SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (C)

A. GENERAL

1. This Tariff section contains regulations, rates and charges applicable to the provision of certain functional network services designed primarily for Enhanced Service Providers (ESPs) to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by GTE Pennsylvania, hereinafter referred to as the Company.

2. Services for ESPs are subject to the availability of facilities and are limited to central offices specifically equipped to provide such service.

3. Services in this section of the Tariff, designed primarily for ESPs, are also available to others.

B. ESP SERVICES

1. ESP Services are services offered by the Company in conjunction with exchange access line service as outlined in Paragraph E.2.h. following. Customers may order and utilize these services to connect to the Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

a. Message Waiting Indication - Audible

This service provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the customer to inform its clients that new messages are waiting for them. Customers subscribing to this service must also subscribe to Data Link Service.

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

B. ESP SERVICES (Cont'd)

1. (Cont'd)

b. Forwarded Call Information - Intraoffice

This service provides the information on the called number (the customer's client line which was busy or did not answer and is equipped with call forwarding), the forwarded to number (the customer's enhanced service number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the customer. The reasons for forwarding information may include when a client's line is:

- Busy,
- Not Answered,
- Either Busy or Not Answered, or
- Used to call the customer directly.

Customers subscribing to this service must also subscribe to Data Link Service.

c. Data Link

This service, which must be established between the customer's location and the Company's central office, provides the capability of delivering to the customer the called number and the type of forwarding from each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.

d. Queuing

This service provides customers subscribing to PBX trunk lines or Digital Centrex lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

e. User Transfer (C)

This service provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

f. Customer Controllable Ringing

This service provides clients the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

(C) Indicates Material moved from Sheet 3.

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

B. ESP SERVICES (Cont'd)

1. (Cont'd)

g. Message Waiting Indication - Audible Ring Burst

In addition to the stutter dial tone that a client receives to let him know a message is waiting, the Company can provide ringing at a special cadence to signal the client that a message is waiting. This reminder will be repeated at a specific interval programmed by the Company.

h. Message Waiting Indication - Visual

This service provides the customer with the ability to send an alerting signal in the form of a light to its client's line. This alerting signal can then be used by the customer to inform its client that a message is waiting. This service requires subscription to a Data Link Facility.

i. Enhanced Call Transfer

This service permits the customer to use two-way trunks with Digital Direct Inward Dialing Service (DDID) to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call. Transfer calls are charged any applicable local measured usage charges or toll charges. Enhanced Call Transfer is available only where facilities and conditions permit.

j. Inter-Switch Voice Messaging (ISVM)

This service is available as an optional enhancement to Data Link service. With the combination of Data Link, which operates on an intra-switch basis only, and ISVM, voice mail and call answering capabilities can be extended to customers via intra- and inter-switch connectivity, thereby allowing the ESP to serve any client within a Local Access Transport Area (LATA). (Requires subscription to Data Link).

C. ESP CLIENT SERVICES

1. ESP Client Services are services offered by the Company. Descriptions and rates for these services are as set forth in Section 29 of this Tariff. Customers may order and utilize these client services in conjunction with their clients' exchange access lines to provide enhanced services to their clients. Those client services are as follows:

- Call Forwarding Busy[1] - Fixed (C)

- Call Forwarding No Answer[1] - Fixed (C)

- Call Forwarding Busy/No Answer - Fixed

[1] Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

D. DEFINITIONS

ESP Bill Option - This is an ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services provided under this section of the Tariff. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists. (C)

Client - The term "client" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing any services provided under this section of the Tariff.

Customer - The term "Customer(s)" denotes any ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the Tariff.

Enhanced Service Provider - An Enhanced Service Provider (ESP) is a customer, in accordance with applicable regulatory requirements, claiming the status of an ESP and providing an enhanced service under Section 64.702 of the FCC's Rules and Regulations.

E. REGULATIONS AND CONDITIONS

1. Undertaking of the Telephone Company

a. The limitation of the Company's liability is set forth in Section 1 of this Tariff.

b. The Company may disconnect the customer's service for failure to comply with any provision(s) of this Tariff or any tariff of the Company.

c. ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.

d. If the Company finds the provision of ESP Services and ESP Client Services, as outlined herein, is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Company may refuse to provide or may discontinue providing such services.

e. ESP and ESP Client Services will not be provided in connection with Pay Telephone Line Service.

f. Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed tariffs for local message units, zone calling units, dial station, operator station or message toll.

(C) Indicates Material moved from Sheet 3.

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP) (C)

E. REGULATIONS AND CONDITIONS (Cont'd)

2. Enhanced Service Provider's Obligations

a. Customer services as outlined herein and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.

b. The customer shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.

c. The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Company has temporarily suspended or disconnected that client's access line service.

d. The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

e. The customer shall not publish or use any advertising, sales promotion material or other publicity relating to the subject matter of ESP and ESP Client Services wherein the Company's name or language, signs, markings or symbols are used, from which the connection of the Company's name therewith may be, in the Company's judgment, reasonably inferred or implied without the prior written approval of the Company.

