

Effective January 31, 2020, the services in this tariff are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this tariff are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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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(N)

4.0 SERVICE OFFERINGS, RATES & CHARGES

XO Massachusetts, Inc. and Allegiance Telecom of Massachusetts merged into and became XO Communications Services, Inc. and subsequently XO Communications Services, LLC. Customers who received service from Allegiance Telecom of Massachusetts, Inc. and XO Massachusetts, Inc. ("Legacy Allegiance" and "Legacy XO" customers) and new Customers will receive service from XO Communications Services, LLC as follows:

Category One Service Plans are set forth in Sections 4.1.0 through 4.1.25, 4.1.43, 4.1.46, 4.1.48, 4.1.50, 4.1.51, 4.2.1, 4.3.1, 4.4.1, 4.40, 5.1 through 5.48, 5.53, 6.1.1, through 6.1.6, and 6.1.9. These Services are available to Legacy XO Customers and to new Customers who are served out of a Central Office having facilities of the former XO Massachusetts, Inc. but not the former Allegiance Telecom of Massachusetts, Inc.

Category Two Service Plans are set forth in Sections 4.1.0, 4.1.25 through 4.1.37, 4.1.44, 4.1.45, 4.1.47, 4.1.48, 4.1.49, 4.1.50, 4.2.2, 4.3.2, 4.4.2, 4.41, 4.42, 5.49, 5.53, 6.1.7, and 6.1.8. These Services are available to Legacy Allegiance Customers and to new Customers who are served out of a Central Office having facilities of the former Allegiance Telecom of Massachusetts, Inc.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service: The Company's Local Telephone Service provides business customers with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service where available;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service.

The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

4.1.0 Access Recovery Charge

The Access Recovery Charge ("ARC") is a monthly charge designed to recover increased network costs for access circuits used to provide Service to customers, including but not limited to increases due to FCC or other governmental or regulatory actions or judicial determinations made in connection with incumbent local exchange carrier charges for such circuits. XO reserves the right to add, change or delete Access Recovery Charges upon notice to Customer. The ARC is calculated by application of a percentage to each customer's total monthly recurring charges (MRCs). The ARC percentage to be applied will be determined by the customer's total MRCs on its monthly invoice. The chart below shows the ARC percentage that will be applied based on the MRCs.

Total MRC	Charge Percentage	Total MRC	Charge Percentage
\$0.00-100.00	16.00%	\$7,500.01-10,000.00	5.00%
\$100.01-200.00	15.00%	\$10,000.01-20,000.00	4.70%
\$200.01-400.00	14.00%	\$20,000.01-30,000.00	4.50%
\$400.01-600.00	10.50%	\$30,000.01-40,000.00	4.30%
\$600.01-800.00	9.50%	\$40,000.01-50,000.00	4.10%
\$800.01-1000.00	8.50%	\$50,000.01-75,000.00	3.90%
\$1,000.01-1,500.00	7.50%	\$75,000.01-100,000.00	3.70%
\$1,500.01-2,500.00	7.00%	\$100,000.01-250,000.00	3.50%
\$2,500.01-5,000.00	6.50%	\$250,000.01-500,000.00	3.40%
\$5,000.01-7,500.00	5.25%	\$500,000.01 +	3.30%

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1. Small Business Basic Business Lines*

Small Business Basic Business Lines are available to those customers who subscribe to this service as the only local exchange service from the Company after April 15, 2002. This service provides basic access service and voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Small Business Basic Business Line Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.1.1 Small Business Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions- Small Business Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA,
Option E	International Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA,
Option F	International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

* As of April 1, 2007, this product will only be available to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.2 Small Business Basic Business Line Optional Features: Small Business Basic Business Line Customers may order the following Optional Features listed below at the Rates specified in below.

Call Forward Busy	Distinctive Ringing/ Call Waiting
Call Forward No Answer	Automatic Line (Hotline)
Call Forward No Answer Ring Select	Hunting (Circular or Sequential)
Call Forward Variable	Remote Access to Call Forwarding
Call Waiting with Cancel Call Waiting	Simultaneous Ring
Call Forwarding of Call Waiting Calls	Anonymous Call Rejection
Call Transfer	Automatic Call Back
Speed Calling 8	Selective Call Forwarding
Speed Calling 30	Selective Call Acceptance
Three Way Calling	Selective Call Rejection
Caller ID Number Only	Automatic Recall
Caller ID Name & Number	
Caller ID Per Line Blocking	

Optional Feature Packages: Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package. Pricing is listed below.

<u>Packages</u>	<u>Features Included</u>
2 feature package	Three Way Calling and Call Forward Variable
3 feature package	Three Way Calling, Call Forward Variable, and Call Transfer
4 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer
5 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number
6 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.1. Small Business Basic Business Lines (Cont'd)4.1.1.2 Small Business Basic Business Line Optional Features (Cont'd)

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding

Selective Call Acceptance
Selective Call Rejection
Automatic Recall

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.1. Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges: Small Business Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

Monthly Recurring Charges

Small Business Basic Business Line - Line Charge

One Year Term	\$44.70 (I)	(I)
Two Year Term	\$42.45 (I)	
Three Year Term	\$40.23 (I)	(I)

Optional Features:

Anonymous Call Rejection	\$ 3.00
Call Forward Busy	\$ 2.00
Call Forward No Answer	\$ 2.00
Call Forward No Answer-Ring Select	\$ 2.00
Call Forwarding of Call Waiting Calls	\$ 2.00
Call Return (Automatic Call Back)	\$ 2.00
Call Transfer, with Consultation Hold	\$ 3.00
Call Waiting with Cancel Call Waiting	\$ 5.00
Caller ID Number Only	\$ 5.00
Caller ID with Name and Number	\$ 5.00
Caller ID Per Line Blocking	\$ 0.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00
Automatic Line	\$ 1.00
Hunting (Circular or Sequential)	\$ 0.00
Last Call Forward Variable	\$ 4.00
Remote Access to Call Forwarding	\$ 8.00
Repeat Dialing (Class Automatic Recall)	\$ 2.00
Selective Call Acceptance	\$ 4.00
Selective Call Forwarding	\$ 4.00
Selective Call Rejection	\$ 4.00
Simultaneous Ring	\$ 5.00
Speed Calling-8 numbers	\$ 4.00
Speed Calling-30 numbers	\$ 5.00
Three-Way Calling with Consultation Hold	\$ 4.00
Feature Package 2	\$ 7.60
Feature Package 3	\$ 9.90
Feature Package 4	\$ 9.35
Feature Package 5	\$ 12.80
Feature Package 6	\$ 18.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1. Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges (Cont'd)

Non-Recurring Charges

Installation Charge (Per Line)

First Line	\$46.00
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Additional Line(s)	\$46.00
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Service order charges apply as described in Section 4.1.22 of this tariff.

Optional Features	\$ 30.00 each
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Feature Package 2	\$ 60.00
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Feature Package 3	\$ 90.00
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Feature Package 4	\$120.00
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Feature Package 5	\$150.00
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Feature Package 6	\$180.00
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NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

4.1.1.4 Usage Rates: The rates in Section 4.1.3 will apply.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2. Business Trunks

Business Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic. The trunk connection can be either analog or digital depending on the customer's requirements.

Analog trunk service is offered via standalone Private Branch Exchange (PBX) or Direct Inward Dial (DID) Trunks, while digital connections are provided through Digital Switched T-1 Service.

In-Only Trunks: A One-Way trunk that only allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Out Only Trunks: A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the XO switching equipment.

Two-Way Trunks: A Trunk which allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

In-Only with DID Trunk: A One-Way trunk equipped with Direct Inward Dialing Service that allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Two-Way with DID Trunk: A Trunk equipped with Direct Inward Dialing Service that allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

Direct Inward Dialing (DID) Service: a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

4.1.2.1 PBX Analog Trunks*

The PBX Analog Trunk provides a two-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability where available. Call traffic in static Channels can be allocated for specific services, such as identified above.

* Effective December 12, 2008, this product will be available only to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Business Trunks (Cont'd)

4.1.2.2 Digital Switched T-1

Digital Switched T-1 service provides an intraexchange digital connection between the customers PBX (Private Branch Exchange) or Hybrid Key system and XO's Central office.

Each Digital Switched T-1 carries 24 channels over a standard digital transmission facility. The channels are used to carry circuit switched voice and data call traffic at channel signal rates of up to 64 Kbps per channel with a total of 1.544 Mbps dedicated bandwidth for each Digital Switched T-1 service. Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID) or Direct Outward Dialing. Digital Switched T-1 Service and/or its Features are provided subject to the availability and Service Capabilities of the Central Office Facilities. Customer must provide his or her own DTI (Digital Interface) Card. If Customer wishes to provision analog PBX trunk services, Customer must provide compatible digital to analog conversion equipment. All Channel Service Units (CSU's) are the responsibility of the Customer. Digital Switched T-1 service is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers or Interexchange Carriers, in the provision of service to their customers.

Digital Switched T-1 service is provisioned as either a:

1. Full Digital Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and 24 channels or,
2. Fractional Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and individual channels (minimum of 10 channels) are available in basic (A T1 facility that is equipped with In-Only, Out-Only, or Two-Way trunks) or advanced (A T1 facility that is equipped with In-Only with DID or Two-Way with DID trunks)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Business Trunks (Cont'd)

4.1.2.3 PBX Analog Trunk & Digital Switched T-1 Standard features:

Each PBX Analog Trunk & Digital Switched T-1 includes the following features at no additional charge.

Hunting:

Ascending Trunk Selection: Ascending Trunk Selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the first trunk of the trunk group, ascending to the last trunk of the Trunk Group. (Example: hunting from the 1st trunk through last trunk on Trunk Group)

Descending Trunk Selection: Descending trunk selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the last trunk of the trunk group, descending to the first trunk of the Trunk Group. (Example: hunting from last trunk of Trunk Group toward the 1st trunk of the Trunk Group).

Least Idle Trunk Selection ("LIDL"): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Most Idle Trunk Selection ("MIDL"): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Alternative Call Routing

Allows the customer to route calls to any service within the switch to handle calls in case of a disaster or for call overflow purposes. Typically a customer will route calls from one Trunk Group to another Trunk Group. Calls overflow to the Alternate Call Route when they encounter a busy condition. There are three types of busy conditions:

Overflow Call Processing – all trunks in the trunk group are busy.

System Busy – This busy condition is caused by network system problems, such as T1 Carrier being down or SS7 related problems.

Manual Busy – This condition is caused by the trunk group being manually taken down, typically to do maintenance on the customer side in the PBX or on the telecom side in the network switch.

Additional Features:

E911

One (1) Directory Listing

Touch-tone Capability

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Local Trunk: (Cont'd)

4.1.2.4 PBX Analog Trunk & Digital Switched T-1 Optional Features:

Calling Number Delivery

Sends the calling number to the customer.

Directory Assistance and Operator Services are available for an additional per call charge as outlined in Sections 4.2 and 4.3 of this Tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.2 Business Trunks (Cont'd)4.1.2.5 Rates and Charges:

Business Trunk Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly recurring Charges (MRCs) and Usage Charges, as specified below. Usage Charges are listed in Section 4.1.3 of this Tariff. Additional Federal, State and Local taxes and Surcharges may also apply.

Monthly Recurring Charges*:

	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
<u>Analog PBX Trunks</u>			
In-Only	\$ 9.84	\$ 8.78	\$ 8.78
Out-Only	\$ 9.84	\$ 8.78	\$ 8.78
Two Way	\$ 9.84	\$ 8.78	\$ 8.78
In-Only w/DID	\$22.59	\$20.78	\$20.78
Two-Way w/DID	\$22.59	\$21.46	\$20.33

Full Switched Digital T1 Trunks

In-Only	\$1,068.33 (I)	\$1,003.68 (I)	\$913.53 (I)	(I)
Out-Only	\$1,068.33 (I)	\$1,003.68 (I)	\$913.53 (I)	
Two Way	\$1,068.33 (I)	\$1,003.68 (I)	\$913.53 (I)	
In-Way w/DID	\$1,068.33 (I)	\$1,003.68 (I)	\$913.53 (I)	
Two-Way w/DID	\$1,068.33 (I)	\$1,003.68 (I)	\$913.53 (I)	(I)

Fractional Switched T1 Digital Trunks

Basic	\$194.91 (I)	\$185.46 (I)	\$176.01 (I)	(I)
Per Channel				
In-Only	\$ 16.05 (I)	\$ 15.25 (I)	\$ 14.45 (I)	(I)
Out-Only	\$ 16.05 (I)	\$ 15.25 (I)	\$ 14.45 (I)	
Two-Way	\$ 16.05 (I)	\$ 15.25 (I)	\$ 14.45 (I)	
Advanced	\$124.04 (I)	\$118.13 (I)	\$112.22 (I)	(I)
Per Channel				
In-Only w/DID	\$ 19.99 (I)	\$ 18.99 (I)	\$ 17.99 (I)	(I)
Two-Way w/DID	\$ 19.99 (I)	\$ 18.99 (I)	\$ 17.99 (I)	(I)

*Based on 0-5 miles. Thereafter there is a charge of \$75.00 for every additional 5 miles per trunk group.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.2 Business Trunk: (Cont'd)4.1.2.5 Rates and Charges: (Cont'd)DID Numbers

Per Blocks of 20	\$1.30 (I)	(I)
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Per Blocks of 100	\$2.59 (I)	(I)
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Optional Feature

Calling Number Delivery

-per Trunk Group	\$25.00
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Flat Rate Local Usage (per PRI)	\$124.36
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Non-Recurring ChargesAnalog PBX Trunks

In-Only	\$ 79.00
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Out-Only	\$ 79.00
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Two Way	\$ 79.00
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In-Only w/DID	\$ 91.00
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Two-Way w/DID	\$ 91.00
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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.2 Business Trunks (Cont'd)4.1.2.5 Rates and Charges: (Cont'd)Non-Recurring Charges (Cont'd)Full Switched Digital T1 Trunks

In-Only	\$714.00
Out-Only	\$714.00
Two Way	\$714.00
In-Way w/DID	\$714.00
Two-Way w/DID	\$714.00

Fractional Switched T1 Digital Trunks

Basic	\$183.00
Per Channel	
In-Only	\$ 30.00
Out-Only	\$ 30.00
Two-Way	\$ 30.00
Advanced	\$183.00
Per Channel	
In-Only w/DID	\$ 30.00
Two-Way w/DID	\$ 30.00

DID Numbers

Per Blocks of 20	\$0.00
Per Blocks of 100	\$0.00

Optional Feature

Calling Number Delivery	
-per Trunk Group	\$ 25.00

Service order charges apply as described in Section 4.1.22 of this tariff.

NOTE: Non-recurring account change charges will not apply during the initial 30-day period following completion of a service order.

Trunk Change Charge	
Trunk Group Configuration	\$50.00
Channel Reconfiguration (T1)	\$50.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

4.1.3.1 Message Unit Plan: The following rates will be applied on a per message basis. The charge for each call is determined by adding the two following rate elements. Rates are billed at a minimum of 60 seconds with subsequent 1 (one) second increments.

Revenue Commitment Plans:

Base Rates Month to Month

	<u>Per Message</u>	<u>Per Minute</u>
Zone 1	\$0.0100*	\$0.0180*
Zone II	\$0.0100*	\$0.0180*

Discounts apply on a monthly basis depending upon monthly volume and term commitment as described below. Monthly volume is determined by the total sum of monthly usage for local and intraLATA calling.

\$0 to \$500 Monthly Volume

One Year:	10% discount
Two Years:	15% discount
Three Years:	19% discount

\$500.01 to \$1,000 Monthly Volume

One Year:	20% discount
Two Years:	24% discount
Three Years:	28% discount

\$1,000.01+ Monthly Volume

One Year:	30% discount
Two Years:	34% discount
Three Years:	37% discount

* As of March 14, 2008 these plans will only be available to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas

The following local calling areas apply to both Zone I and Zone II rates:

Calls originating in the Arlington exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Winchester, Winthrop, Woburn.

Calls originating in the Belmont exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Boston Central exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Braintree exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Malden, Medford, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Somerville, South Boston, Watertown, Wellesley, Weymouth, Winthrop.

Calls originating in the Brighton exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas

Calls originating in the Brookline exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Burlington exchange and terminating in the following exchanges: Arlington, Belmont, Billerica, Boston, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Needham, Newton, Reading, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Wilmington, Winchester, Winthrop, Woburn

Calls originating in the Cambridge exchange and terminating in the following exchanges: Arlington, Belmont, Boston Central, Brighton, Braintree, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Canton exchange and terminating in the following exchanges: Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charleston, Dedham, Dorchester, Hingham, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Quincy, Randolph, Roxbury, Sharon, South Boston, Stoughton, Waltham, Watertown, Wellesley, Weymouth

Calls originating in the Charlestown exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(A) Local Calling Areas (cont'd)

Calls originating in the Chelsea exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Randolph, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Dedham exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charleston, Chelsea, Dedham, Dorchester, Dover, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, South Boston, Somerville, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop.

Calls originating in the Dorchester exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the East Boston exchange and terminating in the following exchange: Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Cohasset, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Everett exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Fitchburg exchange and terminating in the following exchanges: Fitchburg, Ashburnham, Ashby, Leominster, Lunenburg, Townsend, Westminster.

Calls originating in the Hanover exchange and terminating in the following exchanges: Hanover, Bryantville, Kingston, Marshfield, Norwell, Rockland, Whitman.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (Cont'd)

Calls originating in the Haverhill exchange and terminating in the following exchanges: Haverhill, Georgetown, Lawrence, Merrimac, Newbury Pt., W. Newbury, Hampstead, Kingston, Plaistow.

Calls originating in the Hingham exchange and terminating in the following exchanges: Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lynn, Malden, Milton, Norwell, Quincy, Randolph, Revere, Rockland, Roxbury, Scituate, Somerville, South Boston, Weymouth, Winthrop.

Calls originating in the Hyde Park exchange and terminating in the following exchanges: Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Jamaica Plain exchange and terminating in the following exchanges are billed at the Zone I rate: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (Cont'd)

Calls originating in the Lexington exchange and terminating in the following exchanges: Arlington, Belmont, Billerica, Boston, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Concord, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Lynn exchange and terminating in the following exchanges: Arlington, Belmont, , Boston, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hingham, Hull, Jamaica Plain, Lexington, Lynn, Lynnfield, Malden, Marblehead, Medford, Melrose, Milton, Newton, Peabody, Quincy, Reading, Revere, Roxbury, Salem, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Malden exchange and terminating in the following exchanges are billed: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

Calls originating in the Medford exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Melrose exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hull, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Roxbury, Reading, Revere, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Milton exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Natick exchange and terminating in the following exchanges: Dover, Framingham, Holliston, Medfield, Millis, Natick, Waltham, Wayland, Wellesley.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Needham exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, Dover, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Newton exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn..

Calls originating in the Norwell exchange and terminating in the following exchanges: Norwell, Hanover, Hingham, Marshfield, Rockland, Scituate.

