
LOCAL EXCHANGE SERVICES

Effective January 31, 2020, the services in this tariff are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this tariff are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES

6.1 CENTRAL OFFICE FEATURES

6.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Custom Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Custom Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Custom Calling Features are only provided for basic access line services. The Customer will be billed a Service Order charge for each change or set-up of each occurrence a feature or group of features is added to the Customer's service.

The Company offers the ability to subscribe to various Custom Calling Feature Packages.

6.1.2 Description of Features

Anonymous Call Rejection - Allows a Customer to redirect incoming calls for which calling name and number display has been suppressed through the use of blocking to an announcement indicating that the Customer is not presently accepting calls. This feature is provided automatically to Customers subscribing to Caller ID, Caller ID with Name, Call Waiting ID, and Call Waiting ID with Name and will be provided in the inactive state and will have no effect on the Customer's telephone service until the Customer activates it by dialing a code.

Speed Dial 8 - Allows placing calls to eight (8) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Speed Dial 30 - Allows placing calls to thirty (30) other phone numbers by dialing a one or two digit code rather than the complete phone number.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES(Cont'd)

6.1 CENTRAL OFFICE FEATURES(Cont'd)

6.1.2 Description of Features, (Cont'd.)

Call Return - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not.

Caller ID - Allows the subscriber to view the listed telephone number from which the incoming call is dialed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls.

Caller ID with Name and Number - Allows subscriber to view listed name associated with the telephone number before the phone is answered. This feature is only offered to Customers who subscribe to Caller ID.

Select Blocking Caller ID - Allows the subscriber phone number to be blocked from selected Caller ID units by dialing a code before the number being dialed.

Complete Blocking Caller ID - Allows the subscriber's phone number to be blocked from selected Caller ID units by dialing a code before the number being dialed.

Caller ID Privacy - Blocks the delivery of customer's Caller ID information on a per trunk group basis. Available with Digital PBX, PRI and Digital Total Communications services, except where there are restrictions.

Restrictions: NONE

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES(Cont'd)

6.1 CENTRAL OFFICE FEATURES(Cont'd)

6.1.2 Description of Features, (Cont'd.)

Call Trace - Allows a Customer to dial a code to automatically request that the Company or specified Utility to record a caller's originating telephone number and the date and time of the call as well as the date and time the Customer initiated trace. The information is disclosed only to a law enforcement agency for investigation purposes.

Multi-Ring Service 2 - Allows the subscriber to have as many as two different telephone numbers associated with a single line without adding a second or third access line. A Distinct ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls.

Multi-Ring Service 3 - Allows the subscriber to have as many as three different telephone numbers associated with a single line without adding a second or third access line. A Distinct ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls.

Block Third Party and Collect Calls - Prevents collect calls and calls billed to a third party at no charge. A Record Change Order Charge will apply to unblock these types of calls.

Three Way Calling/Call Hold - The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd)

6.1 CENTRAL OFFICE FEATURES, (Cont'd)

6.1.2 Description of Features, (Cont'd.)

Call Forwarding Variable - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

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

Call Forwarding – Busy and No Answer – Allows a subscriber to have calls forwarded when the dialed line is either busy or there is no answer after a pre-determined number of rings.

Simultaneous Call Forwarding - Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer is responsible for the payment of any applicable toll charges for each call between the Simultaneous Call Forwarding telephone and the line to which the call is being forwarded.

Call Waiting/Cancel Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES(Cont'd)

6.1 CENTRAL OFFICE FEATURES, (Cont'd)

6.1.2 Description of Features, (Cont'd.)

Repeat Dialing (Automatic Recall) - The Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

Repeat Dialing feature also allows Customers, having reached a busy number, to dial a code before hanging up. Repeat Dialing feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

Repeat Dialing

The following types of calls cannot be accessed with Repeat Dialing:

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

Three-Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference.

Automatic Line (Hot Line) - Automatic Line (Hot Line) service is an automatic dialing feature, which provides the customer the ability to establish a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined number. Calls cannot be traced and 911 service is not accessible. Standard usage charges for all outgoing calls applies in addition to rates listed in Supplemental Services.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd)

6.2 RATES AND CHARGES

6.2.1 Monthly Rates and Per Usage Rates

Maximum and minimum rates for services are located in Sections 6 and 8.

