear Channel is only provided on non-channelized circuits and only between two Customer Premises. Where appropriate facilities are not immediately available, negotiated order intervals may apply.
6. Fiber Hub Cross-Connection - An arrangement to cross-connect DS1, DS3 or DS0 terminations to another service of the same speed at a designated Fiber Hub location. The Customer must purchase service to the Fiber Hub from his designated Premises.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**F. Mileage Measurement**

1. Two-Point Service - For two-point service, the mileage to be used in determining the monthly rate for the channel mileage is calculated on the airline distance between the locations involved, i.e., the serving wire centers associated with two Customer designated Premises or the serving wire center associated with one Customer designated Premises and a wire center associated with Central Office Multiplexing. The serving wire center associated with a Customer designated Premises is the serving wire center from which the Customer designated Premises would normally obtain dial tone.
2. Multi-Point Service - For multi-point service, the mileage to be used in determining the monthly rate for the channel mileage is calculated on the airline distance between the serving wire center of each Customer designated Premises and a wire center bridging location, plus the airline distance between multiple bridging locations, where applicable. When multipoint service is connected to a Central Office Multiplexer, the mileage calculation will also include the airline distance between a bridging location and a Central Office Multiplexer location.
3. V-H Coordinates Method - The Vertical (V) and Horizontal (H) coordinates method is used to determine mileage. Usage charges for all mileage-sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The service wire centers of a call are determined by the area codes and Exchanges of the origination and destination points. The distance between the wire center of the Customer's equipment and that of the destination point is calculated by using the vertical ("V") and horizontal ("H") coordinates found in Bellcore's V&H Tape and NECA FCC Tariff No. 4.

$$\text{Mileage} = \sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$



## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.3. OTHER EXCHANGE SERVICES, Continued

#### 5.3.6. Digital Services, Continued

##### G. Rate Schedules

Service or Option	Monthly Charges					
	Optional Payment Plan			Month -to-Month	Discount Commitment	
	1 Year	3 Year	5 Year		36 Months	60 Months
Local Distribution Channel (per termination point) DS0 (2.4, 4.8, 9.6, 19.2, 56.0 and 64.0 kbps)	\$73.00	\$70.55	\$66.40	\$75.00	\$84.89	\$83.25
Channel Mileage Termination - per point	\$3.20	\$3.10	\$3.30	\$3.30	\$3.30	\$3.30
Channel Mileage - per mile	\$1.00	\$0.96	\$0.91	\$1.03	\$1.03	\$1.03
Optional Features						
- Bridging (per port)	\$25.70	\$24.90	\$24.30	\$26.20	n/a	n/a
- Cross-connection	Nonrecurring Charge based on Customer Requested Response Time in Work Days					
	3 Days	1 Day				
DS0 to DS0	\$150.00	\$200.00				
Local Distribution Channel(per termination point)DS1 (1.544 mbps)	\$142.00	\$125.00	\$110.00	\$145.00	\$149.85	\$141.53
Channel mileage per termination point	\$50.00	\$45.00	\$40.00	\$55.00	\$51.61	\$48.74
Channel mileage per mile	\$18.50	\$15.50	\$13.25	\$20.50	\$18.68	\$17.65
Optional Features						
- Multiplexing Common Equipment	\$157.00	\$145.00	\$135.00	\$165.00	n/a	n/a
- per analog connection	\$9.50	\$9.50	\$9.50	\$9.50	n/a	n/a
- per digital connection	\$9.50	\$9.50	\$9.50	\$9.50	n/a	n/a

## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.3. OTHER EXCHANGE SERVICES, Continued

#### 5.3.6. Digital Services, Continued

##### G. Rate Schedules, Continued

Service or Option	Monthly Charges					
	Optional Payment Plan			Month-to-Month	Discount Commitment	
	1 Year	3 Year	5 Year		36 Months	60 Months
DS3 Service Package with Electrical Interface	\$2,139.00	\$1,395.00	\$906.00	\$2,139.00		
- Multiplexing (per arrangement)						
- DS3 to Fractional DS1 or DS1	\$604.20	\$540.60	\$508.80	\$636.00		
- DS3 to Voice/DS0	\$953.80	\$853.40	\$803.20	\$1,004.00		
- Voice/DS0 channels (per 24 channels)	\$349.60	\$312.80	\$294.40	\$368.00		
- Clear Channel, per circuit	\$350.00					
- Cross-connection	Nonrecurring Charge based on Customer Requested Response Time in Work Days					
	3 Days	1 Day				
DS1 to DS1	\$190.00	\$290.00				
DS3 to DS3	\$205.00	\$305.00				

## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.3. OTHER EXCHANGE SERVICES, Continued

#### 5.3.6. Digital Services, Continued

##### G. Rate Schedules, Continued

	Monthly Charges					
Service or Option	Optional Payment Plan				Discount Commitment	
	1 Year	3 Year	5 Year	Month-to-Month	36 Months	60 Months
Local Distribution Channel - per termination point DS3 within Network Service Area						
- Area A						
- Area B	\$2,139.00	\$1,395.00	\$906.75	\$2,139.00		
- Area C	\$2,300.00	\$1,500.00	\$975.00	\$2,300.00		
Channel mileage termination per termination point	\$334.67	\$299.44	\$281.82	\$352.28		
Channel mileage per mile	\$103.23	\$92.36	\$86.93	\$108.66		
Optional Features						
- Central Office Multiplexing per arrangement						
- DS3 to DS1 or Fractional DS1	\$604.20	\$540.60	\$508.80	\$636.00		
- DS3 to Voice/DS0	\$953.80	\$853.40	\$803.20	\$1,004.00		
- Additional channels per channel	\$349.60	\$312.80	\$294.40	\$368.00		

## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.3. OTHER EXCHANGE SERVICES, Continued

#### 5.3.6. Digital Services, Continued

##### G. Rate Schedules, Continued

	Monthly Charges					
Service or Option	Optional Payment Plan				Discount Commitment	
	1 Year	3 Year	5 Year	Month-to-Month	36 Months	60 Months
- Cross-connection	Nonrecurring Charge based on Customer Requested Response Time in Work Days					
	3 Days	1 Day				
DS1 to DS1	\$190.00	\$290.00				
DS3 to DS3	\$205.00	\$305.00				
Local Distribution Channel Fractional DS1 within Network Service Area						
- Area A per LDC	\$125.00	\$112.00	\$101.00	\$135.00	\$135.00	\$135.00
- Area B per LDC	\$140.00	\$125.00	\$113.00	\$150.00	\$150.00	\$150.00
- Area C per LDC	\$154.00	\$137.00	\$124.00	\$165.00	\$165.00	\$165.00
Channel mileage termination per termination point	\$38.00	\$38.00	\$38.00	\$38.00		
Channel mileage	\$9.00	\$9.00	\$9.00	\$9.00		

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**H. Optional Payment Plans**