Calls originating in the Norwood exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charleston, Dedham, Dorchester, Dover, East Boston, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Quincy, Randolph, Roxbury, Sharon, South Boston, Somerville, Walpole, Waltham, Watertown, Wellesley, Weymouth.

Calls originating in the Plymouth exchange and terminating the following exchanges: Plymouth, Buzzards Bay, Carver, Kingston, Sagamore, Wareham.

Calls originating in the Quincy exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop.

Calls originating in the Randolph exchange and terminating in the following exchanges are billed at the Zone I rate: Boston, Braintree, Brockton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Hingham, Hull, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Quincy, Randolph, Rockland, Roxbury, Somerville, South Boston, Stoughton, Watertown, Wellesley, Weymouth, Winthrop.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Reading exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Lynn, Lynnfield, Malden, Medford, Melrose, Newton, North Reading, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wilmington, Winchester, Winthrop, Woburn.

Calls originating in the Revere exchange and terminating in the following exchanges: Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn..

Calls originating in the Roxbury exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester Winthrop, Woburn.

Calls originating in the Saugus exchange and terminating in the following exchanges: Arlington, Boston, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Reading, Revere, Saugus, Somerville, Stoneham, Wakefield, Winchester Winthrop, Woburn.

Calls originating in the Somerville exchange and terminating in the following exchanges are billed at the Zone I rate: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, 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, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the South Boston exchange and terminating in the following exchanges: Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Somerville exchange and terminating in the following exchanges: Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Call originating in the Topsfield exchange and terminating in the following exchanges: Topsfield, Danvers, Everett, Georgetown, Hamilton, Ipswich, Lawrence, Malden, Rowley.

Calls originating in the Wakefield exchange and terminating in the following exchanges are billed at the Zone I rate: Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Lynn, Lynnfield, Malden, Medford, Melrose, Newton, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, South Boston, Wakefield, Waltham, Watertown, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Waltham exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Natick, Needham, Newton, Norwood, Quincy, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wayland, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Watertown exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, and Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1(a) Local Calling Areas (cont'd)

Calls originating in the Wellesley exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charleston, Chelsea, Dedham, Dorchester, Dover, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Natick, Needham, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, South Boston, Somerville, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Weymouth and terminating in the following exchanges: Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Charleston, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Malden, Milton, Needham, Norwood, Quincy, Randolph, Revere, Rockland, Roxbury, South Boston, Somerville, Weymouth, Winthrop.

Calls originating in the Winchester exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Brighton, Brookline, Burlington, Cambridge, Charleston, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Calls originating in the Winthrop exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Quincy, Randolph, Reading, Revere, Roxbury, Saugus, South Boston, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn.

Calls originating in the Woburn exchange and terminating in the following exchanges: Arlington, Belmont, Boston, Brighton, Brookline, Burlington, Cambridge, Charleston, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Wilmington, Winchester, Winthrop, Woburn.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTRE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTRE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTRE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTURE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTURE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTRE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTRE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

[RESERVED FOR FUTURE USE.]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges

Calls originating in the Acton exchange and terminating in the following exchanges: Acton, Concord, Harvard, Littleton, Maynard, Westford.

Calls originating in the Amesbury exchange and terminating in the following exchanges: Amesbury, Merrimac, Newbury Point, South Hampton, West Newbury.

Calls originating in the Andover exchange and terminating in the following exchanges: Andover, Lawrence, Lowell, North Reading, Wilmington.

Calls originating in the Athol exchange and terminating in the following exchanges: Athol, Fitzwilliam, Orange, Petersham, Templeton, Winchendon, Winchester.

Calls originating in the Attleboro exchange and terminating in the following exchanges: Attleboro, Mansfield, North Attleboro, Norton, Rehoboth Zone, Southgate Locality.

Calls originating in the Auburn exchange and terminating in the following exchanges: Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oxford, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester.

Calls originating in the Ayer exchange and terminating in the following exchanges: Bolton, Clinton, Groton, Harvard, Lominster, Littleton, Shirley

Calls originating in the Bellingham exchange and terminating in the following exchanges: Bellingham, Blackstone, Franklin, Medway, Milford.

Calls originating in the Beverly exchange and terminating in the following exchanges: Beverly, Danvers, Hamilton, Manchester, Peabody, Salem.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (cont'd)

Calls originating in the Billerica exchange and terminating in the following exchanges: Billerica, Burlington, Concord, Lexington, Lowell, Wilmington.

Calls originating in the Brockton exchange and terminating in the following exchanges: Bridgewater, Brockton, East Bridgewater, Easton, Randolph, Rockland, Stroughton, Taunton, Whitman.

Calls originating in the Bridgewater exchange and terminating in the following exchanges: Brockton, Brantville, East Bridgewater, Easton, Randolph, Rockland, Stoughton, Taunton, Whitman.

Calls originating in the Buzzard Bay exchange and terminating in the following exchanges: Buzzard Bay, Cataumet, Plymouth, Sagamore, Wareham.

Calls originating in the Cataumet exchange and terminating in the following exchanges: Buzzard Bay, Cataumet, Falmouth, Osterville, Sagamore.

Calls originating in the Concord exchange and terminating in the following exchanges: Acton, Billerica, Concord, Lexington, Lincoln, Lowell, Maynard, Sudbury, Wayland, Westford.

Calls originating in the Danvers exchange and terminating in the following exchanges: Beverly, Danvers, Hamilton, Lawrence, Lynnfield, North Reading, Peabody, Salem, Topsfield.

Calls originating in the Dennis exchange and terminating in the following exchanges: Barnstable, Brewster, Dennis, Harwich, Hyannis.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the East Bridgewater exchange and terminating in the following exchanges: Bridgewater, Brockton, Bryantville, East Bridgewater, Whitman

Calls originating in the Easton exchange and terminating in the following exchanges: Brockton, Easton, Mansfield, Norton, Sharon, Stoughton, Taunton.

Calls originating in the Fall River exchange and terminating in the following exchanges: Assonet, Dighton, Fall River, Little Compton (RI), New Bedford, North Swansea Locality, Rehoboth, Rochester, Tiverton (RI), Westport.

Calls originating in the Falmouth exchange and terminating in the following exchanges: Cataumet, Falmouth, Osterville.

Calls originating in the Foxboro exchange and terminating in the following exchanges: Foxboro, Mansfield, North Attleboro, Sharon, Walpole, Wrentham.

Calls originating in the Framingham exchange and terminating in the following exchanges: Framingham, Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland.

Calls originating in the Franklin exchange and terminating in the following exchanges: Bellingham, Blackstone, Franklin, Medfield, Medway, Millis, Walpole, and Wrentham.

Calls originating in the Gardner exchange and terminating in the following exchanges: Ashburnham, Hubbardston, Templeton, Westminster, Winchendon.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the Georgetown exchange and terminating in the following exchanges: Haverhill, Lawrence, Newburyport, Rowley, Topsfield

Calls originating in the Gloucester exchange and terminating in the following exchanges: Essex, Gloucester, Manchester, Rockport

Calls originating in the Groton exchange and terminating in the following exchanges: Ayer, Littleton, Lunenburg, Pepperell, Shirley, Townsend, Tyngsboro, Westford

Calls originating in the Hamilton exchange and terminating in the following exchanges: Beverly, Danvers, Essex, Ipswich, Manchester, Topsfield

Calls originating in the Gloucester exchange and terminating in the following exchanges: Essex, Gloucester, Manchester, Rockport.

Calls originating in the Holden exchange and terminating in the following exchanges: Auburn, Boylston, Grafton, Holden. Leicester, Millbury, Oakham, Princeton. Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Worcester.

Calls originating in the Hopkinton exchange and terminating in the following exchanges: Framingham, Holliston, Hopkinton, Marlboro, Milford, Upton, Westboro.

Calls originating in the Holliston exchange and terminating in the following exchanges: Framingham, Holliston, Hopkinton, Medway, Milford, Millis, Natick.

Calls originating in the Hudson exchange and terminating in the following exchanges: Berlin, Bolton, Hudson, Marlboro, Maynard, Sudbury

Calls originating in the Hyannis exchange and terminating in the following exchanges: Barnstable, Dennis, Hyannis, Osterville.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the Ipswich exchange and terminating in the following exchanges: Essex, Hamilton, Ipswich, Rowley, Topsfield.

Calls originating in the Lawrence exchange and terminating in the following exchanges: Andover, Danvers, Georgetown, Haverhill, Lawrence, Lowell, North Reading (Salem, NH), Topsfield.

Calls originating in the Leominster exchange and terminating in the following exchanges: Ayer, Clinton, Fitchburg, Leominster, Lunenburg, Princeton, Shirley, Sterling, Westminster.

Calls originating in the Littleton exchange and terminating in the following exchanges: Acton, Ayer, Groton, Harvard, Littleton, Westford.

Calls originating in the Lowell exchange and terminating in the following exchanges: Andover, Billerica, Concord, Lawrence, Lowell, Pelham Tyngsboro, Westford, Wilmington.

Calls originating in the Lynnfield exchange and terminating in the following exchanges: Danvers, Lynn, Lynnfield, North Reading, Peabody, Reading, Saugus, Wakefield.

Calls originating in the Mansfield exchange and terminating in the following exchanges: Attleboro, Easton, Foxboro, Mansfield, North Attleboro, Norton, Sharon.

Calls originating in the Marblehead exchange and terminating in the following exchanges: Lynn, Marblehead, Salem.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the Marlboro exchange and terminating in the following exchanges: Berlin, Framingham, Hopkinton, Hudson, Marlboro, Maynard, Northboro, Sudbury, Westboro.

Calls originating in the Marshfield exchange and terminating in the following exchanges: Duxbury, Hanover, Kingston Marshfield, Nowell, Scituate.

Calls originating in the Maynard exchange and terminating in the following exchanges: Acton, Bolton, Concord, Harvard, Hudson, Marlboro, Maynard, Sudbury.

Calls originating in the Medfield exchange and terminating in the following exchanges: Dover, Franklin, Medfield, Millis, Natick, Walpole.

Calls originating in the Medway exchange and terminating in the following exchanges: Bellingham, Franklin, Holliston, Medway, Milford, Millis.

Calls originating in the Middleboro exchange and terminating in the following exchanges: Bridgewater, Bryantville, Carver, Kinston, Rochester, Taunton, Wareham.

Calls originating in the Milford exchange and terminating in the following exchanges: Bellingham, Blackstone, Holliston, Hopkinton, Medway, Milford, Upton, Uxbridge, Whitinsville.

Calls originating in the New Bedford exchange and terminating in the following exchanges: Fall River, Mattapoisett, Rochester, Westport.

Calls originating in the Newbury Point exchange and terminating in the following exchanges: Amesbury, Georgetown, Haverhill, Newbury Point, Rowley, Seabrook, West Newbury.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the North Attleboro exchange and terminating in the following exchanges: Attleboro, Foxboro, Mansfield, North Attleboro, Southgate, Wrentham.

Calls originating in the North Brookfield exchange and terminating in the following exchanges: Barre, Charlton, Gilbertville, North Brookfield, Oakham, Spencer, Sturbridge, Warren.

Calls originating in the North Reading exchange and terminating in the following exchanges: Andover, Dancers, Lawrence, Lynnfield, North Reading, Reading, Wilmington.

Calls originating in the Northboro exchange and terminating in the following exchanges: Berlin, Boylston, Marlboro, Northboro, Shrewbury, Westboro, Worcester.

Calls originating in the Norton exchange and terminating in the following exchanges: Attleboro, Easton, Mansfield, Norton, Rehoboth Zone, Taunton

Calls originating in the Osterville exchange and terminating in the following exchanges: Barnstable, Cataumet, Falmouth, Hyannis, Osterville, Sagamore.

Calls originating in the Peabody exchange and terminating in the following exchanges: Beverly, Danvers, Lynn, Lynnfield, Peabody, Salem.

Calls originating in the Rockland exchange and terminating in the following exchanges: Brockton, Hanover, Hingham, Norwell, Randolph, Rockland, Weymouth, Whitman.

Calls originating in the Rowley exchange and terminating in the following exchanges are billed at the Zone I rate: Georgetown, Ipswich, Newbury Point, Rowley, Topsfield,

Calls originating in the Salem exchange and terminating in the following exchanges: Beverly, Danvers, Lynn, Marblehead, Peabody, Salem.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the Sharon exchange and terminating in the following exchanges: Canton, Easton, Foxboro, Mansfield, Norwood, Sharon, Stoughton, Walpole.

Calls originating in the Southbridge exchange and terminating in the following exchanges: Charlton, Southbridge, Sturbridge, Webster.

Calls originating in the Southgate exchange and terminating in the following exchanges: Attleboro, Centredale, Cumberland Hill, North, Attleboro, Pawtucket, Providence, Rehoboth, Seekonk, Southgate,

Calls originating in the Sterling exchange and terminating in the following exchanges: Boylston, Clinton, Holden, Leominster, Princeton, Sterling, West Boylston, Worcester.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.1 Message Unit Plan (Cont'd)

4.1.3.1 (c) Local Calling Areas Outside Metropolitan Boston Exchanges (Cont'd)

Calls originating in the Stoughton exchange and terminating in the following exchanges: Brockton, Canton, Easton, Randolph, Sharon, Stoughton.

Calls originating in the Sudbury exchange and terminating in the following exchanges: Concord, Framingham, Hudson, Marlboro, Maynard, Wayland.

Calls originating in the Tauton exchange and terminating in the following exchanges: Assonet, Bridgewater, Brockton, Dighton, Easton, Middleboro, Norton, Rehoboth, Rochester, Taunton.

Calls originating in the Walpole exchange and terminating in the following exchanges: Dover, Foxboro, Franklin, Medfield, Norwood, Sharon, Walpole, Wrentham.

Calls originating in the Wareham exchange and terminating in the following exchanges: Buzzards Bay, Carver, Marion, Middleboro, Plymouth, Rochester, Wareham.

Calls originating in the Wayland exchange and terminating in the following exchanges: Concord, Framingham, Lincoln, Natick, Sudbury, Waltham, Wayland.

Calls originating in the Westboro exchange and terminating in following exchanges: Grafton, Hopkinton, Marlboro, Northboro, Shrewsbury, Upton, Westboro, Worcester.

Calls originating in the Westford exchange and terminating in the following exchanges: Action, Concord, Groton, Littleton, Lowell, Tyngsboro, Westford.

Calls originating in the Whitman exchange and terminating in the following exchanges: Brockton, Bryantville, East Bridgewater, Hanover, Rockland.

Calls originating in the Wilmington exchange and terminating in the following: Andover, Billerica, Burlington, Lowell, North Reading, Reading, Wilmington, Woburn.

Calls originating in the Worcester exchange and terminating in the following exchanges: Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Oxford, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Westboro, Worcester.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.4. Toll Free (Inbound) Service*: These rates will apply to all incoming calls placed from Stations within the caller's local exchange area and are in addition to any monthly recurring fees.

4.1.4.1 The following rate will be applied in six second increments with an initial period of thirty seconds to all incoming local telephone calls. The duration of each call will be rounded off to the nearest higher increment. Fractional cents will be rounded to the next highest cent.

\$0.033 for the first thirty (30) seconds

\$0.011 each additional six (6) seconds

4.1.4.2 Customers signing term contracts of two or three years will receive a discount of 5% and 10% respectively on their total monthly toll free services bill.

4.1.5. Caller ID

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

* As of December 16, 2005, this service will no longer be available to new customers.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Usage Options: (Cont'd)

4.1.3.2 Measured Local Usage Plan

	<u>1st Minute</u>	<u>Each Additional Minute</u>
1 Year Term	\$0.0270	\$0.0162
2 Year Term	\$0.0255	\$0.0153
3 Year Term	\$0.0255	\$0.0153

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.5. Caller ID Blocking (Cont'd)

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line).

4.1.5.1 Caller ID Blocking - Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. Per the FCC Caller ID order, Caller ID Blocking-Per Call is provided to all customer at no charge. Per FCC Docket 91-281, per call blocking will be provided on calls originating from public, semi-public or other pay stations used by the general public and party lines.

4.1.5.2 Caller ID Blocking - Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge for victims of domestic violence, domestic violence programs, social welfare agencies, health and counseling centers, public service hotlines, law enforcement agencies and staff thereof. In addition, all customers can request per line blocking at no charge. Per line blocking can be deactivated by dialing *67 (1167 from a rotary phone) prior to placing the call.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.5. Caller ID Blocking (Cont'd)

4.1.5.3 Special Conditions for Caller ID

An originating caller's data may not be displayed to the called party under the following conditions:

- 4.1.5.3.1 The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscriber to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
- 4.1.5.3.2 The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
- 4.1.5.3.3 Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
- 4.1.5.3.4 Caller ID Service cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
- 4.1.5.3.5 The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- 4.1.5.3.6 The calling party has activated blocking.
- 4.1.5.3.7 Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:

- 4.1.5.3.8 If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
- 4.1.5.3.9 ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.
- 4.1.5.3.10 Caller ID services are available on all long distance calls where technically feasible.
- 4.1.5.3.11 All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
- 4.1.5.3.12 All calling data will be passed, even for customer who do not subscribe to Caller ID.
- 4.1.5.3.13 Per Call Blocking will be available to all customers. (The FCC Order overrules all state SCC decisions on Per Call Blocking.)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.6 Service Calls

When a customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, the Customer may be responsible for payment of a charge calculated from the time Company's personnel are dispatched to the Customer Premise until the work is completed.

Service Call Rates:

Normal Business Hours (Monday – Friday 8:00 am – 5:00 pm)

\$50.00 Per site visit, and

\$95.00 Per hour, billed in fifteen (15) minute increments, per technician, plus materials

After Normal Business Hours

\$75.00 Per site visit, and

\$142.50 Per hour, billed in fifteen (15) minute increments, per technician, plus materials

4.1.7 Integrated Services Digital Network (ISDN)*

4.1.7.1 Primary Rate Interface (PRI) Service: PRI provides the capability to:

4.1.7.1.1 Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.

4.1.7.1.2 Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID). Direct Outward Dialing (DOD), and Toll Free Service, or optionally configure channels to access multiple services on a per-call basis. All of the preceding services may be accessed on a Call-by-Call Service Selection basis.

4.1.7.1.3 Allow the user to have access to the directory number of the calling party.

*This service offering will be unavailable for purchase after April 14, 2001. Please refer to Section 4.1.12 for XO's current offering and pricing.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Integrated Services Digital Network (ISDN) (Cont'd) *

4.1.7.2 Conditions: This service is offered subject to the following conditions:

4.1.7.2.1 PRI is only available from serving central offices equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

4.1.7.2.2 ISDN compatible terminal equipment is required for operation. It is the customer's responsibility to power and obtain such equipment.

4.1.7.2.3 PRI service does not preclude customer from originating or receiving circuit-switched voice calls from inside or outside either their serving central office or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving central office.

4.1.7.2.4 This tariff does not provide for the transmission of packet data on the B or D channels.

4.1.7.2.5 Existing local usage or long distance rates apply to circuit-switched voice calls.

4.1.7.2.6 All PRI Arrangement configurations must have at least one 23B plus D PRI Arrangement for signaling and control functions.