6.2.2 Connection Charges

Connection charges may apply when a Customer requests connection to one or more custom calling features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

Minimum:	\$00.00
Maximum:	\$20.00

6.2.3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective Customers within 90 days of the establishment of the new feature. See Section 5.4, Service and Promotional Trials, below.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.2 RATES AND CHARGES, (Cont'd.)****6.2.4 Monthly Recurring Rates**

	<u>Min</u>	<u>Max</u>
Call Waiting/ Cancel Call Waiting	\$0.00	\$11.68
Three-Way Calling	\$0.00	\$ 6.23
Speed Dial 8	\$0.00	\$ 6.23
Speed Dial 30	\$0.00	\$10.38
Call Forwarding Variable	\$0.00	\$ 6233
Call Forwarding - Busy	\$0.00	\$ 3.30
Call Forward - No Answer	\$0.00	\$ 3.00
Call Forward – Busy and No Answer	\$0.00	\$ 4.75
Simultaneous Call Forwarding	\$0.00	\$ 3.10
Call Return	\$0.00	\$ 4.50
Repeat Dialing (Automatic Recall)	\$0.00	\$ 4.50
MultiRing-2	\$0.00	\$ 7.53
MultiRing-3	\$0.00	\$10.90
Caller ID	\$0.00	\$ 8.50
Caller ID with Name and Number	\$0.00	\$ 9.50
Caller ID Privacy	N/C	N/C
Selective Blocking for Caller ID	N/C	N/C
Complete Blocking for Caller ID	N/C	N/C
Anonymous Call Rejection	N/C	N/C
Three-way Call Transfer	\$0.00	\$4.00
Automatic Line	\$0.00	\$3.77

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.2 RATES AND CHARGES, (Cont'd.)****6.2.5 Feature Package Rates**

The following rates apply for business Customers subscribing to the feature combinations listed:

	<u>Monthly Recurring</u>	
	<u>Min.</u>	<u>Max.</u>
Call Forwarding and Call Waiting	\$0.00	\$13.76
Call Forwarding and Speed Dial 8	\$0.00	\$10.90
Call Forwarding, Call Waiting and Speed Dial 8	\$0.00	\$17.91
Call Waiting and Speed Dial 8	\$0.00	\$13.76
Three Way Calling and Call Forwarding	\$0.00	\$10.96
Three Way Calling and Call Waiting	\$0.00	\$13.76
Three Way Calling and Speed Dial 8	\$0.00	\$10.90
Three Way Calling, Call Forwarding & Call Waiting	\$0.00	\$17.91
Three Way Calling, Call Forwarding & Speed Dial 8	\$0.00	\$15.83
Three Way Calling, Call Forwarding, Call Waiting & Speed Dial 8	\$0.00	\$20.24
Three Way Calling, Call Waiting, & Speed Dial 8	\$0.00	\$17.91

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.2 RATES AND CHARGES, (Cont'd.)****6.2.5 Per Usage Feature Charge**

	<u>Rate</u>
Call Trace (*57)	\$1.50
Call Return	\$.75
Repeat Dialing (Automatic Recall)	\$.75
Three-Way Calling	\$.75
Block Call Return	N/C
Block Repeat Dial	N/C
Block Three-Way Calling	N/C
Block Call Trace	N/C
Block All Usage Sensitive Features	N/C

6.2.6 You Choose Features Package

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business SolutionSM subscribers receive this package at no additional cost.