1. Generally - DS0 Service, DS1 Service, Fractional DS1 Service and DS3 Service are offered under Optional Payment Plans of 1, 3 or 5 years. Monthly rates for services installed under this Payment Plan will change as Company initiated rate changes become effective but not during the Optional Payment Plan term. During the term of the selected Optional Payment Plan, Company initiated rate changes will automatically be applied to the monthly payments for the remaining months of the current Optional Payment Plan term. But in no case will any rate change cause the monthly rate during the Optional Payment Plan term to exceed that in effect at the beginning of the Customer's Optional Payment Plan term.
2. Prepayment of Monthly Charges
  - (a) For DS0 Service, Fractional DS1 Service, DS1 Service and DS3 Service, Customers with multi-year Optional Payment Plan contracts for service may elect, at any time during the Optional Payment Plan term, to prepay the monthly charges for the remaining term of their contract.
  - (b) Customers who choose the prepayment option will receive a credit on their monthly bill which will reflect the value of their prepayment amount over the life of the Customer's contract. The credit will be used to offset the monthly tariffed rates which will continue to be billed. The prepayment amount will reflect the present worth of the monthly credit using an interest rate of 10% per year for Customers who sign a new contract, extend an existing contract or prepay the monthly charges for the remaining term of their contract.
  - (c) Customers' selection of prepayment does not alter any other conditions of the service contract.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**H. Optional Payment Plans, Continued**

**2. Prepayment of Monthly Charges, Continued**

- (d) Prepayment of monthly charges is allowed only for the length of time remaining under the contract for the relevant service.
- (e) Service Ordering - a Service Order Charge will apply to Customers electing the prepayment option, unless the prepayment option is selected in connection with other service order activity, in which case no Service Order Charge applies.
- (f) If service is disconnected prior to the end of the Optional Payment Plan term, a credit for unused service , adjusted for the time value of money, will be given to the Customer.
- (g) The prepaid amount will not be adjusted for Company initiated rate changes that occur during the period for which the Customer has prepaid.

**3. Termination Liabilities**

- (a) In the event of termination of the service provided under the Optional Payment Plan during the Optional Payment Plan term, the Customer will remain liable for payment of a percentage of the monthly Optional Payment Plan charges for the remainder of the term as indicated below, which shall upon any such termination immediately become due and payable in its entirety.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**H. Optional Payment Plans, Continued**

**3. Termination Liabilities, Continued**

- (b) Customer's requesting termination of service prior to the expiration date of the Optional Payment Plan term will be liable for a termination charge. The termination charge for all Optional Payment Plan terms, except for DS3 Service Packages, will be calculated as follows:

- I. The dollar difference between the current monthly Optional Payment Plan rate for the Optional Payment Plan term that could have been completed during the time the service was actually in service or the monthly rate for service in place less than 12 months and the Customer's current Optional Payment Plan rate for each month the service was provided. For example, a Customer subscribed to a 60 month OPP term and disconnected service during the 37th month. This Customer's termination charge would be:

$(36 \text{ month OPP rate} - 60 \text{ month OPP rate}) \times 37 =$   
Termination Charge

The 36 month OPP term could have been completed during the months the service was actually in service.

All termination charges will be based on the OPP rates in effect at the time of termination.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**H. Optional Payment Plans, Continued**

**3. Termination Liabilities, Continued**

- (c) Termination charges are applicable for DS3 Service Packages discontinued prior to the expiration of the selected OPP term. Termination charges will be calculated as follows:

**I. Service discontinued in first through 11th month:**

$(.85 \times 12 \text{ Mo. OPP rate} \times (12 - \text{number of Months in service}) + (12 \text{ Mo. OPP rate subscribed to OPP rate}) \times \text{number of Months in service})$

For example: A Customer subscribed to a 36 month OPP term and disconnected service at the end of the fifth month. This Customer's termination charge would be:

$(.85 \times 12 \text{ Mo. OPP rate} \times (12 - 5 \text{ Mos.}) + (12 \text{ Mo. PP rate} - 36 \text{ Mo. OPP rate}) \times 5 \text{ Mos.})$

**II. Service discontinued in 12th through 60th month:**

The dollar difference between the current OPP rate for the OPP term that could have been completed during the time the service was actually in service and the Customer's current OPP rate for each month the service was provided.

Termination charges for other DS3 Service components (e.g., Channel Mileage and Channel Mileage Terminations) will be calculated as described in (b), preceding.

**III. Termination charges will apply to all changes in the Customer's physical location of the service except for changes in the Customer's physical location of DS0, Fractional DS1 and DS1 Services within the same MSA. Nonrecurring charges, as appropriate, will apply.**



---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.6. Digital Services, Continued**

**I. Changes**

1. With the written permission of the Company, consistent with other regulations of this Tariff, the obligation to pay the OPP charges may be assumed by another Customer if the service/has not been terminated and if the other Customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original Customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer.
2. During a Customer's OPP term, conversion may be made to a new OPP term of the same or different length or to a higher speed service, if the expiration date for the new service or OPP term is beyond the end of the original OPP term. The new OPP becomes effective upon execution. Customers may also change from a Month-to-Month payment Plan to an OPP No credit for months under the previous OPP or under the month-to-month plan may be transferred to the new OPP. In all situations described in this section, the Customer incurs no liability for the remaining months on the original OPP, since the change is not considered a termination as defined in 7.7.1, preceding.
3. If a Customer requests additional primary Termination(s) and/or a Central Office Multiplexer Termination be added to an existing OPP DS0 Services circuit, there are two methods available: (a) the additions to the circuit may be added at the month-to-month rate currently in effect or (b) the additions) will be governed by the original OPP date of the circuit and will be billed at the then current tariff rate for the OPP items being added for the OPP term length the Customer originally specified. A Customer may combine both methods on the same circuit.
4. An Administrative charge for DS0 Services, Fractional DS1 Service, DS1 Service and DS3 Service will apply when Customers change the length of their OPP term or change from Month-to-Month Payment Plan to an OPP. The rates applicable for the new term are those currently in effect for new Customers. Nonrecurring charges, as appropriate, will apply if a Customer converts to a higher speed service.

## **SECTION 5 – GRANDFATHERED SERVICES, Continued**

### **5.3. OTHER EXCHANGE SERVICES, Continued**

#### **5.3.7. ISDN Basic Rate Interface Service Business Offering**

- A. Description - Integrated Services Digital Network (ISDN) Basic Rate Interface Service Business Offering is a telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data and packet switched data signals on an incoming and outgoing basis using Integrated Services Digital Network architecture as recommended by the International Telecommunications Union (ITU) and the American National Standards Institute (ANSI), as defined by Bellcore Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements.

ISDN Basic Rate Interface Service: Business Offering provides the Customer with the ability to combine Circuit Switched Voice, Circuit Switched Data and Packet Switched Data services over a single ISDN Basic Rate Interface Service: Business Offering line.

All ISDN services require the use of an ISDN line. The two 64 kbps "B" channels are used to transmit any combination of Circuit Switched Voice, Circuit Switched Data or high speed Packet Switched Data Services. The "D" channel is used to carry signaling and User-originated Packet Switched Data at speeds up to 16 kbps.