4.1.7.2.7 Each PRI is equipped with one telephone number. Additional DID numbers may be ordered in blocks of 20.

*This service offering will be unavailable for purchase after April 14, 2001. Please refer to Section 4.1.12 for XO's current offering and pricing.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Integrated Services Digital Network (ISDN) (Cont'd) *

4.1.7.3 Reserved for Future Use

4.1.7.4 Application of Rates:

4.1.7.4.1 Dial tone line functionality and calling line identification are included in the PRI Service rates and charges.

4.1.7.4.2 When DID numbers are ordered, a DID capability PRI charge applies for the each B channel dedicated for DID service or DID simulated facility group member over which the DID numbers are transmitted.

4.1.7.4.3 Customers accessing XO Message Toll Service, Long Distance or Toll Free Service via PRI are also subject to the rates and charges shown in those tariffs.

4.1.7.4.4 Hunting Service is included in the PRI rates.

4.1.7.5 PRI Rates:

4.1.7.5.1 Non-Recurring Charges (NRC):

Installation Charges Per DS1	\$ 1050.00
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Change or Add Order/One Time Charge

Special Services ISDN DS1 Charge	\$ 45.00
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Special Services Account ISDN Charge	\$ 00.00
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*This service offering will be unavailable for purchase after April 14, 2001. Please refer to Section 4.1.12 for XO's current offering and pricing.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Integrated Services Digital Network (ISDN) (Cont'd) *

4.1.7.5 PRI Rates (Cont'd)

4.1.7.5.2 Monthly Recurring Charges (MRC):

ISDN PRI Trunk Group		
0-5 miles	\$ 682.50 (I)	(I)
6-10 miles	\$ 761.25 (I)	
11-16 miles	\$ 840.00 (I)	
Add'l mileage in 5 mile Increments	\$ 78.75 (I)	(I)

Customers signing term contracts of two or three years will receive a discount of 5% and 10% respectively on the above line charge.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Centrex:

Centrex is a business telephone system that is offered from the local Company central office. Centrex is a service that delivers a set of PBX-like features to individual desks with all lines linked in the Central Office to provide internal communications as well as access to the Public Switched Telephone Network (PSTN). Centrex Customers will be charged a Non-Recurring Charge, a Monthly Recurring Charge and Usage charges as specified below, as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.8.1 Centrex includes the following standard attributes at no cost:

Touchtone

One White Pages Directory Listing

One Yellow Pages Directory Listing

911 Access Caller ID Blocking- Per Call

Itemized Usage Billing by Extension

Station to Station Dialing

Blocking Restrictions- Centrex comes standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.8 Centrex: (Cont'd)Centrex Product Features

The list below indicates which features will be included in the Centrex offering and whether they will be Standard or Optional features. Customer can select Standard Features at no additional cost over and above the Centrex line Monthly Recurring Charge and Non-Recurring Charges. Additional Monthly Recurring Charges and Non-Recurring Charges incurred for all Optional features are listed below in this Section.

Standard Centrex Features

Call Forward Busy	Direct Inward/Direct Outward Dialing
Call Forward Don't Answer	Directed Call Pickup
Call Forward- Variable	Executive Busy Override
Call Forwarding of Call Waiting Calls	Executive Busy Override Exempt
Call Hold	Hunting
Call Pickup	Intercept
Call Transfer	
Call Waiting with Cancel Call Waiting	Ring Again
Call Waiting Display of Caller ID	Speed Calling 8 numbers
Caller ID- Number Only	Speed Calling 30 numbers
Conference Calling – Meet Me	Three Way Calling

Optional Analog Features

Assume Dial "9"
Automatic Line
Automatic Route Selection-Basic (NPA Screening Only)
Call Park
Caller ID Name and Number
Digital Facility Interface (IXC T-1 Access)
Remote Access to Call Forwarding
Simultaneous Ring (SimRing)
Add-On Module Interface, per Module
Anonymous Call Rejection
Automatic Call Back
Automatic Recall
Direct Station Selection / Busy Lamp Field
Primary Appearance of Software Number
Secondary Appearance of Software Number
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.8 Centrex: (Cont'd)Electronic Business Set Standard Features*

Auto Answer Back	Business Set Automatic Redial
Automatic Line	Business Set Display
Fast Transfer	Display Called Number
Group Intercom	Display Calling Number
Primary Directory Number	Key Short Hunt
Privacy Release	Query Time and Date
Multiple Appearance of Directory Number (MADN – Single & Multi)	

Electronic Business Set Optional Features*

Electronic Set Interface per PDN

*Some Require Nortel Proprietary Electronic Business Set.

Due to the scheduling of Network Turn Up and testing of Electronic Business Set features in all Company Switches, features listed below may not be available at time of Service Activation.

Auto Answer Back	Privacy Release
Fast Transfer	Electronic Set Interface per PDN
Group Intercom	

4.1.8.2 Centrex Rates and Charges: Centrex Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

Monthly Recurring Charges

<u>Number of Lines</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>	
10-24 Centrex	\$34.57 (I)	\$32.33 (I)	\$30.07 (I)	(I)
25-72 Centrex	\$34.57 (I)	\$34.57 (I)	\$30.07 (I)	
73-96 Centrex	\$34.57 (I)	\$34.57 (I)	\$30.07 (I)	(I)
97+ Centrex	ICB	ICB	ICB	

Optional Features

Assume Dial "9"	\$ 3.00
Automatic Line	\$ 1.00
Automatic Route Selection-Basic (NPA Screening Only)	\$ 1.00
Call Park	\$ 0.00
Caller ID Name and Number	\$ 6.00
Electronic Set Interface per PDN	\$ 0.00
Digital Facility Interface (IXC T-1 Access)	\$910.00
Remote Access to Call Forwarding	\$ 1.00
Simultaneous Ring (SimRing)	\$ 3.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.8 Centrex: (Cont'd)

4.1.8.2 Centrex Rates and Charges: (Cont'd)

Monthly Recurring Charges (Cont'd)Optional Features (Cont'd)

Add-On Module Interface, per Module	\$ 1.00
Anonymous Call Rejection	\$ 3.00
Automatic Call Back	\$ 2.00
Automatic Recall	\$ 2.00
Direct Station Selection / Busy Lamp Field	\$ 5.00
Primary Appearance of Software Number	\$ 7.00
Secondary Appearance of Software Number	\$ 7.00
Selective Call Acceptance	\$ 4.00
Selective Call Forwarding	\$ 4.00
Selective Call Rejection	\$ 4.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.8 Centrex: (Cont'd)4.1.8.3 Rates and Charges (Cont'd)Non Recurring Charges

\$34.00 per Centrex Line (10-96 Lines)

ICB per Centrex Line (97+ Lines)

Optional Features:

Assume Dial "9"	\$ 4.00
Automatic Line*	\$ 1.00
Automatic Route Selection-Basic (NPA Screening Only)	\$ 616.00
Call Park	\$ 3.00
Caller ID Name and Number	\$ 13.00
Electronic Set Interface per PDN	\$ 0.00
Digital Facility Interface (IXC T-1 Access)	\$ 176.00
Remote Access to Call Forwarding	\$ 0.00
Simultaneous Ring (SimRing)	\$ 0.00
Add-On Module Interface, per Module	\$ 18.00
Anonymous Call Rejection	\$ 30.00
Automatic Call Back	\$ 30.00
Automatic Recall	\$ 30.00
Direct Station Selection / Busy Lamp Field	\$ 21.00
Primary Appearance of Software Number	\$ 0.00
Secondary Appearance of Software Number	\$ 0.00
Selective Call Acceptance	\$ 30.00
Selective Call Forwarding	\$ 30.00
Selective Call Rejection	\$ 30.00

Service order charges apply as described in Section 4.1.22 of this tariff.

As of December 16, 2005, the following rate will apply to new customers:

Automatic Line	\$ 18.00
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* As of December 16, 2005 this rate will no longer apply to new customers.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.9 Special Access Services

Special Access Service is a dedicated local line/loop from a customer to a long distance company, internet service provider, or other provider of telecommunication services. Special Access is also used in conjunction with XO's Private Line Service found in its Message Toll Services Tariff, M.D.T.C. Tariff No. 3 at Section 4.8.

For the purposes of calculations of the rates below, the following is applicable:

On-Net to On-Net-only one termination channel charge.

On-Net to Off-Net-two channel terminations, one fixed mileage and an appropriate number of variable miles.

Off-Net to Off-Net-review on an individual cases basis for technical purposes. Two channel terminations, one fixed mileage and an appropriate number of variable miles would be charged.

DS-1 Rates

Monthly Recurring Charges

Channel Termination	\$190.00
Channel Mileage	
-Fixed	\$ 63.00
-Per Mile	\$ 19.00
Over Five (5) Miles	ICB

Optional Features

Multiplexing, DS-1 to DS0	ICB
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Non Recurring Charges

Installation	\$399.00
Optional Features	
-Multiplexing, DS-1 to DS0	ICB

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.9 Special Access Services (Cont'd)DS-3 RatesMonthly Recurring Charges

Channel Termination	\$2,100.00
Channel Mileage	
- Fixed	\$1,100.00
- Per Mile	\$ 145.00
Over Five (5) Miles	ICB

Optional Features

-Multiplexing, DS-1 to DS0	ICB
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Non Recurring Charges

Installation	\$1,000.00
Optional Features	
-Multiplexing, DS-1 to DS0	ICB

Customers signing contracts for terms of two (2) or three (3) years will receive a discount of five percent (5%) and ten percent (10%) respectively on the Monthly Channel Termination Charges above.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.10 Inbound PRI

INBOUND PRI is a high inbound only Primary Rate Interface ISDN service. This service is available to Internet Service Providers and Information Service Providers. INBOUND PRI is a DS-1 level service that provides trunk-side access from a customer's premise to the local XO central office. Service will be delivered to the customer premise on a digital basis only. The customer may elect to convert the digital signal to analog using customer provided channel banks at their own discretion, but XO will not provide this as part of the service.

INBOUND PRI is a dedicated inbound-only service that cannot be used to originate or terminate domestic long distance switched calls and is designed to support high inbound call volumes. Rates are offered under two pricing plans described in Section 4.1.10.1 below. Pricing is based on whether the Customer service location is On-Net or Off-Net. For purposes of this offering, On-Net service shall mean service to the Customer service location is provided entirely by XO over its own fiber or wireless facilities, or when Customer is collocated with XO. Off-Net service shall mean service to the Customer service location is not provided entirely by XO over its own fiber or wireless facilities. Instead, service to the Customer service location is provided through the use, purchase or lease of the facilities of another local access provider other than XO, including the use of unbundled network elements or Type II facilities. A minimum one year term commitment is required with this service offering.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.10 Inbound PRI (Cont'd)4.1.10.1 Rates

With each Monthly Recurring Charge (MRC) Customer is provided with only one number for one rate center. Customer can receive up to two rate centers at no additional MRC. Rate centers are ILEC defined rate centers in each state. Additional rate centers, but no more than five, can be purchased for MRC of \$20.00 per rate center. Additional blocks of twenty (20) DID numbers will be available at a MRC of \$3.50.

Price Plan Option #1 This option is no longer available after September 5, 2002.

Only available to On-Net Customers.

	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Monthly Recurring Charge	\$ 615.00	\$ 584.25	\$ 553.50
Non-Recurring Charge	\$1,000.00	\$1,000.00	\$1,000.00

Price Plan Option #2

Available to Off-Net Customers.

	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Monthly Recurring Charge	\$2,000.00	\$1,900.00	\$1,800.00
Non-Recurring Charge	\$1,000.00	\$1,000.00	\$1,000.00

Price Plan Option #3

Only available to On-Net Customers on or after September 5, 2002.

	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Monthly Recurring Charge	\$ 475.00	\$ 451.25	\$ 427.50
Non-Recurring Charge	\$1,000.00	\$1,000.00	\$1,000.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.10 Inbound PRI (Cont'd)

4.1.10.1 Rates

(b) Discount Schedule

Customers are eligible for discounts based on revenue levels as shown below. The monthly revenue level is Customer's total monthly telecommunications expenses provided to Company for all services excluding taxes and surcharges, non-recurring charges, some hosting services and equipment and DIA usage. The discount will be applied monthly in the form of a credit off the bottom line of the Customer's bill. The amount of the discount may vary month to month.

Discount Schedule based on monthly usage:

<u>Monthly Usage Level</u>	<u>Discount Percentage</u>
\$0 – 5,000	0%
\$5,000.01 – 25,000	10%
\$25,000.01 – 100,000	15%
\$100,000.01 – 300,000	20%
\$300,000.01+	25%

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.11 Multiple Service Discounts

4.1.11.1 Multiple Service #1 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 10% discount off the combined total amount of the Monthly Recurring and Local Usage charges for their XO local exchange service, local calling features, and XO DSL* or Dedicated Internet Access service. Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 10% discount is applied in addition to any term discount offered on the individual service components listed below. The following are not eligible with the Multiple Service Discount: Xoption Offering; Integrated Access Offering; other promotions; Individual Case Basis (ICB) contracts, or any off tariff pricing. To be eligible, Customer must meet the following criteria:

1. Customer must subscribe to XO local exchange service ("Voice Service"). Local exchange Voice service requirement is a minimum of 48 lines or trunks (or 2 T-1 equivalents), but no more than 144 lines or trunks (or 6 T-1 equivalents);
2. Customer must subscribe to a XO DSL* or XO Dedicated Internet Access service ("Data Service");
3. New XO Customers must commit to a term of service for the XO Voice Service and Data Service for a minimum one (1) year term commitment. Existing XO Customers must commit to a term of service for Data Service that is equal to or greater than the amount of time remaining in Customer's term commitment for the Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;
4. All Voice and Data Services must be provided the same customer location;
5. Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all discounted amounts provided under this Service Discount Plan.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.11 Multiple Service Discounts (Cont'd)

4.1.11.2 Multiple Service #2 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 15% discount off the combined total amount of the Monthly Recurring and Usage charges for their XO local exchange, local calling features, IntraLATA, InterLATA, 800 toll service, Shared Web Hosting, and DSL* or Dedicated Internet Access Service. The following are not eligible with the Multiple Service Discount: XOption Offering; Integrated Access Offering; XO Dedicated Long Distance; other promotions; Individual Case Basis (ICB) contracts, or any off tariff pricing. Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 15% discount is applied in addition to any term discount offered on the individual service components listed below. To be eligible, Customers must meet the following criteria:

1. Customers must subscribe to XO local exchange and long distance ("Voice Service"). Local Exchange Voice service requirement is a minimum of 48 lines or trunks (or 2 T-1 equivalents) but no more than 144 lines or trunks (or 6 T-1 equivalents);
2. Customers must subscribe to XO DSL* or Dedicated Internet Access service, and XO Shared Web Hosting service ("Data Service"); Does not apply to Dedicated Web Hosting.
3. New XO Customers must commit to a term of service for the XO Voice Service and Data Service for minimum one (1) year term commitment. Existing XO Customers must commit to a term of service for Data Service that is equal to or greater than the amount of time remaining in Customer's term commitment for the XO Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;
4. Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all discounted amounts provided under this Service Discount Plan.

* DSL services are not regulated by the M.D.T.C.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description

Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) is furnished for the digital transmission of information at 64Kbps between the Company's serving wire center and ISDN-compatible terminal equipment located at the customer's premises or other service point. The service consists of a minimum of 23 B (bearer channels) and 1 D (data channel) to provide the Customer with the capabilities of simultaneous access transmission and switching of voice and data services over channelized transport. In addition, ISDN PRI provides the customer with service capabilities and features described in this tariff.

4.1.12.1 Conditions: This service is offered subject to the following conditions:

1. PRI is only available from a serving central office (CO) equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
2. ISDN compatible terminal equipment is required for operation. It is customer's responsibility to power and obtain such equipment.
3. PRI service does not preclude customer from originating or receiving circuit-switched voice calls from inside or outside either their serving CO or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving CO.
4. PRI service does not provide for the transmission of packet data.
5. Local and long distance usage is not included in the Monthly Recurring Charge (MRC) or Non-recurring Charge (NRC) and is billed at the applicable tariffed rates.
6. All PRI Service must have at least one 23 B, plus 1 D PRI arrangement for signaling and control functions. A 23 B plus Back-up D PRI arrangement is required whenever more than 47 B Channels are controlled by a single D channel.
7. Each PRI is equipped with one telephone number. For Direct Inward Dial (DID) service, additional telephone numbers may be ordered in blocks of 20.
8. Clear Channel is available when all Carrier Equipment and customer equipment signaling is set to B8ZS. (See Service Components for definition.)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description (Cont'd)

4.1.12.2 Service Components: The following Service Components are included in the MRC when ordering ISDN PRI:

1. Primary Rate Access Line: Provides a four-wire access loop from the customer premise to the serving CO. The transmission via this loop supports Clear Channel Capability.
2. Primary Rate Interface: Provides the multiplexing to support up to 23 B Channels at 64 Kbps and 1 D Channel for signaling at 64 Kbps. With Non-Facilities Associated Signaling, the primary rate interface can provide up to 24 B Channels at 64 Kbps.
3. Primary Rate Channels: Provides unlimited usage of the channel that will transport voice or data up to 64 Kbps over any B Channel.
 - a.) Voice Calls may be completed to both ISDN and non-ISDN lines.
 - b.) Data Transmission on the B Channels will be circuit-switched at 64 Kbps within the switch and between compatible CO's. ISDN interconnection to non-ISDN equipped CO's may be potentially subjected to analog transmission or sub-rated to 56Kbps.
 - c.) B Channels can be allocated for specific services, such as DID, Direct Outward Dialing (DOD), Two-Way Trunk, Dedicated Inbound and Outbound Long Distance, or customer can optionally configure channels to access multiple services on a per-call basis.

4.1.12.3 Primary Rate Channel Configurations: Customers may order any one of the following three service configurations when ordering ISDN. However, the first PRI Access Line purchased must be the Standard Channel Configuration. A customer requiring additional ISDN PRI Access Lines may choose the 24 B channels with Non Facilities Associated Signaling or 23B with a Backup D Channel configuration.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description (Cont'd)

4.1.12.3 Primary Rate Channel Configurations (Cont'd)

1. Standard Channel Configuration: Provides 23 B Channels at 64 Kbps and 1 primary D Channel at 64 Kbps. The B channels carry digitized customer traffic, voice and/or data. The primary D Channel is out of band signaling used to control and route all B Channel traffic on a single ISDN PRI service arrangement.
2. Full Channel Configuration: Provides additional 24 B Channels at 64 Kbps. Only available in conjunction with a Standard channel configuration.
3. Backup Channel Configuration: Provides additional 23 B Channels at 64 Kbps and 1 Backup D Channel at 64 Kbps. The Backup D Channel controls and routes all the B channel traffic of a single ISDN PRI service arrangement should the primary D Channel go out of service. This option is only available in conjunction with a Standard service configuration.

4.1.12.4 Standard Service Features: The following Standard Service Features are included in the MRC when ordering any one of the Primary Rate Channel Configurations, unless otherwise stated. Additional features and services are available to customer at the applicable rates found in this tariff.