	<u>1 Year Term</u>	<u>2 Year Term</u>
You Choose Features Package	\$ 17.00	\$15.00

Feature Options Include:

Caller Identification Name and Number
 Remote Access to Call Forwarding
 Call Forwarding Variable
 Call Waiting/Cancel
 Call Return
 Three way Calling
 Speed Dial 8
 Speed Dial 30
 Auto Redial
 Call Forwarding – Busy/Don't Answer
 Call Forwarding – Busy
 Call Forwarding – Don't Answer

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.3 PROMOTIONAL OFFERING

6.3.1 General

The Company may, from time to time, offer services in this tariff at special promotional rates and/or terms. Such promotional arrangements shall be filed with the Commission when so required. All rates and terms contained in this tariff shall continue to apply unless specifically addressed in the promotional agreements.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.4 BUSY VERIFICATION AND INTERRUPT SERVICE****6.4.1 General**

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

6.4.2 Rate Application

6.4.2.1 A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress,
or
2. The operator verifies that the line is available for incoming calls.

6.4.2.2 Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

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

6.4.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Verification Charge, each request	\$ 0.00	\$1.00
Interrupt Charge, each request	\$ 0.00	\$1.50

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.5 DIRECTORY ASSISTANCE SERVICE

6.5.1 General

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

6.5.2 Regulations

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA. There is an allowance of five free Local Directory Assistance calls per one month billing period.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA. There are no call allowances with National Directory Assistance.

Charge applies for each call to Directory Assistance (except where call allowances apply) in any one month billing period for telephone number(s), area code(s), and/or general information requested from the Directory Assistance operator except as follows:

6.5.2.1 Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.

6.5.2.2 Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 9 of this Tariff, up to a maximum of 50 requests per month.

6.5.2.3 Customer experiences poor transmission or is cut-off during the call.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.5 DIRECTORY ASSISTANCE SERVICE, (Cont'd)****6.5.3 Rates**

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

Directory Assistance Calls - A flat charge will apply per requested number (Requested Number Charge).

	<u>Minimum</u>	<u>Maximum</u>
Per Call for Local Requested Number Charge Per Call Requested	\$0.00	\$1.25
Per Call for Interstate IntraLATA and New Jersey Corridor (two free per month) Per Call Requested	\$0.00	\$1.25
Per Call for National Requested Number Per Call Requested	\$0.00	\$1.25

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.6 LOCAL OPERATOR SERVICE**

Third Number Billing - A billing arrangement by which a message may be charged to an authorized service point as determined by the company other than the service point originating the call or the service point where the call is terminated.

Collect Calling - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a third number. In the case of a public or semi-public coin telephone, the charges must be billed to a third number, or the call may be re-originated from the called service point.

Person to Person - Calls completed with the assistance of the Company operator to a particular person, station, department, or PBX extension specified by the calling party. Where this service is available, rates and charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Operator Assisted Surcharges – The following surcharges will be applied on a per call basis.

	<u>Minimum</u>	<u>Maximum</u>
Third Number Billing	\$0.00	\$1.33
Collect Calling	\$0.00	\$1.58
Person to Person	\$0.00	\$3.49

Operator Assisted Surcharges - Interstate IntraLATA and New Jersey Corridor

	<u>Minimum</u>	<u>Maximum</u>
Third Number Billing	\$0.00	\$2.25
Collect Calling	\$0.00	\$2.25
Person to Person	\$0.00	\$3.25

Payphone Surcharge

A payphone surcharge will be charged for all originating payphone traffic including local, toll-free switched and dedicated services traffic, and any 10-10-XXX-0-plus dial around service traffic.

	<u>Minimum</u>	<u>Maximum</u>
Per Call	\$0.00	\$1.00

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.7 DIRECTORY LISTING DESCRIPTION OF SERVICES

Duplicate Listings – Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

Alternate Call Listings – Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

Night Listings – A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone. Charges for night listings are specified in herein.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.7 DIRECTORY LISTING DESCRIPTION OF SERVICES (Cont'd)

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group with each Joint User service.

Additional Listing - If more than one listing in the directory is requested, an additional listing may be furnished in other names when in sole judgment of the Company the subscriber's service is not a joint user, shared or being resold.

Non-Published Number - A non-published number will be furnished at the Customer's request. A non-published number is not listed in the Company's telephone directories, or in directory assistance records. Listing information (name, address and number) on a non-published number is not available to the general public.

Foreign Listing - Listings appearing in a directory other than the directory in which local service is furnished.