1. Circuit Switched Capability (Alternate Voice/Circuit Switched Data) - Where technology permits, this capability provides the ability to originate and receive either circuit switched voice or circuit switched data calls over a single "B" channel, but not simultaneously. Circuit switched voice and data calls are subject to additional charges.
2. Circuit Switched Capability Data - Provides the ability to originate and receive circuit switched data calls over the 64 kbps "B" channel. Data line speeds up to 64 kbps are permitted. Circuit switched data calls are subject to additional charges.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

A. Description, Continued

3. Circuit Switched Capability Voice - Provides the ability to originate and receive circuit switched voice calls, as well as an electronic key set capability over the 64 kbps "B" channel. Circuit switched voice calls are subject to additional charges.
4. On-Demand Packet Switched Data - "B" Channel - This capability allows a User to request that a connection be established to provide the ability to originate and receive X.25 packet switched data calls over the 64 kbps "B" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 access are included.

Provides up to 128 logical channels and throughput of up to 19.2 kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Service lines using X.25 are available at applicable charges.

5. Packet Switched Data - "B" Channel - Provides the ability to originate and receive X.25 packet switched data calls over the 64 kbps "B" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 are included.

Provides up to 128 logical channels and throughput of up to 19.2 kbps per individual logical channel.

Calls, optional capabilities and features for Packet Switched Service, lines using X.25 are available at applicable charges.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

A. Description, Continued

6. Packet Switched Data "D" Channel - Provides the ability to originate and receive X.25 packet switched data calls over the 16 kbps "D" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 access are included.

Provides up to 32 logical channels and throughput of up to 9.6 kbps per individual logical channel. A single "D" channel packet device is allowed up to 15 logical channels.

Calls, optional capabilities and features for Packet Switched Service lines using X25 are available at applicable charges.

B. Terms and Conditions

1. Where available, a maximum of eight devices or terminals may be connected directly to an ISDN Basic Rate Interface Service: Business Offering line. Each device with circuit switched services will have a unique identifier, known as a Service Profile Identifier (SPID), and a unique primary directory number. For Customer Premises terminal equipment employing multiple SPIDs, each assigned SPID counts as a device.
2. A variety of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving Central Office.
3. An ISDN CO Termination is required for each ISDN line. This enables the subscriber to configure circuit-switched service elements and/or packet-switched data services on the ISDN line.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

**B. Terms and Conditions, Continued**

4. The service is available from specially equipped digital switching equipment located in the Company's Central Offices and will be provided where facilities permit and where capacity is available.
5. Residential ISDN Customer Premises equipment must be Class B compliant as set forth by the Code of Federal Regulations 47 CFR Part 15, Subpart A, Section 15.4 Paragraph 1.
6. This service only supports National compliant Customer Premises equipment.
7. Multiple circuit switched "B" channel devices are allowed, where facilities permit, on an ISDN Basic Rate Interface Service Business Offering line. supports up to four (4) devices to share the "B" channels, per ISDN Basic Rate Interface Service Business Offering line.
8. An ISDN line and an ISDN CO Termination are required for each IOC ordered.
9. Charges for features associated with an IOC may not be applicable, based on the technology of the serving Central Office.
10. A minimum service period of three (3) months is required for each ISDN line.
11. Unique sets of standard and optional features and capabilities are specified for each IOC. The availability and functions of the features might vary by serving Central Office.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

**C. Prices**

1. General - The prices shown for ISDN services are exclusive of local and toll charges and charges associated Customer Premises equipment.

Charges for other services or features normally applied on a per line basis apply on a per telephone number basis for this service.

ISDN lines are also subject to End User Common Line (EUCL) charges. The Customer shall be liable for all adjustments to the EUCL charge per ISDN line, per month, as authorized or mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction).

Charges for the loop, EUCL usage and optional features are based upon Customer's Class of Service.

Charges for usage and Optional Features will be applied on a per channel service capability

2. Service Elements and Prices

			Monthly Term Payment Plans		
Description	NRC	Monthly	36 Months	60 Months	84 Months
ISDN CO Term.	\$50.00	\$17.00			
ISDN Line (other charges also apply)					
Circuit Switched Capability, per "B" Channel	\$15.00	\$4.00	\$3.75	\$3.50	\$3.25
Packet Switched Data "B" Channel, per "B" channel	\$100.00	\$85.00	\$80.00	\$75.00	\$70.00
Packet Switched Data "D" channel, per device	\$15.00	\$6.50	\$6.30	\$6.10	\$5.90

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

C. Prices

2. Service Elements and Prices

			Monthly Term Payment Plans		
Description	NRC	Monthly	36 Months	60 Months	84 Months
On-Demand Packet Switched Data "B" channel, per "B" channel	\$50.00	\$20.00			
Additional Call Offering , each	\$5.00	\$2.50			
Additional Multiple Call Appearances, each	\$5.00	\$2.00			
Intercom Calling	\$5.00	\$2.50			
Message Waiting Indicator, each	\$5.00	\$2.50			
Secondary Telephone Numbers, each	\$5.00	\$2.00			
Station Controlled Conference, 6 port	\$15.00	\$14.00			
Subsequent charges for Circuit Switched & Packet Switched rearrangements to add, change or move line appearances or feature appearances, per line, per occasion	\$15.00				
Customer Ordering Charge, per ISDN line	\$60.00				

D. Payment Plans

1. Month to Month - This service is available on a month-to-month basis. Month-to-month prices will be subject to Company Initiated price adjustments. ISDN Customers on a month-to-month plan have no additional service commitments and will not be subject to termination charges upon service termination.

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.7. ISDN Basic Rate Interface Service Business Offering, Continued**

**D. Payment Plans, Continued**

2. Term Payment Plans - ISDN Basic Rate Interface Service Business Offering is offered under a term payment plan that allows the Customer to pay for the service over a Customer selected term payment plan. In the event there is an increase in the monthly price during the period between the contract execution date and the service installation date, the Customer's contract will be fixed at the monthly charge in effect on the service execution date if the service is installed within 90 days of the contract execution date.
3. Changes - Customers may change to a new ISDN contract at any times during the contract period, without termination charges, as long as the new contract is equal or greater in length than the time remaining on the current ISDN contract being changed. Additions to a Customer's ISDN contract will be billed at the current monthly price subject to the terms of the ISDN contract in effect. Service Ordering charges for ISDN Basic Rate Interface Service Business Offering will not apply when Customers extend the length of their contract period. Changes in responsibility for payment of service are permissible.
4. Renewals - Upon expiration of a contract term, service may be continued on a month-to-month plan at the prices currently in effect for new Customers. Service charges for ISDN do not apply to renewals. The monthly Contract price applicable for the new period are those currently in effect for new Customers. A service ordering charge (Record Work Only) applies for renewals.
5. Termination Charges - If a Customer discontinues the entire ISDN Basic Rate Interface Service Business Offering within the payment period currently in effect, the Customer will be liable for full payment of the service through the end of the current bill period. Termination charges are not applicable to changes in the physical location of any of the Customer's ISDN Services when the move is within the same Central Office. Service charges will apply to changes in the physical location of the Customer's service.



## **SECTION 5 – GRANDFATHERED SERVICES, Continued**

### **5.3. OTHER EXCHANGE SERVICES, Continued**

#### **5.3.8 ISDN Basic Rate Interface Service Residential Offering**

- A. Description - Integrated Services Digital Network (ISDN) Basic Rate Interface Service: Residential Offering is a telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data and packet switched data signals on an incoming and outgoing basis utilizing Integrated Services Digital Network architecture as recommended by the International Telecommunications Union (ITU) and the American National Standards Institute (ANSI), as defined by Bellcore Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements.