1. Call-by-Call Service: Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to:
 - Access multiple services on a per-call basis. Separate facilities are not needed for individual services such as DID, DOD, dedicated inbound and outbound long distance, and dial tone lines.
 - Access the circuit-switched voice and data services to share B channels and arrange them as a single trunk group. Allows incoming and outgoing circuit-switched voice and data calls to utilize B channels on a call by call basis.
 - Allow Customer to subscribe to more services than channels. The CPE signals the local CO to which type of service to access for each call; inbound/outbound trunk or dedicated long distance service.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description (Cont'd)

4.1.12.4 Standard Service Features (Cont'd)

2. Calling Line Identification Delivery (CLID): Customer receives the originating telephone number provided the information is forwarded by caller's Local Exchange and/or Long Distance Carrier. Incoming call identification is provided via the D channel associated with the incoming calls on a B channel to a PBX.
3. Calling Line Identification Delivery Blocking: Customer's telephone number(s) will not be forwarded to the called party.
4. Clear Channel Capability: Clear Channel is only available where technically feasible. The B Channels on ISDN PRI are clear. All signaling and control functions are handled by the D Channel allowing 64Kbps on each channel to be used for customer information.
5. Non-Facility Control Signaling (NFAS): Provides capability for a single D Channel to provide signaling and control for one or more ISDN PRI line, up to a maximum of five. Following the 23B+D Channel, the 24th Channel on the subsequent ISDN PRI line is made available for customer use. When purchasing more than three ISDN PRI lines, a backup D Channel is recommended.
6. D Channel Backup: Provides backup for the primary D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted.
7. Digital Voice Transmission: All voice calls are transmitted using digital signaling.
8. Direct Inward Dial (DID) Signaling: Permits incoming dialed calls from the exchange network to reach a specific number served by the CPE without the assistance of an attendant. Provides call identification based on digits sent to the CPE by the CO.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description (Cont'd)

4.1.12.4 Standard and Optional Service Features (Cont'd)

9. PBX Station ID Capability: Permits the station users number (calling party) to be transmitted over the ISDN PRI D channel from DID equipped CPE PBX's that use ISDN PRI. Number is provided by the originating station and must have an associated DID telephone number working in the CO.
10. Network Ring Again: Permits a calling station encountering a busy to notify the CO switch to signal the calling station when the called station becomes idle. The calling station then notifies the switch to complete the call. Enables the customer to complete calls to a busy station without continuous redialing. Certain equipment restrictions may apply.
11. Message Waiting Indication: Allows Utility network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement. Requires suitably equipped ISDN switching and terminal equipment.

4.1.12.4.1 Optional Service Features:

- (a) 2B Channel Transfer: 2B Channel Transfer allows for the transfer of calls, the B channels are released immediately after a call is transferred, freeing up the B channels for additional call traffic. In a traditional PBX trunk environment, the two channels would be tied up for the duration of the call.
- (b) Calling Name Delivery: Delivers the name along with the number from the TCAP network database of the calling party. A private or unavailable indication will appear when the name is not available to the called customer.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description
(Cont'd)

4.1.12.5 Application of Rates: Customers will be charged for each ISDN PRI configuration ordered at the rates set forth below. ISDN PRI service is available in a 1, 2, or 3 Year Term Plan. Rates vary depending on Term Plan. The Service Components and Standard Service Features listed above are included in the MRC. Local and Long Distance usage is not included in the MRC and billed at the applicable tariffed rates.

4.1.12.5.1 ISDN PRI Non-Recurring Charge (NRC):

1 Year Term	\$1,050.00
2 Year Term	\$1,050.00
3 Year Term	\$1,050.00
2B Channel Transfer (per PRI Span)	\$100.00
Calling Name Delivery (per PRI Span)	\$100.00

4.1.12.5.2 ISDN PRI Monthly Recurring Charges (MRC):

These rates will no longer be available to new customers after March 14, 2003.

1 Year Term	\$ 610.00
2 Year Term	\$ 579.00
3 Year Term	\$ 549.00

4.1.12.5.3 ISDN PRI Monthly Recurring Charges (MRC):

1 Year Term	\$ 864.59 (I)	(I)
2 Year Term	\$ 813.11 (I)	
3 Year Term	\$ 738.89 (I)	(I)
2B Channel Transfer (per PRI Span)	\$75.00	
Calling Name Delivery (per PRI Span)	\$61.72	
Flat Rate Local Usage (per PRI)	\$124.36	

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service Description (Cont'd)

4.1.12.5 Application of Rates (Cont'd)

	<u>MRC</u>	
4.1.12.5.3 ISDN PRI 10 Miles – 1 Year Term	\$900.59 (I)	(I)
ISDN PRI 10 Miles – 2 Year Term	\$853.26 (I)	(I)
ISDN PRI 10 Miles – 3 Year Term	\$805.93 (I)	(I)
4.1.12.5.4 <u>ISDN PRI Change Charge</u>	\$ 50.00	

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1.13. Local Volume Discount

Local Volume is a discount plan based upon XO's currently offered Local Services as described in Section 4.1.13.1 (b) below. Two plans are available, as outlined below. Customer must choose one plan upon execution of their service agreement.

4.1.13.1 Restrictions:

The offer is available to New and Existing Customers who sign a minimum two (2) year commitment for XO's Local service offerings.

- a) The following Services are not included in discount, but are included in revenue commitment: XOptions, ISDN-BRI, Inbound PRI, Integrated Access, FX and Tie Lines, Gateway traffic, residential service, operator services, resold services, Carrier Local Term, DAL IntraLATA usage, Labor, and Non-Recurring Charges. All other products and usage types are included in the revenue commitment.
- b) This offer applies only to Basic Business Lines, as described in 4.1., Business Trunks, Centrex, Remote Call Forwarding, Voice Messaging, Advanced Directory, ISDN PRI, Local Usage, IntraLATA Usage (except DAL IntraLATA), and Directory Assistance.
- c) Customers located in an area where the Company is collocated in the ILEC wire center serving the Customer are eligible for this offering. Other Customers may be eligible depending upon their service configuration.
- d) All other commitments and/or restrictions, including early termination fees, associated with the applicable local product(s) apply.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1.13. Local Volume Discount (Cont'd)

4.1.13.2 Pricing: Two Price plans are available. Customers must choose one of the following plans when they sign their service contract.

- 1) Aggregate Revenue Plan: Customers who chose XO's Aggregate Revenue plan will receive discounts off their monthly Local MRCs and Local usage, based upon the actual amount of revenue billed per month. The amount of the discount may vary month to month.

Monthly Revenue	Discount
\$20,000-49,999	10%
\$50,000-124,999	15%
\$125,000-199,999	20%
Greater than \$200,000	25%

- 2) Aggregate Commitment Plan: Customers who choose XO's Aggregate Commitment Plan will receive the following discounts off their Local MRCs and Local usage, based upon the commitment level they choose. Discounts will be applied monthly. Failure to achieve the annual commitment will result in a penalty equal to the difference between the actual amount billed and the selected commitment level.

Annual Revenue Commitment	Discount
\$250,000-599,999	10%
\$600,000-1,499,999	15%
\$1.5M- 2,399,999	20%
Greater than \$2.4M	25%

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1.14. IntraLATA Network Access

4.1.14.1 Description of Service

Company IntraLATA Network Access is an IntraLATA service that provides a dedicated transmission path between a customer designated premises and a Company Point of Presence (POP). Where IntraLATA Network Access is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps). IntraLATA Network Access is used to provide access services in conjunction with IntraLATA Private Line, DIA and Dedicated Long Distance.

The facilities to the customer-designated premises may be entirely On-Net or Off-Net. Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Network Access is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

4.1.14.2 Rates and Charges

Rates and charges for IntraLATA Network Access service are defined herein and are based on the location(s) of the customer designated premise(s) in relation to Company's network. Specifically, Customers will be charged according to whether the customer designated premises are On-Net or Off-Net. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely over Company facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely over Company facilities. Instead, service to the Customer designated premises is provided by Company, in whole or in part, through the use, purchase or lease of the facilities from a service provider other than Company.

4.1.14.2.1 Rate Elements: Two rate elements apply to Off-Net IntraLATA Network Access: Channel Termination and Network Access Mileage. One rate element applies to On-Net IntraLATA Network Access: Channel Termination.

1) Channel Termination

The Channel Termination rate element provides for the dedicated transmission path between a customer designated premise and Company's Point of Presence. One Channel Termination charge applies per each customer point of termination. A Channel Termination charge applies when the customer designated premises and the serving wire center are collocated in the same building.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1.14. IntraLATA Network Access (Cont'd)4.1.14.2 Rates and Charges (Cont'd)4.1.14.2.1 Rate Elements (Cont'd)

2) Network Access Mileage

The Network Access Mileage rate element provides for the dedicated transmission facilities path between the customer's serving wire centers associated with the customer designated premise and the Company's Point of Presence. The Network Access Mileage rate element is made up of two monthly recurring charges: a flat rate per circuit ("Fixed") and a flat per-mile rate ("Variable").

- 3) The Network Access Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile. If both the Customer's designated premises and the Company POP are within the same central office, Network Access Mileage charges will not apply.

4.1.14.2.2 Rate Application

The following chart designates the applicable Rate Elements based on the location of the Customer designated Premises.

Locations of Customer Designated Premises	Applicable Rate Elements
On-Net	One Channel Termination charge per Customer designated point of termination;
Off-Net	One Channel Termination charge per Customer designated point of termination; plus applicable Network Access Mileage Charges

On-Net- DS1					
		Channel Termination		Network Access Mileage Charge	
	Term	MRC	NRC-Installation	Fixed	Variable
	1yr	\$155.56	\$275.00	N/A	N/A
	2yr	140.01	247.50	N/A	N/A
	3yr	124.45	220.00	N/A	N/A
Off-Net-DS1					
		Channel Termination		Network Access Mileage Charge	
	Term	MRC	NRC-Installation	Fixed	Variable
	1yr	\$350.01	275.00	\$50.00	\$24.88
	2yr	315.02	247.50	45.00	22.39
	3yr	280.01	220.00	40.00	19.90

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1.14. IntraLATA Network Access (Cont'd)4.1.14.2 Rates and Charges (Cont'd)4.1.14.2.2 Rate Application (Cont'd)

On-Net- DS3					
		Channel Termination		Network Access Mileage Charge	
	Term	MRC	NRC-Installation	Fixed	Variable
	1yr	\$1,848.00	\$1,000.00	N/A	N/A
	2yr	1,755.60	1,000.00	N/A	N/A
	3yr	1,663.20	1,000.00	N/A	N/A
Off-Net-DS3					
		Channel Termination		Network Access Mileage Charge	
	Term	MRC	NRC-Installation	Fixed	Variable
	1yr	\$4,158.00	\$1,000.00	\$825.00	\$170.53
	2yr	3,950.10	1,000.00	783.75	162.01
	3yr	3742.20	1,000.00	742.50	153.48

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1.15 IntraLATA Private Line

4.1.15.1 Description of Service

Company IntraLATA Private Line is an IntraLATA service, which is used in conjunction with IntraLATA Network Access. IntraLATA Private Line Service provides a dedicated transmission path that originates and terminates at a Company Point of Presence (POP). Where IntraLATA Private Line is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps).

The facilities to the customer-designated premises may be entirely On-Net or Off-Net. Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Private Line is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

4.1.15.2 Rates and Charges

4.1.15.2.1 Rate Elements: The rate element that applies to IntraLATA Private Line is Longhaul Mileage.

The Longhaul Mileage rate element provides for the dedicated transmission facilities path between the Company POPs. The Longhaul Mileage rate element is made up of one variable charge: a flat, per-mile rate.

The Longhaul Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile.

Longhaul Mileage charges do not apply for a circuit between two on-net locations in the same LATA that are 5 miles or less apart.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1.15 IntraLATA Private Line

4.1.15.1 Description of Service

4.1.15.2.2 Rate Application:

DS 1	1 year	2 Year	3 Year
Installation: NRC	\$275.00	\$247.50	\$220.00
Longhaul Mileage: MRC Per mile	24.88	22.39	19.90
DS 3			
Installation: NRC	\$1,000.00	\$1,000.00	\$1,000.00
Longhaul Mileage: MRC per mile	170.53	162.01	153.48

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

The Deluxe XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL* or Dedicated Internet Access* services provided at the same customer location. Deluxe XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Deluxe XOption Service Offering the Customer selects and receives service under one of the Deluxe XOptions listed in the sections below. Each Deluxe XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each Deluxe XOption includes the specified amount of monthly minutes of use (or messages) for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Deluxe XOption Service Offering.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.1 Deluxe XOption #1**

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,082.25 B=\$1,271.25 C=\$1,468.13 D=\$2,674.13
Non-Recurring Charge	\$ 800.00

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

ISSUED: November 18, 2014

EFFECTIVE: January 1, 2015

Kelly Faul – Director, Regulatory Affairs
13865 Sunrise Valley Dr.
Herndon, VA 20171

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.2 Deluxe XOption #2*

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes/ 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,344.38 B=\$1,468.13 C=\$1,665.00 D=\$2,824.88
Non-Recurring Charge	\$ 800.00

*Effective December 12, 2008, this product will be available only to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.3 Deluxe XOption #3**

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service*. This Xoption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This Xoption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,310.63 B=\$1,500.75 C=\$1,697.63 D=\$2,903.63
Non-Recurring Charge	\$ 800.00

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.4 Deluxe XOption #4*

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes/4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,540.13 B=\$1,665.00 C=\$1,861.88 D=\$3,021.75
Non-Recurring Charge	\$ 800.00

*Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.5 Deluxe XOption #5**

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Customers signing up for service before September 3, 2003 will receive the rates below.

Monthly Recurring Charge	A=\$2,263.20	(I)
	B=\$2,476.81	
	C=\$2,695.83	
	D=\$4,066.72	(I)
Non-Recurring Charge	\$ 1800.00	

Customers signing up for service on or after September 3, 2003 will receive the rates below.

Monthly Recurring Charge	A=\$2,403.13	(I)
	B=\$2,579.55	
	C=\$2,755.99	
	D=\$4,039.69	(I)
Non-Recurring Charge	\$ 1800.00	

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.6 Deluxe XOption #6**

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes/4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

The pricing above will no longer be available to Customers signing up for service on or after September 3, 2003.

Monthly Recurring Charge	A=\$2,474.10	(I)
	B=\$2,613.36	
	C=\$2,833.73	
	D=\$4,200.57	(I)
Non-Recurring Charge	\$ 1800.00	

Customers signing up for service on or after September 3, 2003 will receive the rates below.

Monthly Recurring Charge	A=\$2,398.06	(I)
	B=\$2,278.07	
	C=\$2,426.79	
	D=\$3,484.71	(I)
Non-Recurring Charge	\$ 1800.00	

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.7 Deluxe XOption #7**

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet* delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,969.15	(I)
	B=\$2,151.66	
	C=\$2,330.12	
	D=\$3,599.62	(I)
Non-Recurring Charge	\$999.00	

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.8 Deluxe XOption #8***

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	1 st Ten Users	A=\$ 700.00
		B=\$ 800.00
		C=\$ 900.00
		D=\$1520.00
Each Add'l User Above Ten		A=\$ 70.00
		B=\$ 80.00
		C=\$ 90.00
		D=\$150.00**

Non-Recurring Charge

The Non-Recurring Charge is equal to one month's Monthly Recurring Charge. If additional users are added after installation, the Non-Recurring Charge for the additions is equal to the Each Additional User Charge Above Ten Users for the package chosen times the numbers of users added.

As of December 16, 2005, the following rate will apply to new customers:

Monthly Recurring Charge, Each Add'l User Above Ten D=\$152.00

*Non-Regulated

** As of December 16, 2005, this rate will no longer be available to new customers.

*** Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.9 [Reserved for Future Use]

4.1.16.10 [Reserved for Future Use]

4.1.16.11 [Reserved for Future Use]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.12 Deluxe XOption #12**

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" = 50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes/6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes/10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$2,202.75 B=\$3,178.13 C=\$4,797.00 D=\$6,645.38
Non-Recurring Charge	\$ 800.00

*Non-Regulated

**Effective December 12, 2008, this product will be available only to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.13 Deluxe XOption #13**

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" = 50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes/6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes/10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

The pricing above will no longer be available to Customers signing up for service on or after September 3, 2003.

Monthly Recurring Charge	A=\$2,748.38
	B=\$3,659.63
	C=\$5,172.75
	D=\$6,910.88

Non-Recurring Charge	\$ 1,800.00
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Customers signing up for service on or after September 3, 2003 will receive the rates below.

Monthly Recurring Charge	A=\$3,025.69
	B=\$3,776.63
	C=\$5,042.25
	D=\$6,603.19
Non-Recurring Charge	\$ 1800.00

*Non-Regulated

** Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.14 Deluxe XOption #14**

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with DSL service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" = 50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes/6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes/10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$2,451.38 B=\$3,427.88 C=\$5,045.63 D=\$6,894.00
Non-Recurring Charge	\$ 800.00

*Non-Regulated

** Effective December 12, 2008, this product will be available only to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.15 Deluxe XOption #15**

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service*. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" = 50,000 minutes, and "D" = 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes/6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes/10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

The pricing above will no longer be available to Customers signing up for service on or after September 3, 2003.

Monthly Recurring Charge	A=\$3,559.74	(I)
	B=\$4,654.83	
	C=\$6,473.22	
	D=\$8,574.18	(I)
Non-Recurring Charge	\$ 1800.00	

Customers signing up for service on or after September 3, 2003 will receive the rates below.

Monthly Recurring Charge	A=\$3,636.13	(I)
	B=\$4,538.57	
	C=\$6,059.53	
	D=\$7,935.38	
Non-Recurring Charge	\$ 1800.00	(I)

*Non-Regulated

** Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.16 Deluxe XOPTION Service Offering4.1.16.16 Deluxe XOption #16**

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet* delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes/3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes/6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	A=\$1,969.15	(I)
	B=\$2,151.66	
	C=\$2,330.12	
	D=\$3,599.62	(I)
Non-Recurring Charge	\$ 999.00	

*Non-Regulated

** Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.1 Local Exchange Service (Cont'd)****4.1.16 Deluxe XOPTION Service Offering****4.1.16.17 XOption M – Satellite Office Solutions**

This service offering will no longer be available to customers who sign up for service after March 1, 2003. See Section 4.1.16.17.1 for Deluxe XOption M – Satellite Office Solutions Offering. To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Deluxe XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each XOption M includes a choice of 6,000 minutes/2,000 messages of local exchange calling per month. Additional local exchange calling above the monthly messages will be billed at \$.02 per minute in sixty-second increments, or \$.05 per message dependent on the plan chosen. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	\$750.00**
Non Recurring Charge	\$700.00

As of December 16, 2005, the following rate will apply to new customers:

Monthly Recurring Charge	\$800.00
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*Non-Regulated

** As of December 16, 2005, this rate will no longer be available to new customers.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.17.1 XOption M – Satellite Office Solutions

To receive service under this XOption, the Customer must order a XOptions package at no fewer than three locations, with at least one location receiving one of the Deluxe XOptions 1-16. The requirement specified above does not apply to Customer's who subscribe to a two or three year contract term. However, all Customers, regardless of contractual term length must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customers renewing Company contracts are eligible to receive this XOption on a stand alone basis with no location or other XOptions requirements. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each XOption M includes a choice of 6,000 minutes/2,000 messages of local exchange calling per month. Additional local exchange calling above the monthly messages will be billed at \$.02 per minute in sixty-second increments, or \$.05 per message dependent on the plan chosen. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge	\$630.00
Non Recurring Charge	\$700.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 Deluxe XOPTION Service Offering

4.1.16.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

4.1.16.19 Standard Feature Package:

All XOptions include the following standard features at no additional charge.

