REFERRAL SERVICES

TERMS AND CONDITIONS

A. GENERAL

1. Reserved for Future Use

2. REFERRAL SERVICES

a. Disconnect Announcement Service

Disconnect Announcement Service provides the caller of a disconnected, suspended or changed number a recorded announcement that states the number's status without giving a referral number.

b. Basic Referral Service

Basic Referral Service uses a recorded announcement to give the caller of a disconnected, suspended or changed number, the number's status and a referral number.

c.

d.

e. Extended Basic Referral Service

Extended Basic Referral Service provides the caller of a disconnected, suspended, or changed individual line business, Centrex, or DID line number, a recorded announcement that states the line number status and a referral number.

Extended Basic Referral Service may e purchased beyond the Basic Referral Service period.

Effective May 1, 2015, Corrective Referral Service and Split Referral Service formerly contained in this section, are hereby canceled and withdrawn and no longer available.

REFERRAL SERVICES

B. REGULATIONS

1. AVAILABILITY

The services described in this Guide are provided to customers when/where facilities and numbers are available.

2. DISCONNECT ANNOUNCEMENT SERVICE AND BASIC REFERRAL SERVICE

a. These services are provided to customers without additional charge. They are included as part of the service provided to subscribers of Dial Tone Line Services. Main listed Centrex and DID number referral is provided as described respectively in Sections 20 and 26 of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

b. These services are normally available for a minimum of one (1) month.

3.

4.

Effective May 1, 2015, Corrective Referral Service and Split Referral Service formerly contained in this section, are hereby canceled and withdrawn and no longer available.

REFERRAL SERVICES

B. REGULATIONS (Cont'd)

5. EXTENDED BASIC REFERRAL SERVICE

a. Individual line residence, business, Centrex and DID customers may have their disconnected, suspended, or changed line number(s) referred by a recorded announcement.

b. Individual line residence and business Basic Referral Service is provided as described elsewhere in this Section. Main listed Centrex referral is provided as described in the Section 2 of this Guide. DID number referral is provided as described in Section 2of this Guide.

c. Extended Basic Referral Service is provided for a minimum of one month. The maximum period for Centrex station line numbers and DID station line numbers is one year. The maximum period for individual line business, Centrex main listed number, and DID main listed numbers is three months.

d. Customers will incur a line number charge based on the requested duration of service.

REFERRAL SERVICES

C. APPLICATION OF CHARGES

1. An additional name and number referred or an extension of service is not offered after the original agreement is processed by the Telephone Company.

2. The applicable charges for this service will be billed in advance as a one-time charge. Installment billing will not be provided.

3. For Extended Basic Referral Service, customers' requests for termination of service prior to the originally agreed service termination date will be honored, and credit or reimbursement arrangements are available for the unused portion of service. However, customers are responsible for an initial one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided. Billing is based on an entire month of service; partial month adjustments are not available.

D. RATES AND CHARGES

	Product Service Charge	Line Number Rate *
1.		
2.		
3. Extended Basic Referral Service Per Line Number	-	$10.00

NOTES:

* The Line Number rate is applied to the status of each number for the length of service requested and paid in advance. For example, if a customer wants a referral for four (4) months, the line number rate would be multiplied by four (4) and paid in advance.

† The Line Number rate allows any combination of names and numbers referred up to a maximum of two (2) names and two (2) numbers.

The Line Number rate allows one (1) additional name and one (1) additional number each. A customer may purchase up to ten (10) additional names and numbers.

Effective May 1, 2015, Corrective Referral Service and Split Referral Service formerly contained in this section, are hereby canceled and withdrawn and no longer available.