ISDN Basic Rate Interface Service Residential Offering provides the Customer with the ability to combine Circuit Switched Voice, Circuit Switched Data and Packet Switched Data services over a single ISDN Basic Rate Interface Service Residential Offering line.

All ISDN Residential Services require the use of an ISDN line. The two 64 kbps "B" channels are used to transmit any combination of Circuit Switched Voice and/or Circuit Switched Data. The "D" channel is used to carry signaling and User-originated Packet Switched Data at speeds up to 9.6 kbps.

1. Circuit Switched Capability (Alternate Voice/Circuit Switched Data) - Where technology permits, this capability provides the ability to originate and receive either circuit switched voice or circuit switched data calls over a single "B" channel, but not simultaneously. Circuit switched voice and data calls are subject to additional charges.
2. Circuit Switched capability (Data) - Provides the ability to originate and receive circuit switched data calls over the 64 kbps "B" channel. Data line speeds up to 64 kbps are permitted. Circuit switched data calls are subject to additional charges.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.9. ISDN Basic Rate Interface Service Residential Offering, Continued**

A. Description, Continued

3. Circuit Switched Capability (Voice) - Provides the ability to originate and receive circuit switched voice calls, as well as an electronic key set capability over the 64 kbps "B" channel. Circuit switched voice calls are subject to additional charges.
4. Packet Switched Data - "D" Channel - Provides the ability to originate and receive X.25 packet switched data calls over the 16 kbps "D" channel.

Standard capabilities and features for Packet Switched Service lines using X.25 access are included.

Provides up to 32 logical channels and throughput of up to 9.6 kbps per individual logical channel. A single "B" channel packet device is allowed up to 15 logical channels.

Calls, optional capabilities and features for Packet Switched Service lines using X.25 are available at applicable charges.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.9. ISDN Basic Rate Interface Service Residential Offering, Continued**

**B. Terms and Conditions**

1. Where available, a maximum of eight devices or terminals may be connected directly to an ISDN Basic Rate Interface Service: Residential Offering line. Each device with circlet switched services will have a unique identifier, known as a Service Profile Identifier (SPID), and a unique primary directory number. For Customer Premises terminal equipment employing multiple SPIDs, each assigned SPID counts as a device.
2. Unique sets of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving Central Office.
3. ISDN Basic Rate Interface Service: Residential Offering is available as a residence service.
4. The service is available from specially equipped digital switching equipment located in the Company's Central Offices and will be provided where facilities permit and where capacity is available.
5. Residential ISDN Customer Premises equipment must be Class B Compliant as set forth by the Code of Federal Regulations 47 CFR Part 15, Subpart A, Section 15.4 Paragraph 1.
6. An ISDN line and an ISDN CO Termination are required for each IOC ordered.
7. This service only supports National compliant Customer Premises equipment.
8. A minimum service period of three (3) months is required for each ISDN line.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.3. OTHER EXCHANGE SERVICES, Continued**

**5.3.9. ISDN Basic Rate Interface Service Residential Offering, Continued**

C. Service Elements and Prices

<b>Description</b>	<b>NRC</b>	<b>Monthly</b>
ISDN CO Term.	\$50.00	\$16.00
ISDN Line (other charges also apply)		
Circuit Switched Capability, per “B” Channel	\$15.00	\$4.00
Packet Switched Data “D” channel, per device	\$15.00	\$4.00

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES**

**5.4.1. Exchanges/Localities in Which Service Will be Provided**

The Company will provide service in the following Exchanges:

Acton	Beverly	Charleston	East Boston	Greenfield	Jamaica Plain
Adams	Billerica	Charlton	East Bridgewater	Hamilton	Kingston
Amesbury	Blackstone	Chatham	East Douglas	Hampden	Lawrence
Amherst	Blanford	Chelsea	East Longmeadow	Hanover	Lee
Andover	Bolton	Chester	Easthampton	Harvard	Leicester
Arlington	Boston Central	Chesterfield	Easton	Harwich	Lenox
Ashburnham	Boylston	Chicopee	Edgartown	Hatfield	Leominster
Ashby	Braintree	Chilmark	Essex	Haverhill	Lexington
Ashfield	Brewster	Clinton	Everett	Hingham	Lincoln
Assonet	Bridgewater	Cohasset	Fall River	Hinsdale	Littleton
Athol	Brighton	Colrain	Falmouth	Holden	Longmeadow
Attleboro	Brimfield	Concord	Fitchburg	Holliston	Lowell
Auburn	Brockton	Conway	Foxboro	Holyoke	Ludlow
Ayer	Brookline	Cummington	Framingham	Hopkinton	Lunenburg
Barnstable	Bryantville	Dalton	Franklin	Housatonic	Lynn
Barre	Burlington	Danvers	Gardner	Hubbardston	Lynnfield
Becket	Buzzards Bay	Dedham	Georgetown	Hudson	Malden
Belchertown	Cambridge	Dennis	Gilbertville	Hull	Manchester
Bellingham	Canton	Dighton	Gloucester	Huntington	Mansfield
Belmont	Carver	Dorchester	Grafton	Hyannis	Marblehead
Berlin	Cataumet	Dover	Granville	Hyde Park	Marion
Bernardston	Charlemont	Duxbury	Great Barrington	Ipswich	Marlboro

---

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.1. Exchanges/Localities in Which Service Will be Provided, Continued**

Marshfield	Newton	Pittsfield	Sharon	Topsfield	Westfield
Mattapoisett	North Adams	Plymouth	Sheffield	Townsend	Westford
Maynard	North Attleboro	Princeton	Shelburne Falls	Turners Falls	Westminster
Medfield	North Brookfield	Provincetown	Shirley	Tyngsboro	Westport
Medford	North Reading	Quincy	Shrewsbury	Upton	Weymouth
Medway	North Swansea	Randolph	Siasconset	Uxbridge	Whitinsville
Melrose	Northampton	Reading	Somerville	Vineyard Haven	Whitman
Merrimac	Northboro	Rehoboth	South Boston	Wakefield	Wilbraham
Middleboro	Northfield	Revere	South Deerfield	Walpole	Williamsburg
Milford	Norton	Rochester	Southbridge	Waltham	Williamstown
Millbury	Norwell	Rockland	Southgate	Ware	Wilmington
Millers Falls	Norwood	Rockport	Southwick	Wareham	Winchendon
Millis	Oakham	Rowley	Spencer	Warren	Winchester
Milton	Orange	Roxbury	Springfield	Watertown	Winthrop
Monroe Bridge	Orleans	Russell	Sterling	Wayland	Woburn
Monson	Osterville	Rutland	Stockbridge	Webster	Worcester
Montague	Otis	Sagamore	Stoneham	Wellesley	Worthington
Nantucket	Oxford	Salem	Stoughton	Wellfleet	Wrentham
Natick	Palmer	Sandisfield	Sturbridge	West Boylston	
Needham	Peabody	Saugus	Sudbury	West Newbury	
New Bedford	Pepperell	Scituate	Taunton	West Stockbridge	
Newburyport	Petersham	Seekonk	Templeton	Westboro	

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.2. Scope of Service**

Local Usage Service provides Customers subscribing to the Company's Exchange Access Service with the ability to place calls to parties located in the Local Calling Area associated with the Customer's Exchange or locality.