Voicemail w/Message Waiting*
Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Caller ID – Number Only
Hunting
First Block of 20 DIDs**

4.1.16.20 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

2 Years = 5% Discount
3 Years = 10% Discount

*Service not regulated under this tariff.

**Available to those Customers who order business trunks.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.17 XO Integrated Access Services II*

XO Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customer's premises. Service can also be provided via ISDN PRI. When ordering service via DS-1, the Customer must purchase a minimum of six (6) local exchange lines or trunks and utilize a total of at least fourteen (14) voice & data channels. The Customer must also enter into a one (1), two (2) or three (3) year service order agreement. Usage for all services is not included in the following rates. The Non-Recurring and Monthly Recurring charges are specified below. MRC's listed below are for one (1) year term contracts, two and three year contracts receive an additional 5% and 10% discount, respectively.

(a) Standard & Optional Features

XO Integrated Access Service Customers using Basic Business Lines will receive Touchtone as a Standard feature and may request the following optional features at no additional charge: Call Forward Variable, Call Forward Busy, Call Forward No Answer, Speed Calling, Call Waiting, and 3 Way Calling;

(b) Non-Recurring Charges

For initial installation of XO Integrated Access Service over a single DS-1 or ISDN PRI, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in 3.1 will apply. An additional Service Order charge will apply for Features added subsequent to the initial service order.

Single DS1 or ISDN PRI:	\$999.00
Capacity Exceeding DS1 or ISDN PRI:	ICB
Service order charges apply as described in Section 4.1.22 of this tariff.	

**As of December 31, 2006, this product will only be available to current customers at their current location.*

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.17 XO Integrated Access Services II (Cont'd)(c) Monthly Recurring Charges

ISDN-PRI, Up to 10 Miles	\$849.23
ISDN-PRI, 10+ Miles	\$678.15

Per Line:	
Basic Business Line	\$ 19.08

Trunks: Per Channel

Basic Analog Trunk:	
Out Only (Basic)	\$ 8.85
Two-Way (Basic)	\$ 8.85
In-Only (Basic)	\$ 8.85

Advanced Analog Trunk	
In-Only w/DID:	\$ 20.33
Two-way w/DID	\$ 20.33

Basic Digital Trunk:	
Out Only (Basic)	\$ 22.70
Two-Way (Basic)	\$ 22.70
In-Only (Basic)	\$ 22.70

Facility charge:	\$148.50
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Advanced Digital Trunk:	
In-only w/DID	\$28.27
Two-way w/DID	\$28.27

Facility charge:	\$94.50
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(c) Usage Charges

Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Message Toll Services and interstate service under the Integrated Access Service offering listed in Company's Federal Message Toll Service Tariff. Local calls will be billed at the rate of \$0.016 per minute.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.17 XO Integrated Access Services II (Cont'd)

(e) Enhanced Integrated Feature

XO Integrated Access Service Customers can order the Enhanced Integrated Feature, as an option, at the monthly recurring rate of \$6.95.

Enhanced Features: The following features are included in the Enhanced Integrated Feature Package: Abbreviated Dialing (3 or 4 digit), Call Hold, Call Pickup, Call Transfer, Voice Mail*, Message Waiting*.

* Service not regulated under this tariff.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.18 Remote Call Forwarding4.1.18.1 Description

Remote Call Forwarding (RCF) is a special reverse charge service whereby a call to a telephone number in one exchange (the call forwarding location) is automatically forwarded by the Company central office equipment to another telephone number in the same of different exchange. One RCF path is required for each call simultaneously forwarded. This service is offered only where the terminating telephone number can be dialed direct via the public switched network. There is a minimum contract period of one month for this service. One RCF path is required for each simultaneous call forwarded. This service is not offered where the terminating number is a pay phone. Custom Calling features are not available. Call Forwarding and Remote Call Forwarding are not available on the terminating number. Customer must order sufficient facilities to handle calls.

4.1.18.2 Rates

The following rates will no longer be available to new Customers after January 23, 2003.

Monthly Recurring Charge	\$18.70
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Non-Recurring Charge	\$46.00
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Customers who enter into Service Order Agreements to receive Remote Call Forwarding after January 23, 2003 will receive the following rates.

(a) Non-recurring charges:

Connection Charge (per path)	\$ 43.80
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(b) Recurring charges:

Monthly Charges (First Path)	\$ 28.49 (I)	(I)
Monthly Charges (Each Additional Path)	\$ 27.27 (I)	(I)

(c) Usage Charges: Applicable toll rates and surcharges apply per call and per line. Determination of rates is based on location of number and termination number. Local calls will be billed at rates specified in Section 4.1.3 of this tariff.

(d) Change Charge: The non-recurring charge will apply each time the number at the Call Forwarding location or the terminating number is changed.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.19 Satisfaction Guarantee

This offer is available to a New Customer, which is defined as a Customer who has not subscribed to any XO service during the one year period prior to subscribing to new XO service. Pursuant to this service offering, a New Customer may cancel its new Service, without incurring contractual penalties, within three (3) months of the Service installation date if the New Customer is not completely satisfied with the Services provided by XO. (A month is equal to 30 calendar days.) In order to be eligible for this offering, a New Customer must not have received telecommunications service from another Service Provider at the location to which the new XO services are provided, or the New Customer must switch back to the Service Provider that provided New Customer's telecommunications service prior to New Customer subscribing to the new XO service.

New Customer must notify XO, in writing (via certified or overnight delivery with signature) with the XO claim form no later than three (3) months from the date of Service installation and before contacting their previous provider, of its intent to discontinue the Services. New Customer must allow XO a minimum of 30 days from the day of New Customer's notice, for the cancellation of the Services, including re-connection to the original Service Provider. After receipt of New Customer's timely notice, XO, in conjunction with the termination of New Customer's Service, will waive any applicable contract termination charges.

XO also will reimburse the New Customer for any installation charges incurred by New Customer to restore the New Customer to its previous Service Provider at the identical level and type of service provided by the previous Service Provider at the same customer location. In order to receive the reimbursement, the New Customer must, within (3) months of the installation date, provide XO with the following: (1) the XO reimbursement form; (2) a copy of the invoice from the other Service Provider posting the non-recurring charges for restoring New Customer's service to the other Service Provider; and (3) a copy of the last invoice that the New Customer had received from the other Service Provider prior to switching to XO, if applicable.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.19 Satisfaction Guarantee (Cont'd)

If New Customer previously did not have a provider other than XO at the location to which the Services are provided, or if the previous Service Provider will not or cannot provide the identical level and type of service previously provided to New Customer, XO will reimburse New Customer any initial XO installation charges New Customer incurred in conjunction with the installation of Service. All reimbursements will be in the form of a check. Credits will not be given.

XO is not liable for any outage or inconvenience to New Customer relating to restoring the New Customer to its previous Service Provider. The New Customer is responsible to pay XO for all charges for XO new Service provided to the New Customer through and including the date of Service termination prior to receiving reimbursement from XO.

This service offering is not available to customers receiving non-standard pricing, non-standard products, or non-standard terms and conditions (e.g., individual case basis prices, products, or terms and conditions), or customers for whom XO performed Special Construction or Special Configurations. Special Construction is defined in Section 2.1.7 of this Tariff. Special Configuration refers to the situation in which a customer's service connection is established through a nonstandard network architecture design.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.20 Intercept and Number Referral Service

4.1.20.1 Intercept is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides the status of the telephone service. Intercept Service is available for published numbers and DID's free of charge for the first 90 days of use. Intercept Service for published numbers in place longer than 90 days will be charged as outlined below. Intercept Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

4.1.20.2 Number Referral Service is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides callers with the new number. Number Referral Service is available for published numbers free of charge for the first 90 days of use. Number Referral Service for published numbers in place longer than 90 days will be charged as outlined below. Number Referral Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

<u>Duration</u>	<u>Non-recurring Charge</u>
1 month:	\$10.00
2 months:	\$20.00
3 months:	\$30.00
6 months:	\$45.00
9 months:	\$55.00
12 months:	\$65.00

4.1.21 Foreign Exchange Service

Foreign Exchange Service is exchange service furnished from an exchange other than the one which normally serves the area in which the customer is located. Foreign Exchange Service is available when both the foreign rate center and the rate center in which the customer is located are served by a single switch and are supported by the same 911 selective router.

Foreign Exchange Service may be provided as Inbound Only, Outbound Only or Two-Way service. Foreign Exchange Service is available on the following services: Business Lines, Centrex Lines, Analog Trunks, Full Switched T1, Fractional Switched T1, ISDN-PRI and ISDN-BRI. See Section 4.0 of this Tariff for full product descriptions.

The local calling area that applies to Foreign Exchange Service is the same as that which regularly applies to other Company-provided local exchange access service bearing the same NPA-NXX designation.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.21 Foreign Exchange Service (Cont'd)

4.1.21.1 Restrictions

Mixing of Foreign Exchange Service lines and non- Foreign Exchange Service lines within a service arrangement such as Hunting, PBX and ISDN Trunk Groups is allowed only when non- Foreign Exchange Service lines/trunks hunt to Foreign Exchange Service lines/trunks.

Customer must subscribe to Foreign Exchange Service for a minimum contract period of one year. Foreign Exchange Service is and it is co-terminus with the service to which it is terminated.

4.1.21.2 Rates

The pricing listed below is in addition to the local access service rates which regularly apply for exchange access service bearing the foreign exchange NPA-NXX. See other sections of this Tariff for applicable local rates. In addition, Customer will receive one foreign exchange directory listing at no charge.

Access Type	MRC	NRC
Foreign Exchange Business Line	\$20.00	\$25.00
Foreign Exchange Centrex Line	\$20.00	\$25.00
Foreign Exchange ISDN-BRI	\$20.00	\$25.00
Foreign Exchange Trunk (per DS0 channel)	\$20.00	\$25.00
Foreign Exchange Full Switched T1	\$500.00	\$200.00
Foreign Exchange ISDN-PRI	\$500.00	\$200.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Service Order Charge

Company will assess a Service Order Charge for each of the following Customer initiated requests made after 30 days from the installation of Service:

Primary Service Order Charge

Adding lines, moving services, convert product types	\$50.00 per order
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Record Order Charge

Adding or changing directory listings, changing billing account information	\$15.00 per order
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Subsequent Order Charge

Adding new features, changing existing features	\$50.00 per order
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PIC Change Charge

Changing interLATA or intraLATA carrier	\$5.00 per line
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Line Restoral Charge

Re-establishing service after suspension for non-payment	\$20.00 per line
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Technician Visit Charge

Requests requiring a technician to be dispatched for work to be completed	\$150.00 per occurrence
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4.1.22.0 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 ISDN PRI, Digital T-1, and all XOptions packages.

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.

	Per T-1
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$ 29.00

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 National Local Service

National Local Service offers local communications to multi-location business customers on a national scale. This offering is only available to Customers in areas where Company provides Service via resale or so-called "UNE Platform" arrangements. Customers who receive Service by means of Company owned facilities shall subscribe to Service as described in Section 4.1.A.4 and Section 4.1.B.6 of this tariff. In order to qualify for National Local Service, Customers must sign a minimum 2-year contract and order two or more lines. National Local Service is only available where facilities exist and operating conditions permit.

4.1.23.1 Basic Business Lines

Company will provide Basic Business Lines as described in Section 4.1.A.4 of the tariff. Basic Business Line Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

- (a) Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
911 Access
One Yellow Pages Directory Listing
Blocking Restrictions
Unlimited Local Calling

- (b) Basic Business Line Optional Features: Basic Business Line Customers may order the following Optional Features listed below at the Rates specified below.

Call Forward Busy	Call Waiting with Cancel Call Waiting
Call Forward No Answer	Call Forward Variable
Hunting (Circular or Sequential)	Speed Calling 8
Three Way Calling	Caller ID Name & Number
Caller ID Number Only	Voicemail*

* Service not regulated under this tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 National Local Service (Cont'd)

4.1.23.1 Basic Business Lines (Cont'd)

- (c) Basic Business Line Rates and Charges: Basic Business Line Customers will be charged applicable Non-Recurring and Monthly Recurring as specified below. All rates are based on a two-year term. Pricing for alternate term lengths will be offered on an individual case basis.

(1) Monthly Recurring Charges

Line Charge Basic Local Line	\$ 39.77
Optional Features:	
Call Forward Busy	\$ 2.75
Call Forward No Answer	\$ 2.75
Call Forward Variable	\$ 5.09
Call Waiting with Cancel Call Waiting	\$ 5.40
Speed Calling 8	\$ 4.12
Three Way Calling	\$ 5.09
Caller ID Number Only	\$ 5.58
Caller ID Name & Number	\$ 6.36
Voicemail*	N/R

*Non- Regulated - Voicemail does not come under the jurisdiction of the Commission.

(2) Non-Recurring Charges

Installation Charge (Per Line)	
First Line	\$ 93.02
Additional Line(s)	\$ 93.02

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 National Local Service (Cont'd)

4.1.23.2 Private Branch Exchange (PBX) Trunks*

4.17.2.1 Service Description: PBX Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic.

Two-Way Trunks: A Trunk which allows traffic to be transmitted from either the customer's PBX or the Company switching equipment.

One-Way, out only: A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the Company switching equipment.

One-Way, in only: A One-Way Trunk that only allows traffic from the Company switching equipment to be transmitted to the customer's PBX.

Direct Inward Dialing (DID) Service: A special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

* Effective December 12, 2008, this product will be available only to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.23 National Local Service (Cont'd)4.1.23.2 Private Branch Exchange (PBX) Trunks (Cont'd)

4.1.23.2.2 Rates and Charges: PBX Trunk Customers will be charged applicable Non-Recurring Charges and Monthly Recurring Charges. Additional Federal, State, and Local taxes and Surcharges may also apply. Rates below are based on a two year term. Rates for alternate term lengths may be provided on an individual case basis.

	<u>MRC</u>	<u>NRC</u>
<u>PBX Trunks</u>		
Two-Way	\$ 59.99	\$ 93.02
One-Way, out only	\$ 59.99	\$ 93.02
One-Way, in only	\$ 59.99	\$ 93.02
<u>Optional Features</u>		
DID Termination	\$ 15.00	\$ 13.82
<u>DID Numbers</u>		
Per Blocks of 20	\$ 1.30 (I)	(I)
Per Blocks of 100	\$ 2.59 (I)	(I)

4.1.23.3 Business Line and Trunk Early Termination Charge: In addition to the early termination charges set forth in this tariff, Customers shall also incur a per line charge of Fifty Dollars (\$50.00) per line or trunk that is terminated prior to the end of the Customer's service term.

4.1.23.4 Re-Dispatch Charge: If on the date for the turn up of Services, Company is not permitted access to the Customer's or End User's premise for any reason, then an additional installation charge of \$500.00 may apply if a re-dispatch is required in order for Company to turn up Customer's Service.

4.1.24 Reserved for Future Use

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services

Network Switched Services provide a Customer with a connection to the Company's switching network which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 8XX NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

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

Connection charges as described in this tariff apply to all services on a one-time basis unless waived pursuant to this Tariff or a promotional or trial offering.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.1 Service Descriptions and Rates

The following Access Service Options are offered:

Basic Local Line Service
Multi Line Service
Local Analog PBX Trunk Service
DID Service for Voice Grade Channels
Local Digital PBX Trunk Service
Local ISDN PRI Service

Basic Local Line Service, Multi Line Service, Local Analog PBX Trunk Service, Local Digital PBX Trunk Service, Local ISDN PRI Service are offered with message rate local service.

All Network Switched Service may be connected to Customer-provided terminal equipment such as station sets, Multi line, PBX systems, or facsimile machines.

Service may be arranged for two-way calling, inward calling only or outward calling only. Voice Mail Service* is available.

* Service not regulated under this tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.2 Small Business Basic Business Local Line Service*

4.1.25.2.1 Description

Small Business Basic Business Local Line Service is available to those Customers who subscribe to this service as the only local exchange service from the Company. This services provides a Customer with analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Small Business Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF)

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

4.1.25.2.2 General

Message Rate Small Business Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 6.

Optional Feature(s) Local Line Service is available with the following optional features:

Touch Tone Service

* As of April 1, 2007, this product will only be available to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.2 Small Business Basic Business Local Line Service (Cont'd)

4.1.25.2.3 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 3 of this tariff. Local usage rates are provided in Section 6 herein. Charges based on time periods and calendar days are provided in Section 6.2.

<u>Boston Metropolitan Area:</u>	<u>Monthly Recurring</u>
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Small Business Basic Business Local Line Charge (per line)

\$ 34.01 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.3 Small Business Basic Business Multi Line Service*

4.1.25.3.1 Description

Small Business Basic Business Multi Line Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. The Small Business Basic Business Multi Line is available as a message rated service. Multi Line Service is provided for connection of Customer-provided key system terminal equipment. All Small Business Basic Business Multi lines will be equipped with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 6.

Each Small Business Basic Business Multi Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multi-frequency (DTMF)
Directionality:	Two-Way, In-bound Only, or Out-bound Only, at the option of the Customer

* As of April 1, 2007, this product will only be available to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.3 Small Business Basic Business Multi Line Service (Cont'd)

4.1.25.3.2. General

Standard Feature(s) Small Business Basic Business Multi Line Service is provided with the following standard feature(s):

Hunting

4.1.25.2.3 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 3 of this tariff. Local usage rates are provided in Section 6 herein. Charges based on time periods and calendar days are provided in Section 6.2.

Boston Metropolitan Area:

Monthly Recurring

Small Business Basic Business Multi
Line Charge (per line)

\$ 34.01 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.4 Local Analog PBX Trunk Service*

4.1.25.4.1 Description

Local Analog PBX Trunk Service provides the Customer with one or more analog, voice grade telephonic communications channels which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

4.1.25.4.2 General

An analog PBX Trunk, provides the Customer with a single, voice-grade communications channel. Each Trunk is to be used to connect the Customer's Private Branch Exchange (PBX) systems to the Public Switched Network (PSN). Each Trunk is automatically configured into a Hunting Arrangement along with other Company-provided Trunk Services. Each Trunk will, for an additional charge, be equipped with Direct Inward Dial (DID) capability. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

Standard Feature(s) - Each Company-provided Analog PBX Trunk will automatically include Hunting Arrangement at no additional charge to the Customer. The following service arrangement(s) are available:

One-Way Inbound, One-Way Outbound, or Two-Way
Hunting (Circular or Sequential)

* As of March 17, 2007, this product will only be available to current customers.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.4 Local Analog PBX Trunk Service (Cont'd)

4.1.25.4.3 Monthly Recurring and Non-Recurring Charges

Nonrecurring charges apply as described in Section 3 of this tariff. Analog PBX Trunks include a monthly recurring charge and usage charges for completed calls originated from the Customer's lines. Local usage rates and calling areas are as specified in Section 6.