Cross Reference Listing - May be furnished when it is necessary to refer the directory user to another directory listing.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.7 DIRECTORY LISTING DESCRIPTION OF SERVICES (Cont'd)

Caption Listing - Listings may be indented under a caption or subcaption at no additional charge when in the judgment of the Company; the captions will facilitate the use of the service.

Intercept Services - Intercept Service provides a recorded announcement that states the line number status and a referral number, if available, for calls placed to a disconnected or changed business line number.

Intercept Service is subject to the availability of facilities.

Basic Intercept Service is provided free of charge to business customers for primary and DID numbers upon request for a minimum of 90 days. A charge applies per month per number for Extended Intercept Service in which a request is made for intercept service beyond the initial free time period. The service will be available for a maximum of nine months following the initial free period or Basic Intercept Service.

The charge for this service is billed in advance as a one time charge on the final invoice for that number, and is based on the length of time service is requested.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.7 DIRECTORY LISTING DESCRIPTION OF SERVICES (Cont'd)

Refer to Section 4.4 regarding Monthly Recurring Charges associated with Directory Listings.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.8 BLOCKING SERVICE

6.8.1 General

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

6.8.1.1 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.

6.8.1.2 976 Central Office Code Blocking - allows the subscriber to block all calls beginning with a 976 central office code (i.e. – XXX-976-XXXX).

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6.8.1.3 Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

6.8.1.4 Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.

6.8.1.5 Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.

6.8.1.6 Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.8 BLOCKING SERVICE, (Cont'd)****6.8.2 Regulations**

6.8.2.1 The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

6.8.2.2 Blocking Service is available where equipment and facilities permit.

6.8.3 Rates and Charges

6.8.3.1 Blocking charges do not apply to residential Customers.

6.8.3.2 Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>Nonrecurring Charge</u>	
	<u>Minimum</u>	<u>Maximum</u>
900 and 700 Blocking - (up to 200 lines)	\$0.00	\$11.00
976 Central Office Code Blocking (up to 200 lines)	\$0.00	\$11.00

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The nonrecurring charge for initial request of one and two-line Customers is waived for 90 days from the Customer's service establishment date.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.8 BLOCKING SERVICE, (Cont'd.)****6.8.3 Rates and Charges, (Cont'd.)****6.8.3.2 Recurring and Nonrecurring Charges (Cont'd)**

	<u>Monthly Charges</u>	
	<u>Minimum</u>	<u>Maximum</u>
Third Number Billed and Collect Call Restriction	N/C	N/C
Toll Restriction (up to 200 lines)	N/C	N/C
Toll Restriction Plus (up to 200 lines)	N/C	N/C
Direct Inward Dialing Blocking (Third Party and Collect Call)		
- Initial Activation	N/C	N/C
- Subsequent Activation (per line)	N/C	N/C

6.8.3.3 Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

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

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.9 SELECT USAGE CALL DETAIL

6.9.1 Description

Call detail records associated with The Company's intracompany calling plan will not appear on customer invoices. These usage records will be made available to the customer upon request only and are billed per line, per service location, per billing cycle. Call detail records will be provided for all eligible lines, whether specifically requested or not. Customer must request usage records each month, and requests can be made for up to three months of prior usage.

6.9.2 Rates and Charges

Call Detail Record (per line, per service location, per billing cycle)	\$20.00
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LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.11 ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE ¹

6.11.1 General Description

Asymmetric Digital Subscriber Line (ADSL) is an access data technology service enabling high-speed delivery of data, audio, and video in a digital form over the existing traditionally-voice telephone infrastructure (copper twisted-pair phone lines called the local loop which connect the customer premises and the carrier's central office). A non-recurring installation charge and monthly recurring rate apply for each ADSL end-user connection. Non-regulated Customer Premises Equipment (CPE) and Internet services charges also apply for each ADSL end-user connection. Additional non-recurring charges will be levied to the ADSL customer if the local exchange loop requires "Line Conditioning" to meet ADSL specifications. Except where otherwise stated in this section, the terms and conditions set forth in other sections of this tariff shall apply in addition to the terms and conditions stated in this section.