**5.4.3. Local Calling Areas**

- A. The local area of each Exchange or locality includes all the Central Offices and localities of the Exchange. The Local Calling Area consists of contiguous Exchanges within the Local Access and Transport Area (LATA), and certain additional Exchanges and localities.
  - 1. Unlimited Service - Provides for unlimited calling within Division 1 of the Local Calling Area. Calls to Exchanges within Division 2 are timed and charged per message and per minute rates.
  - 2. Measured Service - Calls within the home Exchange and from the home Exchange to all Zone 1 and/or Zone 2 Exchanges are timed and charged per message and per minute rates.

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Arlington	Belmont, Cambridge, Lexington, Medford, Somerville, Winchester	Boston Central, Braintree, Brighton, Brookline, Burlington, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lincoln, Lynn, Malden, Melrose, Milton, Needham, Newton, Norwood, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown, Winthrop, Woburn
Belmont	Arlington, Cambridge, Lexington, Waltham, Watertown	Boston Central, Braintree, Brighton, Brookline, Burlington, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Wellesley, Winthrop, Winchester, Woburn
Braintree	Milton, Quincy, Randolph, Weymouth	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Malden, Medford, Needham, Newton, Norwood, Revere, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop
Brighton	Boston Central, Brookline, Cambridge, Newton, Watertown	Arlington, Belmont, Braintree, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lincoln, Lynn, Lexington, Malden, Melrose, Medford, Milton, Needham, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Wellesley, Winchester



## SECTION 5 – GRANDFATHERED SERVICES, Continued

### 5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued

#### 5.4.3. Local Calling Areas, Continued

##### B. Metropolitan Boston Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Brookline	Boston Central, Brighton, Cambridge, Jamaica Plain, Newton, Roxbury	Arlington, Belmont, Braintree, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Norwood, Quincy, Randolph, Reading, Revere, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Cambridge	Arlington, Belmont, Boston Central, Brighton, Brookline, Charleston, Somerville, Watertown	Braintree, Burlington, Canton, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Wellesley, Winchester, Weymouth, Winthrop, Woburn
Canton	Dedham, Hyde Park, Milton, Norwood, Randolph, Sharon, Stoughton	Boston, Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, Hingham, Jamaica Plain, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley, Weymouth
Boston Central	Brighton, Brookline, Cambridge, Charlestown, East Boston, Roxbury, South Boston	Arlington, Belmont, Braintree, Burlington, Canton, Chelsea, Cohasset, Dedham, Dorchester, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Saugus, Somerville, Stoneham, Wakefield, Watertown, Waltham, Wellesley, Weymouth, Winchester, Winthrop, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Charlestown	Boston Central, Cambridge, Chelsea, East Boston, Everett, Somerville	Arlington, Belmont, Braintree, Brighton, Brookline, Burlington, Canton, Dedham, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Randolph, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Chelsea	Charlestown, East Boston, Everett, Revere	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Cohasset, Dedham, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Randolph, Reading, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Cohasset	Hingham, Hull, Scituate	Boston Central, Braintree, Chelsea, Dorchester, East Boston, Milton, Quincy, Randolph, Revere, Roxbury, South Boston, Winthrop
Dedham	Canton, Dover, Hyde Park, Jamaica Plain, Needham, Norwood	Arlington, Belmont, Braintree, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Newton, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop
Dorchester	Jamaica Plain, Milton, Quincy, Roxbury, South Boston	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hingham, Hull, Hyde Park, Newton, Norwood, Randolph, Reading, Revere, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
East Boston	Boston Central, Charlestown, Chelsea, Revere, Winthrop	Arlington, Belmont, Braintree, Brighton, Brookline, Burlington, Cambridge, Cohasset, Dedham, Dorchester, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Everett	Charlestown, Chelsea, Malden, Medford, Revere, Somerville	Arlington, Belmont, Boston Central, Braintree, Brookline, Burlington, Cambridge, Dedham, Dorchester, East Boston, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Milton, Melrose, Newton, Quincy, Reading, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Hingham	Cohasset, Hull, Norwell, Rockland, Scituate, Weymouth	Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn Malden, Milton, Quincy Randolph, Revere, Roxbury, Somerville, South Boston, Winthrop
Hull	Cohasset, Hingham	Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Quincy, Randolph, Roxbury, Somerville, South Boston, Weymouth, Winthrop

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Hyde Park	Canton, Dedham, Jamaica Plain, Milton	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Jamaica Plain	Boston Central, Brookline, Dedham, Dorchester, Hyde Park, Milton, Needham, Newton, Roxbury	Arlington, Belmont, Braintree, Brighton, Burlington, Cambridge, Canton, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Lynn, Malton, Medford, Melrose, Norwood, Quincy, Randolph, Reading, Revere, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Lexington	Arlington, Belmont, Billerica, Burlington, Concord, Lincoln, Waltham, Winchester, Woburn	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Wellesley, Watertown, Winthrop
Lincoln	Concord, Lexington, Waltham, Wayland	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Watertown, Wellesley, Winchester, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Malden	Everett, Medford, Melrose, Revere, Saugus	Arlington, Belmont, Boston Central, Braintree, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Milton, Needham, Newton, Quincy, Reading, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Medford	Arlington, Everett, Malden, Melrose, Somerville, Stoneham, Winchester	Belmont, Boston Central, Braintree, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Wakefield, Waltham, Watertown, Wellesley, Winthrop, Woburn
Melrose	Malden, Medford, Saugus, Stoneham, Wakefield	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Milton	Braintree, Canton, Dorchester, Hyde Park, Jamaica Plain, Quincy, Randolph	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hingham, Hull, Lexington, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Needham	Dedham, Dover, Jamaica Plain, Newton, Wellesley	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Weymouth, Winchester, Winthrop, Woburn
Newton	Brighton, Brookline, Jamaica Plain, Needham, Waltham, Watertown, Wellesley	Arlington, Belmont, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Winchester, Winthrop, Woburn
Norwood	Canton, Dedham, Dover, Sharon, Walpole	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Quincy, Randolph, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Weymouth
Quincy	Braintree, Dorchester, Milton, Weymouth	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Randolph	Braintree, Brockton, Canton, Milton, Rockland, Stoughton, Weymouth	Brighton, Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Hingham, Hull, Hyde Park, Jamaica Plain, Needham, Newton, Norwood, Quincy, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop
Reading	Lynnfield, North Reading, Stoneham, Wakefield, Wilmington, Woburn	Arlington, Belmont, Boston Central, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Newton, Revere, Roxbury, Saugus, Somerville, South Boston, Waltham, Watertown, Winchester, Winthrop
Revere	Chelsea, East Boston, Everett, Lynn, Malden, Saugus, Winthrop	Arlington, Belmont, Boston Central, Braintree, Brighton, Burlington, Brookline, Cambridge, Charlestown, Cohasset, Dedham, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Roxbury	Boston Central, Brookline, Dorchester, Jamaica Plain, South Boston	Arlington, Belmont, Braintree, Brighton, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hingham, Hull, Hyde Park, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Somerville	Arlington, Cambridge, Charlestown, Everett, Medford	Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Chelsea, Dedham, Dorchester, East Boston, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
South Boston	Boston Central, Dorchester, Roxbury	Arlington, Belmont, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Somerville, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn
Stoneham	Medford, Melrose, Reading, Wakefield, Winchester, Woburn	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Milton, Needham, Newton, Quincy, Revere, Roxbury, Saugus, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Wakefield	Lynn, Lynnfield, Melrose, Reading, Saugus, Stoneham	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Newton, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Winchester, Winthrop, Woburn
Waltham	Belmont, Lexington, Lincoln, Natick, Newton, Watertown, Wayland, Wellesley	Arlington, Boston Central, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Needham, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Somerville, Stoneham, Wakefield, Winchester, Winthrop, Woburn
Watertown	Belmont, Brighton, Cambridge, Newton, Waltham	Arlington, Boston Central, Braintree, Brookline, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Wellesley, Winchester, Winthrop, Woburn
Wellesley	Dover, Natick, Needham, Newton, Waltham	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Watertown, Winchester, Winthrop, Woburn