Charges based on time periods and calendar days are provided herein.

Basic Rates and Charges B A local Trunk-Basic Customer will be charged applicable Nonrecurring Charges, Monthly Recurring Charges and usage charges as specified herein.

Boston Metropolitan Area:

Monthly Recurring

Local Analog PBX Trunk Charge (per Trunk) \$ 13.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.5 DID Service for Voice Grade Channels

4.1.25.5.1 Description

Provide the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan.

4.1.25.5.2 General

Standard Feature(s) - Each Company-provided Trunk for DID Service will automatically include a Hunting Arrangement at no additional charge to the Customer. The following service arrangement(s) are available:

One-Way Inbound

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.5 DID Service for Voice Grade Channels (Cont'd)

4.1.25.5.3 Recurring and Nonrecurring Charges

Charges are in addition to Local Trunk services as described within this tariff. Nonrecurring charges apply as described in Section 3 of this tariff.

	<u>Monthly Recurring</u>	
DID Trunk Termination (per Trunk configured)	\$33.22	
DID Number Charge (group of 20 numbers or fraction thereof)	\$ 1.48 (I)	(I)
DID Number Charge (group of 100 numbers or fraction thereof)	\$ 2.95 (I)	(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.6 Local Digital PBX Trunk Service*

4.1.25.6.1 Description

Local Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital local loop connection operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Bound Only, Out-Bound Only or Two Way, as specified by the Customer

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein. Nonrecurring Connection and Service Order Charges apply as described in Section 3 of this tariff. Local usage rates are as specified in Section 6 herein.

* As of March 17, 2007, this product will only be available to current customers.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.6 Local Digital PBX Trunk Service (Cont'd)

4.1.25.6.2 General

Standard Feature(s) - Each Company-provided Local Digital PBX Trunk Service will automatically include a Hunting Arrangement at no additional charge to the Customer.

Optional Feature(s) - DID Service capability as described in Section 7.2.4 is available. Touch Tone Service and Clear Channel capability as described in within this tariff is available. Applicable Nonrecurring charges apply as described in Section 3 of this tariff.

4.1.25.6.3 Recurring and Nonrecurring Charges

Connection charges applicable in Section 3 of this tariff. Charges for each Local Digital PBX Trunk include:

- a) A monthly recurring fixed base service charge for a digital local loop;
- b) Variable mileage rate based on airline distance between Customer premises and the Company's serving wire center;
- c) Digital Port Service B Provider of a group of up to 24 Ports for DOD, DID or Two Way Trunks;
- d) Usage charges for completed calls originated from the Customer's lines during the billing period. Local usage rates are provided in Section 6 herein.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.6 Local Digital PBX Trunk Service (Cont'd)

4.1.25.6.3 Recurring and Non-recurring Charges (Cont'd):

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within Section 2.1.7 of this tariff. Charges based on time periods and calendar days are provided in Section 6.2.

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
<u>Boston Metropolitan Area:</u>		
Digital Local Loop		
- Fixed Charge, each	\$ 110.24	\$265.33
- Variable Charge per 2 mile or fraction thereof	\$ 30.00	
Digital Port Service (provides 24 ports for DOD, DID or Two Way Trunks)	\$357.00	

In addition to the above charges, applicable rates for usage will apply, as specified in herein.

4.1.25.6.4 Digital PBX Package

The Digital PBX Package provides customers with Digital PBX service at convenient packaged rates. The package price includes all charges associated with Digital PBX Bundled Package including the Local Loop, 24 trunks, Federal Subscriber Line Charge (FSLC), and Local Number Portability (LNP) charges. Any optional features selected will be billed in addition to the Digital PBX Package rate. The Digital PBX package is not eligible for further discounts.

<u>Monthly Recurring Charge</u>	<u>1 Yr. Term</u>	<u>2 Yr. Term</u>	<u>3 Yr. Term</u>
24 Channels, Flat & Measured:	\$ 627.88	\$ 590.48	\$ 536.58
<u>Non-Recurring Charges</u>			
Package Installation Fees		\$ 899.00	
Trunk Change Charge		\$ 50.00	

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.7 Local ISDN-PRI *

Local ISDN-PRI B Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Message Toll Service, 800 and circuit switched data). Each ISDN PRI will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis. Local usage rates are as specified within Section 6 of this tariff.

Each ISDN PRI connection provides access from a Customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office port termination and a 1.544 Mbps Digital Local Loop to the Customer's premises. The Digital Local Loop is a DS1 with Clear Channel Capability. The rates and charges for the Loop are in addition to those for the ISDN PRI Port Connection. The central office port connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the AB@ channels. Where technology permits, "D" channels can be shared by multiple ISDN PRI's for the same Customer. "B" channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

Where appropriate facilities do not exist, Special Construction charges will apply, as describe within Section 2.1.7 of this tariff.

"B" Channel: "B" Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

AD@ Channel: "D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B Channels.

* As of March 17, 2007, this product will only be available to current customers.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.7 Local ISDN-PRI (Cont'd)

Out of Band Signaling: Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

Call by Call for Trunk Groups: Allows the circuit switched voice and data services enabled on the ISDN PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize AB@ channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

Incoming Calling Line Identification: All calling numbers presented to the services working on ISDN PRI can be delivered to the Customer's CPE, including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per ISDN PRI Port basis only and is offered in appropriately equipped central offices.

Clear Channel Capability: The channels on the ISDN PRI are clear, since all signaling and control functions are handled by the "D"channel. This allows all 64 kbps on each "B" channel to be used for Customer information over the ISDN PRI connection. Calls over the network may either be 56 kbps or 64 kbps depending on the public network in place between the ISDN PRI and the distant end of the call.

Digital Voice Transmission: All voice calls are transmitted using digital signaling.

Channel Configuration: Allows some or all "B" Channels to be dedicated to exchange and MTS, DID, or 800 Services. Multiple dedicated trunk groups can be established on the same primary port or group of primary ports.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.7 Local ISDN-PRI (Cont'd)

Direct Inward Dialing Signal B Permits incoming dialed calls from the exchange network to reach a specific number serviced by Customer-premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE which can further process the calls as desired.

Equal Access B Allows the Customer to preselect an Interexchange Carrier for each circuit switched voice or circuit switched data trunk group. The carrier designation can be changed for applicable charges as shown in Section 4.1.3 Presubscription-2 (PIC) of this tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.25 Network Switched Services (Cont'd)4.1.25.7 Local ISDN-PRI (Cont'd)4.1.25.7.1 Local ISDN-PRI Recurring and Nonrecurring Charges

In addition to the following charges, Premises Visit and Service Ordering charges (as specified in Section 4.1.3) are applicable.

Local ISDN-PRI Service Arrangement:

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>	
<u>Boston Metropolitan Area:</u>			
Digital Local Loop:			
- Fixed Cost Initial	\$ 110.24	\$265.33	
- Fixed Cost Additional (same order for same location)	\$ 105.40	\$265.33	
- Variable per 2 mile or fraction thereof	\$ 30.00	N/C	
Clear Channel (per Digital Local Loop)		N/C	\$603.00
ISDN PRI Port Connection			
- Initial	\$1,259.40 (I)	N/C	(I)
- Additional	\$1,259.40 (I)	N/C	(I)
DID Telephone Numbers			
- Each Block of 100 or fraction thereof	\$ 1.11 (I)	N/C	(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.25 Network Switched Services (Cont'd)

4.1.25.7 Local ISDN-PRI (Cont'd)

4.1.25.7.1 Local ISDN-PRI Recurring and Nonrecurring Charges (Cont'd)

Optional Features:

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Channel Configuration	\$10.00	\$480.00
Incoming Calling Line Identification (per ISDN PRI Port)	\$130.00	\$52.00
PRI Reconfiguration Charge (per Trunk group changed)	N/C	\$75.00
Backup AD@ Channel	\$50.00	\$100.00
Caller ID – Name & Number (per PRI)	\$70.31	

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 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. Central Office Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Central Office Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Central Office 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.

4.1.26.1.2 Description of Lines Features

The following features are for end user lines:

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

Call Forwarding Busy Line / Alternate Answering - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy or when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding Don't Answer - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding Variable - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate 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 Return/Automatic Call Back - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.2 Description of Lines Features (Cont'd)

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 Trace - Allows a Customer to trace the most recent incoming call by dialing a code to automatically request that the Company 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 and case preparation purposes

Call Transfer - Provides for the ability to establish a three-way call, then being able to disconnect in order to transfer call and release from the line.

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.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.2 Description of Lines Features (Cont'd)

Caller ID - Allows the subscriber to view the listed telephone number from which the incoming call is dialed before the call is answered. The calling number is displayed on a Customer provided compatible device attached to the Customer's telephone line.

Caller ID with Name - Allows subscriber to view listed name associated with the calling telephone number before the phone is answered. The calling number and name are displayed on a Customer provided compatible display device attached to the Customer's telephone line.

Complete Line Blocking - Allows Customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating Customer's telephone number and name, including Customer's with nondirectory listed service or a Non-Published Number, from being displayed on the terminating Customer's Caller ID display device(s). There is no charge associated with line blocking for the initial request. Subsequent requests to add line blocking will incur a service order charge.

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

Distinctive Ring 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.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.2 Description of Lines Features (Cont'd)

Message Waiting Indicator (MWI) - is a companion feature to Forwarded Call Information. Customers subscribing to MWI hear an audible interrupted dial tone and, where facilities permit, have an indicator lamp on appropriately equipped customer provided equipment indicating there is a message waiting for the subscriber at the message center. The Customer can call the message center for his/her message or ignore the signal and place a call; MWI will continue until the message has been retrieved and a signal is received by the Forwarded Call Information feature.

Remote Access to Call Forwarding - This feature allows the Customer to activate and deactivate their Call Forwarding feature and to change their forwarded-to number from a location other than where their service is located.

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.

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

- Calls to 931 Service Numbers
- Calls to toll free 8XX Service numbers
- Calls to 900, 940 and 976 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911
- Calls to 550, 554 Service Numbers

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.2 Description of Lines Features (Cont'd)

Selective Call Blocking An originating option that allows Customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating Customer's telephone number and name, including Customers with non-directory listed service or a Non-Published Number from being displayed on the terminating Customer's Caller ID display device(s). Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. Per call blocking is available in suitably equipped central offices. There is no charge associated with per call blocking.

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) phone numbers by dialing a one or two digit code rather than the complete phone number.

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 switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.26 Central Office, Line and Trunk Features4.1.26.1 General (Cont'd)4.1.26.1.3 Rates and Charges for Line Features

Monthly Rates and Per Usage Rates are provided in this Section.

	<u>Monthly Recurring</u>
Call Forwarding Busy Line	\$ 2.75
Call Forwarding Busy Line Transfer/ Alternate Answering	\$ 4.00
Call Forwarding Don't Answer	\$ 2.75
Call Forwarding Variable	\$ 5.09
Call Return / Automatic Call Back	\$ 2.53
Simultaneous Call Forwarding	\$ 2.55
Call Transfer	N/C
Call Waiting / Cancel Call Waiting	\$ 5.40
Caller ID Name and Number	\$ 5.58
Caller ID with Name	\$ 8.94
Caller ID Privacy	N/C
Complete Line Blocking	N/C
Distinctive Ring 2	\$ 6.30
Distinctive Ring 3	\$10.60
Message Waiting Indicator (per line/ trunk)	N/C
Repeat Dial/ Call Return	\$ 4.20
Repeat Dialing (Automatic Recall)	\$ 2.53
Selective Call Blocking	N/C
Speed Dial 8	\$ 4.12
Speed Dial 30	\$ 6.21
Three Way Calling / Call Hold	\$ 5.09
Ultra Forward (1-20 #'s)	\$ 2.50
Ultra Forward (21-40#s)	\$ 2.25
Ultra Forward (41+#s)	\$ 2.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.3 Rates and Charges for Line Features (Cont'd)

	<u>Per Usage</u>
Call Trace (per successful trace)	\$ 3.45
Call Trace / Case Presentation Fee	\$ 5.00
Call Return/ Automatic Call Back ¹	\$ 0.60
Repeat Dialing ¹ (Automatic Recall)	\$ 0.60
Three-Way Calling	\$ 0.85

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.3 Rates and Charges for Line Features (Cont'd)

Block Repeat Dialing - The Utility shall, upon request from the customer, provide blocking of the Usage Sensitive Repeat Dialing. customers may request blocking by calling their respective business office.

Block Call Return / Automatic Call Back - The Utility shall, upon request from the customer, provide blocking of the Usage Sensitive Call Return / Automatic Call Back. Customers may request blocking by calling their respective business office.

Block Three-Way Calling - The Utility shall, upon the request from the customer, provide blocking of the Usage Sensitive Three-Way Calling. Customers may request blocking by calling their respective business office.

Block Call Trace - The Utility shall, upon request from the customer, provide blocking of the Usage Sensitive Call Trace. Customers may request blocking by calling their respective business office.

Block All Usage Sensitive Calling Features - The Utility shall, upon request from the customer, provide blocking of the Usage Sensitive Call Return/Automatic Call Back, Call Trace, Repeat Dialing and Three-Way Calling features free of charge. Customers may request blocking by calling their respective business office.

	<u>Monthly-Recurring</u>
Block Repeat Dialing	N/C
Block Call Return/Automatic Call Back	N/C
Block Three-Way Calling	N/C
Block Call Trace	N/C
Block All Usage Sensitive Calling Features	N/C

¹ Monthly capped amount of \$4.86, or nine activation charges for call return and repeat dialing.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.4 Description of Line and Trunk Features

The following features are for end user Line and/ or Trunks:

Hunting B Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines or trunks from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

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

4.1.26.1.5 Rates and Charges for Line and Trunk Features

	<u>Monthly Recurring</u>
Hunting	N/C
Touch Tone Service	
- Per Line Arranged	\$ 1.46*
- Per Trunk Arranged	\$ 4.03*

*Charges do not apply to new customers signed after 11/1/00.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.5 Description of Central Office Features

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 toll free 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.

* As of March 17, 2007, this product will only be available to current customers.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.26 Central Office, Line and Trunk Features

4.1.26.1 General (Cont'd)

4.1.26.1.6 Rates and Charges for Central Office Features

	<u>Monthly Recurring</u>	
Remote Call Forwarding: -Per Path	\$33.82 (I)	(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.27 Rates and Charges and Time Periods

Usage charges are based on usage used or billed on the Company's network. Chargeable time for the Customer shall begin when the called party answers and shall end upon disconnection by either party. Unless otherwise indicated, calls are billed on a per minute basis. The sum of all local minutes during the billing period is rounded to the next full minute. Calls that begin in one rate period and end in another will be charged according to the applicable period for each portion of the call, except that per-call rates will be charged according to the rate period the call begins.

4.1.27.1 Local Calling

Local Calling Services - This Section contains a general description of the local usage services offered by the Company and the rates and charges applicable to each such service. The Company provides switched, telephonic-quality voice and data transmission services that enable Customers and Authorized Users to communicate on a real-time basis between points within local exchange service areas in the Commonwealth of Massachusetts, as well as ancillary services that facilitate the use or expand the capabilities of switched communications services. Services will be provided through the use of the Company's switches, through the use of Unbundled Network Elements ("UNEs"), Resold Services and through the use of Company Facilities.

Time Periods Rates for local calls do not vary by time of day or calendar days.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.27 Rates and Charges and Time Periods

4.1.27.2 Business Customers' calls within the home exchange and from the home exchange to all Zone 1 and/or Zone 2 exchanges are timed and charged on the basis of per message and per minute. Each completed business call will be billed one per message charge. Per minute of use charges are applied for each 6 second increment with a minimum call length of 60 seconds.

Zone 1 Exchanges:

-Per Message	\$.0243
-Per Minute	\$.0153

Zone 2 Exchanges:

-Per Message	\$.0243
- Per Minute	\$.0153

*The Plan described in this section is only available to existing customers who contracted for this plan prior to 11/1/00.

4.1.27.3 Boston Flat Rate Service

Allegiance offers flat rate service in certain Boston area exchanges. The flat rate gives the customer unlimited local calling to specific exchanges; *calls to all other exchanges are charged at the regular local usage rate*. The following table details prices for each of our product types.

<u>Product</u>	<u>Price</u>
Single & Multi Line	\$39.77*
Analog PBX Trunk	\$59.99*
Digital PBX Trunk	\$46.99**
ISDN PRI	\$46.99**

*Includes \$13.00 line/trunk charge.

**Additive charge per channel.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.27 Rates and Charges and Time Periods

4.1.27.3 Boston Flat Rate Service

Following is a list of current and targeted exchanges and their unlimited calling areas.

Central Office	Exchange/Rate Center	Unlimited Local Calling Area
Braintree	Braintree	Braintree, Milton, Quincy, Randolph, Weymouth
Burlington	Burlington	Burlington, Billerica, Lexington, Wilmington, Woburn.
Danvers	Danvers	Danvers, Beverly, Hamilton, Lawrence, Lynnfield, North Reading, Peabody Salem, Topsfield
Dedham	Dedham	Dedham, Canton, Dover, Hyde Park, Jamaica Plain, Needham, Norwood
Needham	Dover	Dover, Dedham, Medfield, Natick, Needham, Norwood, Walpole, Wellesley
Framingham	Framingham	Framingham, Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland
Lawrence	Lawrence	Lawrence, Andover, Danvers, Georgetown, Haverhill, Lowell, North Reading, Topsfield, Salem, NH(outside of LATA)
Lexington	Lincoln	Lincoln, Concord, Lexington, Waltham, Wayland

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.27 Rates and Charges and Time Periods4.1.27.3 Boston Flat Rate Service (Cont'd)

Central Office	Exchange/Rate Center	Unlimited Local Calling Area
Lowell	Lowell	Lowell, Andover, Billerica, Concord, Lawrence, Pelham, NH (outside of LATA), Tyngsboro, Westford, Wilmington
Lynn	Lynn	Lynn, Lynnfield, Marblehead, Peabody, Revere, Salem, Saugus, Wakefield
Natick	Natick	Natick, Dover, Framingham, Holliston, Medfield, Millis, Waltham, Wayland, Wellesley
Needham	Needham	Needham, Dedham, Dover, Jamaica Plain, Newton, Wellesley
Norwood	Norwood	Norwood, Canton, Dedham, Dover, Sharon, Walpole
Peabody	Peabody	Peabody, Beverly, Danvers, Lynn, Marblehead, Peabody
Wakefield	Wakefield	Wellesley, Dover, Natick, Needham, Newton, Waltham
Wellesley	Wellesley	Wellesley, Dover, Natick, Needham, Newton, Waltham
Winchester	Winchester	Winchester, Arlington, Lexington, Medford, Stoneham, Woburn
Winchester	Woburn	Woburn, Burlington, Lexington, Reading, Stoneham, Wilmington, Winchester

4.1.27.4 Business Customers' calls within the home exchange and from the home exchange to all Zone 1 and/or Zone 2 exchanges are timed and charged on a per minute basis. Each completed business call will be billed per minute. Per minute of use charges are applied for each 6 second increment with a minimum call length of 60 seconds.