6.11.2 Rights of The Company

The Company will not provision ADSL service if The Company has reasonably determined that (a) it is not technically feasible to provide over existing facilities or (b) it will cause interference problems within The Company's network or other facilities or with the network or facilities of any other party.

During network maintenance and software update periods, it may be necessary to temporarily place the ADSL central office equipment out of service. The Company reserves the right to temporarily interrupt ADSL service during such periods and at other times such as those considered by The Company to be an emergency; however, The Company will make good faith efforts to avoid and minimize such temporary interruptions. If The Company has reason to believe that permitting the commencement or continuation of ADSL service adversely affects or would adversely affect the ability of The Company or another carrier to provide, complete, or maintain the level of or quality of its services to its customers, The Company may refuse to provide ADSL service or may discontinue providing such service.

1 This product is no longer available to new customers as of June 20, 2001.

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.11 ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE ¹ (Cont'd)

6.11.3 Service Provisioning

ADSL service provides a virtual private line connection from the customer-designated premises to the point of interconnection on The Company's network.

The Company or its suppliers or representatives will qualify the local exchange service loop between the customer's designated premises and the serving wire center. The purpose of qualification is to determine the availability and suitability of existing facilities to provide ADSL service, and determine if Line Conditioning is required to support ADSL service.

Line Conditioning may be necessary if the existing unaltered local exchange facility will not accommodate ADSL service. This may include, but is not limited to, the removal of load coils, bridged taps, and/or repeaters or other devices. A non-recurring charge will apply per line that requires Line Conditioning. The Company does not warrant that Line Conditioning will permit the provision of ADSL service. Where the customer orders Line Conditioning, the customer remains responsible for all charges incurred on its behalf, even though such Line Conditioning may not permit the provision of ADSL service.

The Company will not provision ADSL service on facilities that are determined by the company to be unsuitable for ADSL service. ADSL service may not be available to the customer, or the customer may not have the selection of all of The Company's ADSL offerings, depending on the distance of the customer from the serving CO and the type and condition of the facilities. Where ADSL service is not available, the customer may choose other The Company offerings in lieu of ADSL service; however, such other Company offerings shall only be available at the rates set forth for those other offerings, not the rates for ADSL service.

ADSL service will be provided subject to the availability and limitations of the wire centers and outside plant facilities and is only available where technical capabilities permit. Actual data transmission rates depend on a number of factors, including, but not limited to (1) the distance from the customer to the serving wire center (maximum distance 18,000 feet), (2) the type of copper facility (wire gauge) and (3) the physical plant.

1 This product is no longer available to new customers as of June 20, 2001.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.11 ASYMMETRICAL DIGITAL SUBSCRIBER LINE (ADSL) SERVICE ¹ (Cont'd)****6.11.4 Rate Element Descriptions**

ADSL service arrangements, where available, may be purchased in three (3) options and are based on the maximum “downstream” and “upstream” speed combinations chosen by the customer. These options are listed below:

	<u>Max. Downstream Speed</u>	<u>Max. Upstream Speed</u>
DSL384	384 Kbps	128 Kbps
DSL768	768 Kbps	384 Kbps
DSL1.5	1.544 Mbps	768 Kbps

A non-recurring installation charge and monthly recurring rate apply for each ADSL end-user connection. Non-regulated Customer Premises Equipment (CPE) and Internet services charges also apply for each ADSL end-user connection.

Additional non-recurring charges will be levied to the ADSL customer if the local exchange loop requires “Line Conditioning” to meet ADSL specifications. A non-recurring charge will apply per line that requires Line Conditioning. This charge will be levied at the ILEC’s prevailing line conditioning rates plus a service charge calculated per the Time and Materials Section of this tariff. The Company does not warrant that Line Conditioning will permit the provision of ADSL service. Where the customer orders Line Conditioning, the customer remains responsible for all charges incurred on its behalf, even though such Line Conditioning may not permit the provision of ADSL service.