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**B. Metropolitan Boston Exchanges, Continued**

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area	
	Division 1	Division 2
Weymouth	Braintree, Hingham, Quincy, Randolph, Rockland	Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, East Boston, Everett, Hull, Hyde Park, Jamaica Plain, Malden, Milton, Needham, Norwood, Revere, Roxbury, Somerville, South Boston, Winthrop
Winchester	Arlington, Lexington, Medford, Stoneham, Woburn	Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lincoln, Lynn, Malden, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Wakefield, Waltham, Watertown, Wellesley, Winthrop
Winthrop	East Boston, Revere	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Randolph, Reading, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Woburn	Burlington, Lexington, Reading, Stoneham, Wilmington, Winchester	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Revere, Roxbury, Saugus, Somerville, South Boston, Wakefield, Waltham, Watertown, Wellesley, Winthrop

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges

1. 617/508 LATA - The Local Calling Area of each Exchange or locality includes all the Central Offices and localities of the Exchange. In addition, the Local Calling Area consists of contiguous Exchanges within the LATA and certain additional Exchanges and localities.
2. 413 LATA - The Local Calling Area of each Exchange or locality includes all the Central Offices and localities of the Exchange.
3. 617/508 LATA Exchanges

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Acton	Concord, Harvard, Littleton, Maynard, Westford
Amesbury	Merrimac, Newburyport, West Newbury
Andover	Lawrence, Lowell, North Reading, Wilmington
Asburnham	Ashby, Fitchburg, Gardner, Westminster, Winchendon
Ashby	Ashburnham, Fitchburg, Townsend
Assonet	Fall River, Rochester, Taunton
Athol	Orange, Petersham, Templeton, Winchendon
Attleboro	Mansfield, North Attleboro, Norton, Rehoboth Zone, Southgate Locality
Auburn	Boylston, Grafton, Holden, Leicester, Millbury, Oxford, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Ayer	Bolton, Clinton, Groton, Harvard, Leominster, Littleton, Shirley
Barnstable	Dennis, Hyannis, Osterville, Sagamore
Barre	Hubbardston, North Brookfield, Oakham, Petersham, Rutland, Templeton

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Bellingham	Blackstone Locality, Franklin, Medway, Milford
Beverly	Danvers, Hamilton, Manchester, Peabody, Salem
Billerica	Burlington, Concord, Lexington, Lowell, Wilmington
Blackstone Locality	Bellingham, Franklin, Milford, Uxbridge, Wrentham
Bolton	Ayer, Berlin, Clinton, Harvard, Hudson, Maynard
Boylston	Auburn, Berlin, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Rutland, Spencer, Shrewsbury, Sterling, West Boylston, Worcester
Brewster	Dennis, Harwich, Orleans
Bridgewater	Brockton, Bryantville, East Bridgewater, Middleboro, Taunton
Brockton	Bridgewater, East Bridgewater, Easton, Randolph, Rockland, Stoughton, Taunton, Whitman
Bryantville	Bryantville
Burlington	Arlington, Belmont, Billerica, Lexington, Medford, Melrose, Reading, Stoneham, Wakefield, Wilmington, Winchester, Woburn
Buzzards Bay	Cataumet, Plymouth, Sagamore, Wareham
Carver	Kingston, Middleboro, Plymouth, Wareham
Cataumet	Buzzards Bay, Falmouth, Osterville, Sagamore
Charlton	Leicester, north Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Webster

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Chatham	Harwich, Orleans
Chilmark	Edgartown, Vineyard Haven
Clinton	Ayer, Berlin, Bolton, Boylston, Leominster, Sterling, West Boylston, Worcester
Concord	Acton, Billerica, Lexington, Lincoln, Lowell, Maynard, Sudbury, Wayland, Westford
Danvers	Beverly, Hamilton, Lawrence, Lynnfield, North Reading, Peabody, Salem, Topsfield
Dennis	Barnstable, Brewster, Harwich, Hyannis
Dighton	Fall River, Rehoboth Zone, Taunton
Dover	Dedham, Medfield, Natick, Needham, Norwood, Walpole, Wellesley
Duxbury	Kingston, Marshfield
East Bridgewater	Bridgewater, Brockton, Bryantville, Whitman
East Douglas	Millbury, Oxford, Uxbridge, Webster, Whitinsville
Easton	Brockton, Mansfield, Norton, Sharon, Stoughton, Taunton
Edgartown	Chilmark, Vineyard Haven
Essex	Gloucester, Hamilton, Ipswich, Manchester
Fall River	Assonet, Dighton, new Bedford, North Swansea Locality, Rehoboth, Rochester, Westport

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Falmouth	Cataumet, Osterville
Fitchburg	Ashburnham, Ashby, Leominster, Lunenburg, Townsend, Westminster
Foxboro	Mansfield, North Attleboro, Sharon, Walpole, Wrentham
Framingham	Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland
Franklin	Bellingham, Blackstone Locality, Medfield, Medway, Millis, Walpole, Wrentham
Gardner	Ashburnham, Hubbardston, Templeton, Westminster
Georgetown	Haverhill, Lawrence, Newburyport, Rowley, Topsfield
Gloucester	Essex, Manchester, Rockport
Grafton	Auburn, Boylston, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Upton, West Boylston, Westboro, Whitinsville, Worcester
Groton	Ayer, Littleton, Lunenburg, Pepperell, Shirley, Townsen, Tyngsboro, Westford
Hamilton	Beverly, Danvers, Essex, Ipswich, Manchester, Topsfield
Hanover	Bryantville, Kingston, Marshfield, Norwell, Rockland, Whitman
Harvard	Acton, Ayer, Bolton, Littleton, Maynard
Harwich	Brewster, Chatham, Dennis, Orleans