Zone 1 & 2 Exchanges:

-First Minute	\$0.0528*
-Each Additional Minute	\$0.0204*

* As March 14, 2008, these rates will only be available to current customers at their current location.

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.27 Rates and Charges and Time Periods, (Cont'd)

4.1.27.5 Business Customers' calls within the home exchange and from the home exchange to all Zone 1 and/or Zone 2 exchanges are timed and charged on a per minute basis. Each completed business call will be billed per minute. Per minute of use charges are applied for each 1 second increment with a minimum call length of 60 seconds.

-

Zone 1 & 2 Exchanges:

-First Minute	\$0.0324
-Each Additional Minute	\$0.0204

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.1 General Availability

General - Each Exchange Access Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time. Exchange Access Service provides Customers and Authorized Users with access to the Public Switched Network (PSN) along with a numeric address on the PSN and generally enables the Customer to perform the following:

- a) place calls to other stations on or connected to the PSN;
- b) receive calls from other stations on or connected to the PSN;
- c) access the Company's Local Calling Services and other services as set forth in this tariff;
- d) access interexchange calling services of the Company and of other carriers;
- e) access operators and business offices for service-related assistance;
- f) access Directory Assistance;
- g) access toll-free telecommunications services such as 800/888 NPA;
- h) access 911/E911 services for emergency calling;
- i) access Telecommunications Relay Service;
- j) access other services authorized by the Massachusetts Department of Telecommunications and Cable and the Federal Communications Commission.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas

The Company's exchange areas, rate groups, and local calling areas are identical to those defined in the tariffs of the ILEC (New England Telephone and Telegraph - Massachusetts) serving the same exchange area as the Company. Where facilities are available, the Company shall provide service in the exchange areas served by New England Telephone and Telegraph - Massachusetts, the certified ILEC within the Company's service areas as reflected in this Section.

4.1.28.2.1 Boston Metropolitan Area

The following exchanges are included in the Boston Metropolitan Area:

BOSTON METROPOLITAN AREAS		
Arlington	Lexington	Waltham
Belmont	Lincoln	Watertown
Boston Central	Lynn	Wellesley
Braintree	Malden	Weymouth
Brighton	Medford	Winchester
Burlington	Melrose	Winthrop
Brookline	Milton	Woburn
Canton	Needham	
Cambridge	Newton	
Charlestown	Norwood	
Chelsea	Quincy	
Cohasset	Randolph	
Dedham	Reading	
Dorchester	Revere	
East Boston	Roxbury	
Everett	Saugus	
Hingham	Somerville	
Hull	South Boston	
Hyde Park	Stoneham	
Jamaica Plain	Wakefield	

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges

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

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4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges (Cont'd)

Calling Areas for Metropolitan Boston Exchanges	
Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Brighton	Arlington, Belmont, Boston Central, Braintree, Brookline, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Brookline	Arlington, Belmont, Boston Central, Braintree, Brighton, Burlington, Cambridge, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Cambridge	Arlington, Braintree, Belmont, Boston Central, Brighton, Brookline, Burlington, Canton, Charlestown, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges

Calling Areas for Metropolitan Boston Exchanges	
Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Boston Central	Arlington, Belmont, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Canton	Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Dedham, Dorchester, Hingham, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Quincy, Randolph, Roxbury, Sharon, South Boston, Stoneham, Stoughton, Waltham, Watertown, Wellesley, Weymouth,
Charlestown	Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

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

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.28 Local Calling Areas and Charges Based On Time4.1.28.2 Service Areas (Cont'd)4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges

Calling Areas for Metropolitan Boston Exchanges	
Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Jamaica Plain	Arlington, Belmont, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Quincy, Randolph, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Lexington	Arlington, Belmont, Billerica, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Concord, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lincoln, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Lincoln	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Concord, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Malden, Medford, Melrose, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wayland, Wellesley, Winchester, Woburn
Lynn	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hingham, Hull, Jamaica Plain, Lexington, Lynnfield, Malden, Marblehead, Medford, Melrose, Milton, Newton, Quincy, Peabody, Revere, Reading, Roxbury, Salem, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn

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Calling Areas for Metropolitan Boston Exchanges	
Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Malden	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Medford, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Medford	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Dedham, Dorchester, Everett, Jamaica Plain, Hull, Hyde Park, Lexington, Lincoln, Lynn, Malden, Melrose, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Melrose	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Malden, Medford, Milton, Needham, Newton, Quincy, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn

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Calling Areas for Metropolitan Boston Exchanges

Needham	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, Dover, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Newton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Newton	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, 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, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Norwood	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Dedham, Dorchester, Dover, East Boston, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Quincy, Randolph, Roxbury, Sharon, Somerville, South Boston, Walpole, Waltham, Watertown, Wellesley, Weymouth,
Quincy	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Everett, Hingham, Hull, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Needham, Newton, Norwood, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop,

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges (Cont'd)

Calling Areas for Metropolitan Boston Exchanges	
Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Roxbury	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
Somerville	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Burlington, Cambridge, Charlestown, 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, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn
South Boston	Arlington, Belmont, Boston, Braintree, Brighton, Brookline, Burlington, Cambridge, Canton, Charlestown, Chelsea, Cohasset, 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, Somerville, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges (Cont'd)

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

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4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.2 Service Areas (Cont'd)

4.1.28.2.2 Local Calling Areas for Metropolitan Boston Exchanges (Cont'd)

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

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Calling Areas Outside Metropolitan Boston Exchanges

Home Exchange Or Locality	Additional Exchange, Zone and Locality Areas Included in the Local Calling Area
Billerica	Burlington, Concord, Lexington, Lowell, Wilmington
Brockton	Bridgewater, East Bridgewater, Easton, Randolph, Rockland, Stoughton, Taunton, Whitman
Burlington	Arlington, Belmont, Billerica, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Medford, Melrose, Malden, Needham, Newton, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Wilmington, Winchester, Winthrop, Woburn
Danvers	Beverly, Hamilton, Lawrence, Lynnfield, North Reading, Peabody, Salem, Topsfield
Dover	Dedham, Medfield, Natick, Needham, Norwood, Walpole, Wellesley
Framingham	Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland
Franklin	Bellingham, Blackstone, Medfield, Medway, Millis, Walpole, Wrentham
Lawrence	Andover, Danvers, Georgetown, Haverhill, Lowell, North Reading, Salem, Topsfield
Lowell	Andover, Billerica, Concord, Lawrence, Lowell, Pelham, Tyngsboro, Westford, Wilmington
Marlboro	Berlin, Framingham, Hopkinton, Hudson, Maynard, Northboro, Sudbury, Westboro
Nantucket	Siasconset
Natick	Dover, Framingham, Holliston, Medfield, Millis, Waltham, Wayland, Wellesley
Peabody	Beverly, Danvers, Lynn, Lynnfield, Salem
Salem	Beverly, Danvers, Lynn, Marblehead, Peabody
Worcester	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Oxford, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Westboro

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.3 Local Area Designations

NPA-508	
NXX	Exchange
310	Natick
484	Brockton
739	Framingham
796	Worcester

NPA-617	
NXX	Exchange
399	Boston Central
649	Cambridge
668	Watertown
684	Somerville
203	Everett
238	Roxbury
446	Dorchester
597	Newton
608	Brookline
845	Quincy

NPA-774	
NXX	Exchange
893	Dover
348	Marlboro

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.3 Local Area Designations (Cont'd)

	NXX	Exchange
	268	Lynn
	288	Malden
	357	Lexington
	358	Winchester
	371	Wellesley
	478	Waltham
	494	Burlington
	574	Arlington
	303	Braintree
	498	Medford
	512	Lincoln
	712	Melrose
	503	Woburn
	295	Wakefield
	636	Dedham
	949	Norwood
	972	Needham
	984	Stoneham

NXX	Exchange
524	South Boston
559	Brighton
588	Charleston
728	Jamaica Place

NXX	Exchange
259	Lowell
278	Peabody
379	Lawrence
560	Danvers
600	Billerica
832	Salem

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.28 Local Calling Areas and Charges Based On Time

4.1.28.3 Local Call Detail Billing

Local Call Detail Billing provides itemized detail of outgoing local calls during the current billing period, including units of use. The charge will apply per billing account (per invoice) per month. Local call detail billing does not provide detail billing of Allegiance Select Calls.

	<u>Monthly Recurring Charge</u>
Local Call Detail Billing	\$2.95

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.29 Integrated Access Bundled Package*

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility¹ between a customer premises and its serving office for connection to services provided by Allegiance. Integrated Access Service allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL).

Customers must sign a minimum one (1) year term agreement for Integrated Access Service. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges:	Voice Channels			
	<u>12</u>	<u>16</u>	<u>20</u>	<u>23</u>
Boston	\$443.25	\$497.15	\$552.15	\$578.55

¹Integrated Access Service will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of an Allegiance HDSL-equipped collocation may have Integrated Access delivered to them via HDSL.

** As of December 31, 2006, this product will only be available to current customers at their current location.*

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4.1 Local Exchange Service (Cont'd)

4.1.29 Integrated Access Bundled Package (Cont'd)

4.1.29.1 Non-Recurring Charges:

Integrated Access Set-Up Fee, (Applies when ordering new Integrated Access packages. Does not apply when upgrading or downgrading channels already established.)	\$899.00
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Change Charge, (Applies when upgrading or downgrading channels)	\$75.00
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4.1.29.2 Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Access or Total Communications Service.

Local Loop Expense Recoup, Per Month	\$200.00
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4.1.29.3 Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over \$899.00 (Variable charge – per installation).

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.30 Total Communications - 4 Line Base Package²

Total Communications is designed for customers that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The customer will select a package of 4 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges.

Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

Monthly Recurring Charges:

Monthly Recurring Charges:	Voice Channels		
	Incremental Line Charge		
	<u>MRC</u>	<u>NRC</u>	
Measured service			
Base Package	\$100.06	\$899.00	
Incremental Lines ¹	\$25.02	\$51.48	(I)
			(I)
Flat Service			
Base Package	\$215.73	\$899.00	(I)
Incremental Lines ¹	\$53.93	\$51.48	(I)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2 -equipped collocation may have Total Communications delivered to them via HDSL2.

1NRC applies only to add additional lines to existing service.

2Product is no longer available to new customers.

ISSUED: January 29, 2016

EFFECTIVE: March 1, 2016

Kelly Faul – Director, Regulatory Affairs
13865 Sunrise Valley Rd.
Herndon, VA 20171

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.30 Total Communications - 6 Line Total Communications Package

Total Communications is designed for customers that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will select a package of 6 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges.

Customers must sign a minimum one (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

Monthly Recurring Charges:

	Voice Channels Incremental Line Charge		
	<u>MRC</u>	<u>NRC</u>	
Measured service			
Based Package	\$155.25	\$899.00	(I)
Incremental Lines ¹	\$ 25.02	\$ 51.48	(I)
Flat Service			
Base Package	\$324.00	\$899.00	(I)
Incremental Lines ¹	\$ 53.93	\$ 51.48	(I)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2 -equipped collocation may have Total Communications delivered to them via HDSL2.

¹NRC applies only to add additional lines to existing service.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.31 Total Communications - Digital Handoff

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID Pricing is available in Section 4.1.25 of this tariff. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges:	Voice Channels Incremental Line Charge		
	<u>MRC</u>	<u>NRC</u>	
Measured service			
Base Package	\$175.50	\$899.00	(I)
Incremental Lines ¹	\$ 29.03	\$ 51.48	(I)
Flat Service			
Optional Flat Additive	\$ 29.03	\$899.00	(I)
Incremental Lines ¹	\$ 57.94	\$ 51.48	(I)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.32 Blocking Service

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:

Selective Blocking is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist. It is not available with services that are otherwise blocked from accessing GBS lines and IDS lines.

Implementation of these arrangements will be by central office as requests are received, so that the service will become available within 30 days of the first Customer request in any suitably equipped central office.

A written request from the Customer is necessary to change or remove Selective Blocking.

1. The Company shall provide blocking, where technically feasible, at no charge if requested when new local access services are ordered.
2. Nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service will apply as described in Section 3 of this tariff. The Secondary Service Order Charge will apply.
3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
5. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.32 Blocking Service (Cont'd)

4.1.32.1 Selective Blocking - Selective Blocking allows Customers to prevent use of their telephones for calls placed to vendor operated, entertainment related teleconferencing services provided by Group Bridging Service (GBS) in the 550 exchange code, by Circuit announcement services provided by Information Delivery Service (IDS) in the 976 or 940 exchange codes. It also allows Customers to block calls to information services with 900 area code provided on either an interstate or intrastate basis. This arrangement recognizes and blocks any attempt to dial a number with the stated central office prefixes or area codes.

Selective Blocking allows the subscriber to block all calls beginning with the following central office prefixes from being placed:

Option One B Blocking 550, 554, 900, 920, 940 and 976 prefixes.

Option Two B Blocking 550, 554, 900 and 940 prefixes

Option Three B Blocking 554 and 940 Prefixes

4.1.32.1.2 Involuntary Blocking of Pay Per Call Numbers B Involuntary blocking may be implemented by the telephone company for failure to pay legitimate charges.

4.1.32.1.3 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.

4.1.32.1.4 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 + 8XX (Toll Free), and operator assisted toll calls.

4.1.32.1.5 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.

4.1.32.1.6 Operator Screening - Blocks operator handled calls that would be billed to originating number. Calls may be charged to a third party.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.33 Connection Charges

Connection Charges are nonrecurring charges which may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with the service to which they apply or are provided in Section 3.3.

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 for the underlying service will apply as if the work had been done by the Company.

The Customer may 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 service to existing equipment and/or service at one location.

Change: The change, including rearrangement or reclassification, of existing service at the same location.

4.1.33.1 Exceptions to the Charge

The Company may from time to time waive or reduce the connection charges as part of a promotion or trial.

4.1.33.2 Line Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment.

Line Restoral Charge (after Company initiated suspension) \$20.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.33 Connection Charges (Cont'd)

4.1.33.3 Service Ordering Charges

Charges are applicable when the Company receives or processes requests for service.

	<u>Non-Recurring</u>
Account Set Up Fee, per account, per location (applies when establishing a new account with the company)	\$25.00
Primary Service Order Charges , per order (applies when adding/moving lines, trunks, T-1/PRI IAD, and Total Communications, changing analog PBX trunks and converting RCF to UNE)	\$50.00
Secondary Service Order Charges, per order (applies when adding to or changing existing account)	\$50.00
Record Order Changes, per order (per billing record change)	\$15.00
Technician Visit Charge, per occurrence (Requests requiring a technician to be dispatched for work to be completed)	\$150.00

4.1.33.4 Reserved for Future Use

¹ This charge is not discountable.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.33 Connection Charges (Cont'd)

4.1.33.5 Presubscription - 2 (PIC)

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The Customer will incur a charge as provided below 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. For example, if a Customer changes both interLATA and intraLATA carriers, two charges will apply for each line so changed.

Interstate Presubscription is available pursuant to Allegiance Telecom's FCC Tariff No. 1.

	<u>Non-Recurring Charge</u>
Each Carrier Change (per line)	\$5.00
First Trunk & Additional Trunk	\$5.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.33 Connection Charges (Cont'd)

4.1.33.6 Network Switched Services

Connection charges may apply when a Customer requests connection to one or more Network Switched Services as provided in Section 4.1.33 herein. Orders for services for the same Customer account made at the same time for the same premises will be considered one request. Feature activation 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.

	<u>Non-Recurring</u>
Line Connection Charge, per Line or Trunk (applies when new or additional service is established)	\$ 51.40
DID Trunk Termination (per DID or Two-Way DID) ¹	\$ 13.82
Digital Port Service (per Digital Local Loop) ²	\$193.99
Clear Channel Capability (optional, per Digital Local Loop)	\$603.00
Digital Transport Facility (per Digital Local Loop)	\$837.38
Digital Port Service Rearrangement (per trunk reconfigured from initial configuration)	\$ 58.20

¹Charge applicable to DID Service only.

²Charge applicable to Local Digital PBX Trunk Service only.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.34 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), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access service and 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 other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the A#@ symbol). The Public Pay 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 Pay 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 completion of a call, the Public Pay 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.

Charge per call: **\$0.50 (I)**

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.35 Select Usage Call Detail

Call detail records associated with Allegiance's intra-company 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.

4.1.35.1 Rates and Charges

Call Detail Record (per line, per service location, per billing cycle)	\$20.00
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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.36 JustCom Service

JustCom Service is a bundled small business package of four exchange access lines. The product offers local usage, intrastate and interstate outbound and toll-free long distance usage, eight custom calling features and a directory listing for a single flat-rated price. JustCom Service is available to customers on a month to month basis with no term or volume requirement in accordance with the terms of use specified in 4.1.36.1 below. The Basic Package includes:

Four (4) basic business lines	Call Forward Variable*
Unlimited Local Calling	Speed Dial 30
Unlimited IntraLATA Minutes	Voice Mail**
Unlimited InterLATA Minutes	Call Forward Busy*
Caller ID Name & Number	Call Forward No Answer*
3-Way Calling	
Call Waiting	

4.1.36.1 Terms of Use The following restrictions apply to JustCom Service:

- a. Call-center applications are prohibited, including, but not limited to, auto-dialers.
- b. Non-standard (e.g., excessive) internet connections and other data are prohibited. Services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard.
- c. Any use not consistent with standard business use, as reasonably defined by Allegiance, is prohibited.

4.1.26.2 RatesBasic Package:

Monthly Recurring Charge:
\$159.95

Non-Recurring Charge:
No Charge

Each Additional Line:

Monthly Recurring Charge:
\$39.95

Non-Recurring Charge:
No Charge

* Hunting may be substituted for the set of Call Forwarding features.

** Service not regulated under this tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

[Reserved for Future Use]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

[Reserved for Future Use]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

[Reserved for Future Use]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

[Reserved for Future Use]

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

[Reserved for Future Use]

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The Company will furnish, upon the 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>
<u>Electronic</u>	\$10.00
CSV/CD of CDR	\$25.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.39 Discounted Term Pricing Plans

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

Monthly Plan	10% Discount
One-year Term Plan	15% Discount
Two-year Term Plan	20% Discount

Discounts are applied to the base rates identified in this tariff. The minimum discount rate of 10% applies to Customers utilizing the Company's services on a month to month basis and where a predetermined term plan has not been indicated. 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.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.39 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
Residential Services
Local Call Detail Billing

Services provided on a resale basis receive a 10% discount on monthly recurring and non-recurring charges. These discounts apply regardless of the term period selected.

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

4.1.40 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.