6.11.5 Price List Per ADSL End-User Connection

The rates identified below are in addition to other rates and charges reflected in this tariff. The rates indicated below are associated with the tariffed ADSL installation charges and access services and do not include the total costs incurred by the customer when ADSL service is purchased. The ADSL services tariffed herein are not sold on a stand-alone basis -- they are provided as a bundle that includes non regulated CPE and Internet related services.

<u>Per Access Line</u>	<u>Installation Charge</u>		<u>Monthly Rate</u>	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
DSL384	\$62.50	\$250.00	\$20.00	\$ 80.00
DSL768	\$100.00	\$400.00	\$30.00	\$120.00
DSL1.5	\$125.00	\$500.00	\$40.00	\$160.00

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.12 HUNTING SERVICE ARRANGEMENTS

6.12.1 General

A hunting service arrangement is equipment located in the Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

6.12.2 Regulations

The rate following is applicable to individual line service, excluding Audiotex Service, and including incoming PBX trunks.

6.12.3 Rates

	<u>Per month</u>
Hunting Service Arrangement, per line or trunk in a group so arranged	N/C

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.13 TOUCH TONE SERVICE

Touch Tone - Provides for the origination of calls by means of instruments equipped for tone type signaling and special central office facilities.

	<u>Monthly Recurring</u>
Touch Tone Per Line	N/C
Touch Tone Per Trunk Equipped	N/C

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.14 REMOTE CALL FORWARDING**

Remote Call Forwarding* - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities.

Remote Call Forwarding service is not offered where the terminating station is a coin telephone.

The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.

One directory listing in the Alphabetical Directory is provided without charge.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company.

	<u>MRC</u>		<u>NRC</u>	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
Remote Call Forwarding:				
- First Path	\$0.00	\$19.88	\$0.00	\$56.00
- Each Additional Path	\$0.00	\$19.88	\$0.00	\$56.00

* As of April 30, 2007, this product will only be available to current customers.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS****6.15.1 Discounted Term Pricing Plans***

The Company's pricing structure offers discounts on its monthly recurring charges based upon a term plan agreement as specified by the Customer. A Customer may select a monthly, one-year, two-year, or three-year plan period, which defines the Customer's fixed percentage discount as follows:

One-year Term Plan	15% Discount
Two-year Term Plan	20% Discount
Three-year Term Plan	20% Discount

Discounts are applied to the base rates identified in this tariff. Upon selecting a term plan, the Customer agrees to fulfill the minimum time requirement of the contract, which will commence when service is initiated. A Customer may increase the term period of the contract at any time, thus increasing the rate of the discount applicable to the Customer's service arrangement.

The Company's pricing structure also offers a 25% discount on non-recurring charges applicable to the Customer's specific service options.

Customers who make a monthly revenue commitment for Allegiance services will receive the associated rate indicated within this tariff. All services billed by the Company, including local, and long distance, will contribute to the monthly revenue commitment. If the customer does not meet their monthly revenue commitment, the customer will be invoiced for the difference.

Customers who terminate services (except Integrated Services) prior to fulfilling their term commitment may be assessed a termination liability fee in an amount equal to the monthly revenue commitment level multiplied by the number of months remaining in their term. Customers who terminate Integrated Services (Integrated Access and Total Communications) prior to fulfilling their term agreement may be assessed a termination liability fee equal to the monthly recurring charges multiplied by the number of months remaining in the term agreement. The termination liability will be billed in one lump sum. Customers will not incur a termination liability fee if they: (1) agree to sign a new term plan agreement for a period equal to or greater than the time remaining in their current plan; and (2) commit to a monthly revenue commitment level equal to or greater than their current minimum monthly commitment level.

*This plan is not available to Customers whose service is provisioned by UNE-P

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)

6.15 DISCOUNT PLANS, (Cont'd)

6.15.1 Discounted Term Pricing Plans (Cont'd)

The following services and/or charges are not eligible for discounted pricing:

Account Setup Fee
End User Common Line Charge
End User Port Charge
Integrated Services*
Directory Assistance
Operator Services
Usage Sensitive Features
Switched and Dedicated Toll Free Service

Public/Pay Telephone Surcharge
Switched and Dedicated Long Distance
Digital PBX Package
PRI Package
Local Number Portability
True Business
You Choose Feature Packages

Services provided on a UNEP basis will not receive discounts on monthly recurring or non-recurring charges..