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Haverhill	Georgetown, Lawrence, Merrimac, Newburyport, West Newbury
Holden	Auburn, Boylston, Grafton, Leicester, Millbury, Oakham, Princeton, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Worcester
Holliston	Framingham, Hopkinton, Medway, Milford, Millis, Natick
Hopkinton	Framingham, Holliston, Marlboro, Milford, Upton, Westboro
Hubbardston	Barre, Gardner, Princeton, Rutland, Templeton, Westminster
Hudson	Berlin, Bolton, Marlboro, Maynard, Sudbury
Hyannis	Barnstable, Dennis, Osterville
Ipswich	Essex, Hamilton, Rowley, Topsfield
Kingston	Bryantville, Carver, Duxbury, Hanover, Marshfield, Middleboro, Plymouth
Lawrence	Andover, Danvers, Georgetown, Haverhill, Lowell, North Reading
Leicester	Auburn, Boylston, Charlton, Grafton, Holden, Millbury, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Leominster	Ayer, Clinton, Fitchburg, Lunenburg, Princeton, Shirley, Sterling, Westminster
Littleton	Acton, Ayer, Groton, Harvard, Westford

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Lowell	Andover, Billerica, Concord, Lawrence, Tyngsboro, Westford, Wilmington
Lunenburg	Fitchburg, Groton, Leominster, Shirley, Townsend
Lynnfield	Danvers, Lynn, North Reading, Peabody, Reading, Saugus, Wakefield
Manchester	Beverly, Essex, Gloucester, Hamilton
Mansfield	Attleboro, Easton, Foxboro, North Attleboro, Norton, Sharon
Marblehead	Lynn, Salem
Marion	Mattapoisett, Rochester, Wareham
Marlboro	Berlin, Framingham, Hopkinton, Hudson, Maynard, Northboro, Sudbury, Westboro
Marshfield	Duxbury, Hanover, Kingston, Norwell, Scituate
Mattapoisett	Marion, New Bedford, Rochester
Maynard	Acton, Bolton, Concord, Harvard, Hudson, Marlboro, Sudbury
Medfield	Dover, Franklin, Millis, Natick, Walpole
Medway	Bellingham, Franklin, Holliston, Milford, Millis
Merrimac	Amesbury, Haverhill, West Newbury
Middleboro	Bridgewater, Bryantville, Carver, Kingston, Rochester, Taunton, Wareham



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Milford	Bellingham, Blackstone Locality, Holliston, Hopkinton, Medway, Upton, Uxbridge, Whitinsville
Millbury	Auburn, Boylston, East Douglas, Grafton, Holden, Leicester, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West Boylston, Whitinsville, Worcester
Millis	Franklin, Holliston, Medfield, Medway, Natick
Nantucket	Siasconset
Natick	Dover, Framingham, Holliston, Medfield, Millis, Waltham, Wayland, Wellesley
New Bedford	Fall River, Mattapoisett, Rochester, Westport
Newburyport	Amesbury, Georgetown, Haverhill, Rowley, West Newbury
North Attleboro	Attleboro, Foxboro, Mansfield, Southgate Locality, Wrentham
Northboro	Berlin, Boylston, Marlboro, Shrewsbury, Westboro, Worcester
North Brookfield	Barre, Charlton, Oakham, Spencer, Sturbridge
North Reading	Andover, Danvers, Lawrence, Lynnfield, Reading, Wilmington
North Swansea Locality	Fall River, Rehoboth Zone, Seekonk Locality,
Norton	Attleboro, Easton, Mansfield, Rehoboth Zone, Taunton
Norwell	Hanover, Hingham, Marshfield, Rockland, Scituate

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Oakham	Auburn, Barre, Boylston, Grafton, Holden, Leicester, Millbury, North Brookfield, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Orange	Athol, Petersham
Orleans	Brewster, Chatham, Harwich, Wellfleet
Osterville	Barnstable, Cataumet, Falmouth, Hyannis, Sagamore
Oxford	Auburn, Charlton, East Douglas, Leicester, Millbury, Webster, Worcester
Peabody	Beverly, Danvers, Lynn, Lynnfield, Salem
Pepperell	Groton, Townsend, Tyngsboro
Petersham	Athol, Barre, Orange, Templeton
Plymouth	Buzzards Bay, Carver, Kingston, Sagamore, Wareham
Princeton	Holden, Hubbarston, Leominster, Rutland, Sterling, Westminster
Provincetown	Wellfleet
Rehoboth Zone	Attleboro, Dighton, Fall River, North Swansea, Norton, Seekonk Locality, Southgate Locality, Taunton
Rochester	Assonet, Fall River, Marion, Mattapoisett, Middleboro, New Bedford, Taunton, Wareham
Rockland	Brockton, Hanover, Hingham, Norwell, Randolph, Weymouth, Whitman

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Rockport	Gloucester
Rowley	Georgetown, Ipswich, Newburyport, Topsfield
Rutland	Auburn, Barre, Boylston, Grafton, Holden, Hubbardston, Leicester, Millbury, Oakham, Princeton, Shrewsbury, Spencer, West Boylston, Worcester
Sagamore	Barnstable, Buzzards Bay, Cataumet, Osterville, Plymouth
Salem	Beverly, Danvers, Lynn, Marblehead
Scituate	Cohasset, Hingham, Marshfield, Norwell
Seekonk Locality	North Swansea Locality, Rehoboth Zone, Southgate Locality
Sharon	Canton, Easton, Foxboro, Mansfield, Norwood, Stoughton, Walpole
Shirley	Ayer, Groton, Leominster, Lunenburg
Shrewsbury	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oakham, Northboro, Rutland, Spencer, West Boylston, Westboro, Worcester
Siasconset	Nantucket
Southbridge	Charlton, Sturbridge, Webster
Sudbury	Concord, Framingham, Hudson, Marlboro, Maynard, Wayland

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Taunton	Assonet, Bridgewater, Brockton, Dighton, Easton, Middleboro, Norton, Rehoboth Zone, Rochester
Templeton	Athol, Barre, Gardner, Hubbardston, Petersham, Winchendon
Topsfield	Danvers, Georgetown, Hamilton, Ipswich, Lawrence, Rowley
Townsend	Ashby, Fitchburg, Groton, Lunenburg, Pepperell
Tyngsboro	Groton, Lowell, Pepperell, Westford
Upton	Grafton, Hopkinton, Milford, Westboro, Whitinsville
Uxbridge	Blackstone Locality, East Douglas, Milford, Whitinsville
Vineyard Haven	Chilmark, Edgartown
Walpole	Dover, Foxboro, Franklin, Medfield, Norwood, Sharon, Wrentham
Wareham	Buzzards Bay, Carver, Marion, Middleboro, Plymouth, Rochester
Wayland	Concord, Framingham, Lincoln, Natick, Sudbury, Waltham
Webster	Charlton, East Douglas, Oxford, Southbridge
West Boylston	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Sterling, Worcester
Westford	Acton, Concord, Groton, Littleton, Lowell, Tyngsboro