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

E. REGULATIONS AND CONDITIONS (Cont'd)

2. Enhanced Service Provider's Obligations (Cont'd)

f. The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Company's serving wire center, in accordance with all applicable rates and charges under the Company's tariffs.

g. The customer's premises equipment shall be interconnected in accordance with the regulations and applicable rates as set forth in Section 13 of this Tariff. If the customer violates this requirement, the Company may disconnect the customer's services.

h. Customers subscribing to the services outlined in Paragraphs B.1.a., b., c., d. and e. are required to subscribe to PBX facilities or Digital Centrex lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBX facilities or Digital Centrex lines as, in the judgment of the Company, are required to adequately handle calls without impairing service to others.

i. The customer is responsible for disconnecting ESP Client Services ordered for its client(s), including those situations where the customer's client(s) no longer has service with the Company.

j. The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

k. Customers may subscribe to Inter-Switch Voice Messaging (ISVM) subject to the availability of the required Data Link facilities. The Company will determine which central office and transmission facilities are used to provide service. Signaling, control and data communication protocols are defined by the Company, and the Company retains the right to change these protocols. (C)

(C) Indicates Change

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

E. REGULATIONS AND CONDITIONS (Cont'd)

3. Client Obligations

a. Charges are applicable to the client's line equipped with Call Forwarding Busy[1] and/or No Answer[1] - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded. (C)

4. Billing and Remittance

a. The Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

b. The customer's services may be discontinued pursuant to the procedures set forth in Section 1 of this Tariff, for failure to make full payment for the Company's services provided under this Tariff.

F. RATE AND CHARGE REGULATIONS

1. Any change to the customer's preselected telephone number to which the client's telephone calls are redirected, as described in Paragraph C.1., will incur applicable servicing charges.

2. The ESP bill option as described in Paragraph D. may only be exercised by a customer utilizing the services found in this section of the Tariff to offer an enhanced service.

3. The initial (or minimum) period for all ESP services and facilities is one month (30 days).

4. The following rates and charges are in addition to all applicable nonrecurring and recurring charges shown in this Tariff and other tariffs of the Company.

[1] Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

G. RATES AND CHARGES

	IOSC/ GSEC	Nonrecurring Charge	Monthly Rate	
1. Call Forwarding Busy[1] - Fixed, per client line arranged.....	ESPCFBF	*	**	(C)
2. Call Forwarding No Answer[1] - Fixed, per client line arranged.....	ESPCFNAF	*	**	(C)
3. Call Forwarding Busy/No Answer - Fixed, per client line arranged.....	ESPCFBNAF	*	**	
4. Message Waiting Indication - Audible, per client line arranged.....	ESPMWI	*	$.50	
5. Forwarded Call Information - Intraoffice, per client line arranged.....	ESPFCI	*	1.00	
6. Data Link, per data link arranged.....	ESPLINK	$500.00	350.00	
7. Queuing, per trunk arranged.....	ESPQUE	*	1.50	
8. User Transfer, per trunk arranged.....	ESPTRANS	*	1.75	
9. Customer Controllable Ringing, per line.....	ESPCCR	*	1.00	
10. Message Waiting Indication - Audible Ring Burst, per line.....	ESPARB	*	1.50	
11. Message Waiting Indication - Visual.....	42555	*	.50	
12. Enhanced Call Transfer per trunk.....	ECTNRC	25.00#	19.00	

* The Subsequent Service Ordering Charge as shown in Section 3 of this Tariff will apply when ESP and ESP Client services are added or rearranged on an existing line. Central Office Charges do not apply for ESP and ESP Client services added or rearranged.

** Applicable rates are as set forth in Section 6, Paragraph A. of this Tariff.

\# Nonrecurring Charges set forth in Section 3 of this Tariff apply in addition to this installation charge.

[1] Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

G. RATES AND CHARGES (Cont'd)

	IOSC/ GSEC	Nonrecurring Charge	Monthly Rate
13. Feature Package Call Forwarding Busy/No Answer - Fixed, Message Waiting Indication - Audible, Customer Controllable Ringing, Message Waiting Indication - Audible Ring Burst per line.....	ESPVMPKG2	*	$2.75
When services as shown in G.3., G.4. and G.5. are ordered one each in a package for an individual subscriber's line.....	ESPVMPKG	*	2.00
14. Inter-Switch Voice Messaging (ISVM) (Requires Subscription to Data Link) per arrangement		$2,000.00	3,000.00**

* The Subsequent Service Ordering Charge as shown in Section 3 of this Tariff will apply when ESP and ESP Client services are added or rearranged on an existing line. Central Office Charges do not apply for ESP and ESP Client services added or rearranged.

** Local usage and toll charges may apply in addition to monthly rate.

\# Nonrecurring Charges set forth in Section 3 of this Tariff apply in addition to this installation charge.