*Line and data services only. Discounted pricing still applies to features and applicable usage.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS, (Cont'd)****6.15.2 Independence Plan Discount Pricing Promotion**

The Independence Plan will offer three (3) levels of discounts to its customers based on the number of features, revenue volume and revenue commitments.

Level 1 - Independence Plan Feature Discounts

The Independence Plan Feature Discount will discount features based on the number of features subscribed to a line. List rates will be established for Custom Calling features at the market level. Independence Plan Feature Discounts are determined at a line level based on the number (see Chart 1) of eligible (see Chart 2) features that are subscribed to on the individual line. This discount is applied before any other discounts.

Number of Customer Calling Features on a Line	Feature Discount
2	20%
3	30%
4 or more	40%

Chart 1

Custom Calling Features	Contributory	Eligible
Caller ID options	Yes	Yes
Call Forwarding options	Yes	Yes
Call Waiting	Yes	Yes
Call Return	Yes	Yes
Auto Redial	Yes	Yes
Three Way Calling	Yes	Yes
Speed Dial options	Yes	Yes
Distinctive Ring	Yes	Yes
Anonymous Call Rejection	No	No
Selective Blocking (Per Call)	No	No
Complete Blocking (Per Line)	No	No
Call Transfer	No	No
Message Waiting Indicator	No	No

Chart 2

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS, (Cont'd)****6.15.2 Independence Plan Discount Pricing Promotion (Cont'd)****Level 2 - Independence Plan Volume Discounts**

The length of the term commitment determines the retroactive (per invoice cycle) volume discount schedule. Total contributory services under the Customer Master Account Level are to be aggregated during the billing cycle, to determine the earned discount percentage. The earned discount percentage will be applied to all eligible billing to determine The Independence Plan Volume Discounts earned. Product discounts are determined after feature discounts are applied.

Total Monthly Charges	One-Year Term	Two-Year Term	Three-Year Term
\$100.01- \$149.99	10%	15%	15%
\$150.00 - \$299.99	13%	18%	18%
\$300.00 - \$599.99	15%	20%	20%
\$600.00 - \$1199.99	17%	22%	22%
\$1,200.00 - \$2,399.99	19%	24%	24%
\$2,400.00 - \$3,699.99	21%	26%	26%
\$3,700.00 - \$5,599.99	23%	28%	28%
\$5,600.00 +	25%	30%	30%

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6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS, (Cont'd)****6.15.2 Independence Plan Discount Pricing Promotion (Cont'd)****Level 2 - Independence Plan Volume Discounts (Cont'd)**

Products and Services	Contributory	Eligible
Dedicated Internet Access Services	Yes	Yes
Total Communications - Base Package	Yes	No
Total Communications - Incrementals	Yes	No
Integrated Access Channel Packages	Yes	No
UNE Based Products:	Yes	Yes
Business Lines		
Analog/PBX Trunks		
Digital PBX Service	Yes	Yes
Digital PBX Package	Yes	No
ISDN PRI Service	Yes	Yes
ISDN PRI Package	Yes	No
Remote Call Forwarding (RCF)	Yes	Yes
Voice Mail*	Yes	Yes
Custom Calling Features	Yes	Yes
Directory Listing Services	Yes	Yes
Usage Sensitive Services	Yes	Yes
Operator Services	Yes	Yes
Wire Maintenance Plan	Yes	No
Toll Blocking Options	Yes	Yes
Local Usage	Yes	Yes

* Non-Regulated

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS, (Cont'd)****6.15.2 Independence Plan Discount Pricing Promotion (Cont'd)****Level 2 - Independence Plan Volume Discounts (Cont'd)**