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

3. 617/508 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 617/508 LATA
	<b>Division 1</b>
Westminster	Ashburnham, Fitchburg, Gardner, Hubbarston, Leominster, Princeton
West Newbury	Amesbury, Haverhill, Merrimac, Newburyport
Westport	Fall River, New Bedford
Whitinsville	East Douglas, Grafton, Millbury, Milford, Upton, Uxbridge
Whitman	Brockton, Bryantville, East Bridgewater, Hanover, Rockland
Wilmington	Andover, Billerica, Burlington, Lowell, North Reading, Reading, Woburn
Winchendon	Ashburnham, Athol, Gardner, Templeton
Worcester	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Oxford, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Westboro
Wrentham	Blackstone Locality, Foxboro, Franklin, North Attleboro, Walpole

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

4. 413 LATA Exchanges

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA
	<b>Division 1</b>
Adams	Charlemont, Cummington, Dalton, North Adams, Pittsfield, Williamstown
Amherst	Ashfield, Belchertown, Bernardston, Charlemont, Colrain, Conway, Greenfield, Hatfield, Holyoke, Millers Falls, Monroe Bridge Locality, Montague, Northampton, Northfield, Shelburne Falls, South Deerfield, Turner Falls
Ashfield	Amherst, Bernardston, Charlemont, Colrain, Conway, Cummington, Greenfield, Millers Falls, Monroe Bride Locality, Montague, Northfield, Shelburne Falls, South Deerfield, Turners Falls, Williamsburg
Becket	Blandford, Chester, Hinsdale, Huntington, Lee, Lenox, Otis, Pittsfield, Worthington
Belchertown	Amherst, Ludlow, Palmer, Ware
Bernardston	Amherst, Ashfield, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Shelburne Falls, South Deerfield, Turners Falls
Blandford	Becket, Chester, Granville, Huntington, Otis, Russell, Sandisfield, Westfield
Brimfield	Monson, Palmer, Warren
Charlemont	Adams, Amherst, Ashfield, Bernardston, Colrain, Conway, Cummington, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, North Adams, Northfield, Shelburne Falls, South Deerfield, Turners Falls
Chester	Becket, Blandford, Huntington, Otis

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

4. 413 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA
	<b>Division 1</b>
Chesterfield	Cummington, Easthampton, Huntington, Williamsburg, Worthington
Chicopee	East Longmeadow, Granby, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Colrain	Amherst, Ashfield, Bernardston, Charlemont, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Turners Falls, Williamsburg
Conway	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Shelburne Falls, South Deerfield, Turners Falls, Williamsburg
Cummington	Adams, Ashfield, Charlemont, Chesterfield, Dalton, Hinsdale, Williamsburg, Worthington
Dalton	Adams, Cummington, Hinsdale, Pittsfield
Easthampton	Chesterfield, Holyoke, Huntington, Northampton, Russell, Westfield, Wilbraham
East Longmeadow	Chicopee, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Gilbertville	Ware
Granville	Blandford, Sandisfield, Southwick, Westfield
Great Barrington	Housatonic, Lee, Otis, Sandisfield, Stockbridge, Sheffield, West Stockbridge

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

4. 413 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA
	<b>Division 1</b>
Greenfield	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Shelburne Falls, South Deerfield, Turners Falls
Hampden	Chicopee, East Longmeadow, Holyoke, Longmeadow, Ludlow, Monson, Southwick, Springfield, Westfield, Wilbraham
Hatfield	Amherst, Northampton, South Deerfield, Williamsburg
Hinsdale	Becket, Cummington, Dalton, Pittsfield, Worthington
Holyoke	Amherst, Chicopee, Easthampton, East Longmeadow, Granby, Hampden, Longmeadow, Ludlow, Northampton, Southwick, Springfield, Westfield, Wilbraham
Housatonic	Great Barrington, Stockbridge, West Stockbridge
Huntington	Becket, Blandford, Chester, Chesterfield, Easthampton, Russell, Worthington
Lee	Becket, Great Barrington, Lenox, Otis, Stockbridge
Lenox	Becket, Lee, Pittsfield, Stockbridge, West Stockbridge
Longmeadow	Chicopee, East Longmeadow, Hampden, Holyoke, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Ludlow	Belchertown, Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, palmer, Southwick, Springfield, Westfield, Wilbraham



**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

4. 413 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA
	<b>Division 1</b>
Millers Falls	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Monroe Bridge Locality, Montague, Northfield, Shelburne Falls, South Deerfield, Turners Falls
Monroe Bridge Locality	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Montague, North Adams, Northfield, Shelburne Falls, South Deerfield, Turners Falls
Monson	Brimfield, Hampden, Palmer, Wilbraham
Montague	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Northfield, Shelburne Falls, South Deerfield, Turners Falls
North Adams	Adams, Charlemont, Monroe Bridge Locality, Williamsburg
Northampton	Amherst, Easthampton, Hatfield, Holyoke Williamsburg
Northfield	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Shelburne Falls, South Deerfield, Turners Falls
Otis	Becket, Blandford, Chester, Great Barrington, Lee, Sandisfield
Palmer	Belchertown, Brimfield, Ludlow, Monson, Ware, Warren, Wilbraham

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.4.3. Local Calling Areas, Continued**

**C. Outside Metropolitan Boston Exchanges, Continued**

**4. 413 LATA Exchanges, Continued**

<b>Home Exchange or Locality</b>	<b>Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA</b>
	<b>Division 1</b>
Pittsfield	Adams, Becket, Dalton, Hinsdale, Lenox, Richmond, Williamstown
Russell	Blandford, East Hampton, Huntington, Westfield
Sandisfield	Blandford, Granville, Great Barrington, Otis, Sheffield
Sheffield	Great Barrington, Sandisfield
Shelburne Falls	Amherst, Ashfield, Bearnardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, South Deerfield, Turners Falls
South Deerfield	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Hatfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Shelbuyrne Falls, Turners Falls, Williamsburg
Southwick	Chicopee, East Longmeadow, Granville, Hampden, Holyoke, Longmeadow, Ludlow, Springfield, Westfield, Wilbraham
Springfield	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Westfield, Wilbraham
Stockbridge	Great Barrington, Housatonic, Lee, Lenox, West Stockbridge
Turners Falls	Amherst, Ashfield, Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, Shelburne Falls, South Deerfield

**SECTION 5 – GRANDFATHERED SERVICES, Continued**

**5.4. EXCHANGES AND LOCAL CALLING AREAS FOR GRANDFATHERED SERVICES, Continued**

**5.5.3. Local Calling Areas, Continued**

C. Outside Metropolitan Boston Exchanges, Continued

4. 413 LATA Exchanges, Continued

Home Exchange or Locality	Additional Exchange and Locality Areas included in the Local Calling Area - 413 LATA
	<b>Division 1</b>
Ware	Belchertown, Gilbertville, Palmer, Warren
Warren	Brimfield, Ware
Westfield	Blandford, Chicopee, Easthampton, East Longmeadow, Granville, Hampden, Holyoke, Longmeadow, Ludlow, Russell, Southwick, Springfield, Wilbraham
West Stockbridge	Great Barrington, Housatonic, Lenox, Stockbridge
Wilbraham	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Monson, Palmer, Southwick, Springfield, Westfield
Williamsburg	Ashfield, Chesterfield, Conway, Cummington, Easthampton, Hatfield, Northampton, South Deerfield
Williamstown	Adams, North Adams, Pittsfield
Worthington	Becket, Chesterfield, Cummington, Hinsdale, Huntington