Products and Services	Contributory	Eligible
InterLATA Usage	Yes	No
IntraLATA Usage	Yes	Yes
Toll Free	Yes	No
Service Order Charges	No	No
Installation Charges	No	No
Promotional Installation Charges	No	No
International Usage	Yes	No
Local Number Portability	Yes	No
No Primary Interexchange Carrier – Primary	No	No
Interexchange Carrier Charge		
End User Common Line Charge	Yes	No
Account Set Up Fee	No	No
Taxes	No	No
Universal Service Fund	No	No
Local Call Detail Billing Fee	Yes	Yes
Allegiance Internet Services	Yes	Yes
Allegiance Select Usage	No	No
Individual Case Basis (ICB)	Yes	No
Other	TBD	TBD
DSL Services	Yes	No

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.15 DISCOUNT PLANS, (Cont'd)****6.15.2 Independence Plan Discount Pricing Promotion (Cont'd)****Level 3 - Independence Plan Customer Revenue Commitment Discounts**

Customer has the option to make a monthly-billed revenue guarantee, and receive an additional discount off net total billing for the invoice cycle, before the application of any taxing elements.

Customer Level Commitment	
\$500	3%
\$1000	4%
\$1500	5%
\$2000	6%
\$2500	7%

Customer Level Commitments are measured at the Customer Master Account level, governing all invoices and service locations associated with the customer master service agreement. This discount is to be applied to the net total invoiced charges before the application of any taxing elements for the billing cycle, after all other product charges and/or discounts are applied. Any Allegiance Select usage will **NOT** contribute to the Customer Level Commitment discount.

If customer does not meet the revenue commitment, a shortfall penalty will be assessed, and no further discounting will be applied. At the time a multi-location customer agrees to a customer revenue commitment, the customer must determine which location will be billed the shortfall amount.

If customer's total billing (before application of taxing elements) for the invoice cycle does not meet the revenue commitment after the Independence Plan Customer Revenue Commitment Discounts are applied, NO shortfall penalty will be assessed. For example, a customer agrees to a \$500 revenue commitment and after all the applicable discounts are applied the customer's invoice amount is \$510. Since they reached their minimum revenue commitment they qualify for an additional 3% (\$15.30). When you subtract the discount from the total invoice the customer's billable amount is now \$494.70. Though their total billable amount (after all discounts) falls below their commitment we will not charge them a shortfall since it was the discount that took them below.

LOCAL EXCHANGE SERVICES

6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)**6.16 RESERVED FOR FUTURE USE**

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6.17 EMERGENCY REDUNDANCY ROUTING

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or “all trunks busy” condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with Digital PBX, Digital PBX Package, PRI Bundled Package, and True Business Total Communications and Digital Communications only.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company’s ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

Monthly Recurring Charge	\$0.00 - \$65.00 per T1
Non-Recurring Charge	\$0.00 - \$650.00 per T1

6.18 HISTORIC INVOICES

The Company will furnish, upon Customer’s request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$0.00-\$20.00
CSV/CD of CDR	\$0.00-\$50.00

LOCAL EXCHANGE SERVICES**6.0 CATEGORY 2 SUPPLEMENTAL SERVICES, (Cont'd.)****6.19 SUPPLEMENTAL CHANGE CHARGE**

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

	NON-RECURRING CHARGES		
	Timeframe of Change Request		
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3 rd Business Day after Order Acceptance and up to the 5 th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to \$500.99	\$0.00-\$100.00	\$0.00-\$250.00	\$0.00-\$500.00
\$501.00 to \$2,000.99	\$0.00-\$100.00	\$0.00-\$500.00	\$0.00-\$875.00
\$2,001.00 and Up	\$0.00-\$100.00	\$0.00-\$750.00	\$0.00-\$1,250.00

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date an expedite charge may also apply as outlined in Section 10.2.

6.20 SERVICE EXTENSION CHARGE

A Service Extension Charge will be assessed when a customer requests and XO agrees to provide services at a location beyond XO's demarcation point. This non-recurring charge will be applied to the first and each additional circuit as outlined below:

Type of Circuit	NON-RECURRING CHARGES	
	First Circuit	Each Additional Circuit
Less Than or Equal to a DS1 (1.544 Mbps)	\$0.00-\$ 812.50	\$0.00-\$ 200.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	\$0.00-\$1,375.00	\$0.00-\$1,375.00

(N)

(N)