	Per T-1
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$ 29.00

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.40 Business Services Basic Business Lines – Category One*

Business Services Basic Business Lines are available to customers who subscribe to other non-Basic Business Line services from the Company, after April 15, 2002 and provide basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Business Services Basic Business Line Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.40.1 Business Services Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions- Business Services Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option E	International Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option F	International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

* As of April 1, 2007, this product will only be available to current customers at their current location.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.40 Business Services Basic Business Lines – Category One (Cont'd)

4.1.40.2 Business Services Basic Business Line Optional Features: Business Services Basic Business Line Customers may order the following Optional Features listed below at the Rates specified in below.

Call Forward Busy	Distinctive Ringing/ Call Waiting
Call Forward No Answer	Automatic Line (Hotline)
Call Forward No Answer Ring Select	Hunting (Circular or Sequential)
Call Forward Variable	Remote Access to Call Forwarding
Call Waiting with Cancel Call Waiting	Simultaneous Ring
Call Forwarding of Call Waiting Calls	Anonymous Call Rejection
Call Transfer	Automatic Call Back
Speed Calling 8	Selective Call Forwarding
Speed Calling 30	Selective Call Acceptance
Three Way Calling	Selective Call Rejection
Caller ID Number Only	Automatic Recall
Caller ID Name & Number	
Caller ID Per Line Blocking	

Optional Feature Packages: Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package. Pricing is listed below.

<u>Packages</u>	<u>Features Included</u>
2 feature package	Three Way Calling and Call Forward Variable
3 feature package	Three Way Calling, Call Forward Variable, and Call Transfer
4 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer
5 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number
6 feature package	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.40 Business Services Basic Business Lines – Category One (Cont'd)

4.1.40.3 Business Services Basic Business Line Rates and Charges (Cont'd)

Non-Recurring Charges

Installation Charge (Per Line)

First Line	\$46.00
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Additional Line(s)	\$46.00
--------------------	---------

Service order charges apply as described in Section 4.1.22 of this tariff.

Optional Features	\$ 30.00 each
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Feature Package 2	\$ 60.00
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Feature Package 3	\$ 90.00
-------------------	----------

Feature Package 4	\$120.00
-------------------	----------

Feature Package 5	\$150.00
-------------------	----------

Feature Package 6	\$180.00
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NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

4.1.40.4 Usage Rates: The rates in Section 4.1.27 will apply.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.41 Business Services Basic Business Local Line Service – Category Two

4.1.41.1 Description

Business Services Basic Business Local Line Service are available to customers who subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Business Services Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services Business Basic Business Local Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF)

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

4.1.25.2.2 General

Message Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 4.1.28.

Optional Feature(s) Business Services Basic Business Local Line Service is available with the following optional features:

Touch Tone Service

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.41 Business Services Basic Business Local Line Service – Category Two (Cont'd)

4.1.41.2 Business Services Basic Business Local Line Service (Cont'd)

4.1.41.2.3 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 3 of this tariff. Local usage rates are provided in Section 4.1.27 herein. Charges based on time periods and calendar days are provided in Section 4.1.28.

Boston Metropolitan Area:

Monthly Recurring

Business Services Basic Business Local
Line Charge (per line)

\$ 57.38 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.42 Business Services Basic Business Multi Line Service

4.1.42.1 Description

Business Services Basic Business Multi Line Service is available to customers who subscribe to other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. The Business Services Basic Business Multi Line is available as a message rated service. Multi Line Service is provided for connection of Customer-provided key system terminal equipment. All Business Services Basic Business Multi lines will be equipped with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 4.1.28.

Each Business Services Basic Business Multi Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multi-frequency (DTMF)

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

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.42 Business Services Basic Business Multi Line Service (Cont'd)

4.1.42.1 General

Standard Feature(s) Business Services Basic Business Multi Line Service is provided with the following standard feature(s):

Hunting

4.1.42.2 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 3 of this tariff. Local usage rates are provided in Section 4.1.27 herein. Charges based on time periods and calendar days are provided in Section 4.1.28.

Boston Metropolitan Area:

Monthly Recurring

Business Services Basic Business Multi
Line Charge (per line)

\$ 57.38 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.43 Small Business Basic Business Lines II – Category One

Small Business Basic Business Lines II is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides basic access service and voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Small Business Basic Business Line II Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.43.1 Small Business Basic Business Lines II include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions- Small Business Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option E	International Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option F	International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.43 Small Business Basic Business Lines II – Category One (Cont'd)

4.1.43.2 Small Business Basic Business Line II Optional Features: Small Business Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in below.

Distinctive Ringing/ Call Waiting	Automatic Call Back
Automatic Line (Hotline)	Speed Calling 8
Call Forward No Answer Ring Select	Selective Call Forwarding
Hunting (Circular)	Speed Calling 30
Remote Access to Call Forwarding	Selective Call Acceptance
Call Waiting with Cancel Call Waiting	Selective Call Rejection
Simultaneous Ring	Automatic Recall
Call Forwarding of Call Waiting Calls	Caller ID Per Line Blocking
Anonymous Call Rejection	

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection	Selective Call Acceptance
Automatic Call Back	Selective Call Rejection
Distinctive Ringing/Call Waiting	Automatic Recall
Selective Call Forwarding	

4.1.43.3 Small Business Basic Business Line II Rates and Charges: Small Business Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

Monthly Recurring Charges

Small Business Basic Business Line II - Line Charge

One Year Term	\$44.70 (I)	(I)
Two Year Term	\$42.45 (I)	
Three Year Term	\$40.23 (I)	(I)

Optional Features:

Anonymous Call Rejection ²	\$ 3.00	Remote Access to Call Forwarding	\$ 8.00
Call Forward No Answer-Ring Select	\$ 2.00	Repeat Dialing (Class Automatic Recall)	\$ 2.00
Call Forwarding of Call Waiting Calls	\$ 2.00	Selective Call Acceptance	\$ 4.00
Call Return (Automatic Call Back)	\$ 2.00	Selective Call Forwarding	\$ 4.00
Call Waiting with Cancel Call Waiting	\$ 5.00	Selective Call Rejection	\$ 4.00
Caller ID Per Line Blocking	\$ 0.00	Simultaneous Ring	\$ 5.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00	Speed Calling-8 numbers	\$ 5.00
Automatic Line	\$ 1.00	Speed Calling-30 numbers	\$ 5.00
Hunting (Circular)	\$ 0.00		

ISSUED: November 28, 2018

EFFECTIVE: January 1, 2019

Kelly Faul - Senior Manager, Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.43 Small Business Basic Business Lines II – Category One (Cont'd)4.1.43.3 Small Business Basic Business Line II Rates and Charges (Cont'd)Non-Recurring Charges

Installation Charge (Per Line)

First Line \$46.00

Additional Line(s) \$46.00

Service order charges apply as described in Section 4.1.33 of this tariff.

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

4.1.43.4 Usage Rates: The rates in Section 4.1.27 will apply.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.44 Small Business Basic Business Local Line II Service – Category Two4.1.44.1 Description

Small Business Basic Business Local Line II Service is available to those Customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Small Business Basic Business Lines II are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Line II has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF)

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

4.1.44.2 General

Message Rate Small Business Basic Business Local Line II Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 4.1.28.

Optional Feature(s) Small Business Basic Business Local Line II Service is available with the following optional features:

Touch Tone Service

4.1.44.3 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 4 of this tariff. Local usage rates are provided in Section 4.1.27 herein. Charges based on time periods and calendar days are provided in Section 4.1.28.

Boston Metropolitan Area:Monthly Recurring

Small Business Basic Business Local Line II Charge (per line) \$ 34.01 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.45 Small Business Basic Business Multi Line II Service – Category Two4.1.45.1 Description

Small Business Basic Business Multi Line II Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. The Small Business Basic Business Multi Line II is available as a message rated service. Multi Line Service is provided for connection of Customer-provided key system terminal equipment. All Small Business Basic Business Multi lines II will be equipped with touch tone and multi-line hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 4.1.28.

Each Small Business Basic Business Multi Line II has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multi-frequency (DTMF)
Directionality:	Two-Way, In-bound Only, or Out-bound Only, at the option of the Customer

4.1.45.2 General

Standard Feature(s) Small Business Basic Business Multi Line II Service is provided with the following standard feature(s):

Hunting

4.1.45.3 Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring service charge and usage charges for completed calls originated from the Customer's line during the billing period. Nonrecurring charges apply as described in Section 3 of this tariff. Local usage rates are provided in Section 4.1.27 herein. Charges based on time periods and calendar days are provided in Section 4.1.28.

<u>Boston Metropolitan Area:</u>	<u>Monthly Recurring</u>
Small Business Basic Business Multi	
Line Charge (per line)	\$ 34.01 (I)

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.46 Business Services Basic Business Lines II – Category One

Business Services Basic Business Lines II are available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides basic access service and voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Business Services Basic Business Line II Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.46.1 Business Services Basic Business Lines II include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions- Business Services Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option E	International Block 976-like, 500, 976, 900, 01, 011, DA, InterLata,
Option F	International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.46 Business Services Basic Business Lines II – Category One (Cont'd)

4.1.46.2 Business Services Basic Business Line II Optional Features: Business Services Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in below.

Distinctive Ringing/ Call Waiting	Automatic Call Back
Automatic Line (Hotline)	Speed Calling 8
Call Forward No Answer Ring Select	Selective Call Forwarding
Hunting (Circular)	Speed Calling 30
Remote Access to Call Forwarding	Selective Call Acceptance
Call Waiting with Cancel Call Waiting	Selective Call Rejection
Simultaneous Ring	Automatic Recall
Call Forwarding of Call Waiting Calls	Caller ID Per Line Blocking
Anonymous Call Rejection	

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection	Selective Call Acceptance
Automatic Call Back	Selective Call Rejection
Distinctive Ringing/Call Waiting	Automatic Recall
Selective Call Forwarding	

4.1.46.3 Business Services Basic Business Line II Rates and Charges: Business Services Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

Monthly Recurring Charges

Business Services Basic Business Line II - Line Charge

One Year Term	\$44.70 (I)	(I)
Two Year Term	\$42.45 (I)	
Three Year Term	\$40.23 (I)	(I)

Optional Features:

Anonymous Call Rejection	\$ 3.00	Remote Access to Call Forwarding	\$8 .00
Call Forward No Answer-Ring Select	\$ 2.00	Repeat Dialing (Class Automatic Recall)	\$ 2.00
Call Forwarding of Call Waiting Calls	\$ 2.00	Selective Call Acceptance	\$ 4.00
Call Return (Automatic Call Back)	\$ 2.00	Selective Call Forwarding	\$ 4.00
Call Waiting with Cancel Call Waiting	\$ 5.00	Selective Call Rejection	\$ 4.00
Caller ID Per Line Blocking	\$ 0.00	Simultaneous Ring	\$ 5.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00	Speed Calling-8 numbers	\$ 5.00
Automatic Line	\$ 1.00	Speed Calling-30 numbers	\$ 5.00
Hunting (Circular)	\$ 0.00		

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.46 Business Services Basic Business Lines II – Category One (Cont'd)(Cont'd)4.1.46.3 Business Services Basic Business Line II Rates and Charges (Cont'd)Non-Recurring Charges

Installation Charge (Per Line)

First Line \$46.00

Additional Line(s) \$46.00

Service order charges apply as described in Section 4.1.33 of this tariff.

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

4.1.46.4 Usage Rates: The rates in Section 4.1.27 will apply

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.47 True Business SolutionsSM

The True Business SolutionsSM bundled package^{1,2} is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding long distance and tax. Upgrade packages are available to include additional features or incremental lines.

	One Yr. Term	Two Yr. Term	Three Yr. Term	
Base Package Includes	\$300.69	\$291.57	\$275.63	(I)

Three (3) lines
Touch-tone
Hunting
Local Number Portability
EUCL
Unlimited Local Calls
1500 LATA Minutes
Choice of one (1) feature package on one (1) line

	One Yr. Term	Two Yr. Term	Three Yr. Term	
Incremental Line Package Includes	\$116.17	\$100.21	\$100.21	(I)

One (1) line
Touch-tone
Hunting
Local Number Portability
EUCL
Unlimited Local Calls
500 LATA Minutes

- 1 True Business SolutionsSM is not eligible for further discounting
- 2 The Company must be selected as the LATA and Long Distance Service provider
- 3 Feature packages are only available to True Business SolutionsSM subscribers.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.47 True Business SolutionsSM (Cont'd)Feature Packages³

	One Yr. Term	Two Yr. Term
Standard Feature Package	\$5.68	\$4.54
Call Forwarding variable		
Caller Identification name and number		

	One Yr. Term	Two Yr. Term
Premium Feature Package	\$9.49	\$7.59
Caller Identification name and number		
Call Forwarding variable		
Three Way Calling		
Call Return		

	One Yr. Term	Two Yr. Term
Voice Mail Feature Package*	N/R	N/R
Basic Voice Mailbox Option 1		
Call Forwarding don't answer		
Message Waiting Indicator		

Basic Package Installation Fees (Non-Recurring)	\$ 115.83
Incremental Line Package Installation Fees (Non-Recurring)	\$38.61
Feature Package Installation Fees (Non-Recurring)	No Charge

- 1 True Business SolutionsSM is not eligible for further discounting
- 2 The Company must be selected as the LATA and Long Distance Service provider
- 3 Feature packages are only available to True Business SolutionsSM subscribers.

* Service not regulated under this tariff.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.1 Local Exchange Service (Cont'd)4.1.48 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	\$200.00
\$501.00 to \$2,000.99	\$0.00	\$200.00	\$350.00
\$2,001.00 and Up	\$0.00	\$300.00	\$500.00

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 additional, charges may also apply as outlined in Section 2.1.8

4.1.49 Administrative Service Charge

The Administrative Service Charge is being applied to help recover administration and system support costs associated with providing and improving quality of customer service. The Administrative Service Charge will be applied as follows:

	<u>Per Billing Invoice</u>
Monthly Recurring Charge	\$12.50

(T)

(T)

4.1.50 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)	\$ 325.00	\$ 80.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	\$ 550.00	\$ 550.00

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4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.51 Administrative Service Fee

The Administrative Service Fee is being applied to help recover expenses associated with administration and system support costs associated with providing and improving quality of customer service. The Administrative Service Fee will be assessed at 3.5 percent of customer's total Monthly Recurring Charges.

(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.1 Category One

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer's local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

4.2.1.1 Each call to Directory Assistance will be charged as follows:

Per Call
\$2.25

4.2.1.2 Call Completion Feature: Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for duration of the completed call as follows:

4.2.1.2.1 Customers placing the call from a telephone line that is subscribed to Company local service will be charged according to Customer's current Company rate plan.

4.2.1.2.2 Customers placing a call from a telephone line that is subscribed to Company long distance service only will be charged \$0.10 per minute of use for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.1 Category One (Cont'd)

4.2.1.3 A credit will be given for calls to Directory Assistance as follows:

4.2.1.3.1 The Customer experiences poor transmission or is cut-off during the call; or

4.2.1.3.2 The Customer is given an incorrect telephone number. To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of placing the call to Directory Assistance.

4.2.1.4 Directory Assistance Exemptions: The following are exempt from the directory assistance per call charge:

4.2.1.4.1 First ten directory assistance calls per month for residential lines and each business main telephone exchange or business PBX trunk line;

4.2.1.4.2 Exchange lines of the Commonwealth of Massachusetts and its political subdivision;

4.2.1.4.3 Single registered line of a handicapped user.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.2 Category Two

Directory Assistance is a service whereby a customer may request directory listing information for any number inside or outside of their home LATA.

4.2.2.1 Description

The Company furnishes directory assistance service to aid Customers in determining telephone numbers. No more than two (2) telephone numbers may be requested per call to directory assistance service.

Rates apply to calls originating in Massachusetts that are placed to appropriate telephone numbers associated with the provision of directory assistance service for Massachusetts. Certain calls as described in Section 5.2.4 are exempt from the applicable rates.

A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.2 Category Two (Cont'd)

4.2.2.2 Call Allowance

In order to accommodate situations such as directory inaccessibility, numbers not found in the directory, etc., an allowance consisting of a number of calls (which may be either directly dialed or operator dialed) to directory assistance service is provided as follows:

1. Ten (10) calls for each business main telephone exchange service line and business PBX trunk line per billing period.

If a Customer has two (2) or more main telephone exchange service lines, Centrex station lines, or PBX trunk lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.2 Category Two (Cont'd)

4.2.2.3 Exemptions

Directly dialed calls to directory assistance are exempt from directory assistance rates and regulations when placed from the following locations.

- a. A single line registered business may be registered for exemption with the Company in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 35 No. 126.

Calls to directory assistance service requesting non-directory listed or nonpublished service telephone numbers are exempt.

Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of A0@, those calls placed from the registered line and not directly dialed will also be exempt.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.2 Directory Assistance

4.2.2 Category Two (Cont'd)

4.2.2.4 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).

	Non- <u>Recurring</u>
Directory Assistance, per call	\$2.25

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.2 Directory Assistance4.2.2 Category Two (Cont'd)4.2.2.5 PBX Equivalency Table

<u>Number of Main Station Lines</u>	<u>Equivalent PBX Trunks</u>
1	1
2	2
3	3
4 B 6	4
7 B 10	5
11 B 15	6
16 B 21	7
22 B 28	8
29 B 36	9
37 B 45	10
46 B 54	11
55 B 64	12
65 B 75	13
76 B 86	14
87 B 98	15
99 B 111	16
112 B 125	17
126 B 139	18
140 B 155	19
156 B 171	20
172 B 189	21
190 B 207	22
208 B 225	23
226 B 243	24
244 B 262	25
263 B 281	26
282 - 300	27
Each additional 18 main station lines, or fraction thereof	1

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.3 Operator Assistance

4.3.1 Category One

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 4.2, surcharges as specified in Section 4.3.A will apply:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

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

	<u>Automated</u>	<u>Live Operator</u>
Collect Call	N/A	\$1.50
Third Party Billing	\$1.50	\$1.50
Person to Person	\$3.16	\$3.16
Station to Station	\$1.30	\$1.80

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.3 Operator Assistance

4.3.1 Category One (Cont'd)

4.3.1.2 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

4.3.1.2.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

4.3.1.2.2 Busy line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

4.3.1.2.3 Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

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

4.3.1.2.3.2 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

Busy Line Verification, each request \$1.05

Busy Line Interrupt, each request \$2.10

4.3.1.3. Usage Rates for Operator Completed Calls

The following rate applies on a per minute basis to calls completed by an operator. The per minute charge begins once the operator has connected the call. Calls are billed in six (6) second increments with an initial billing period of eighteen (18) seconds. The duration of each call for bill purposes will be rounded off to the nearest highest increment. Fractional cents will be rounded to the next highest cent.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.3 Operator Assistance

4.3.2 Category Two

4.3.2.1 Busy Verification and Interrupt Service

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.

4.3.2.2 Liability

The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call.

4.3.2.3 Rate Application

- a) 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.
- b) 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.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.4 Directory Listings

4.4.1 Category One

The Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the service area at no additional charge. Listings will be non-published at the specific request of the Customer.

4.4.1.1 Directory Listing Rates

	<u>Monthly Recurring Per Listing</u>
Primary Listing	N/C
Additional Listing	\$7.35 (I)
Non-Listed Number	\$7.35 (I)
Non-Published Number	\$7.35 (I)
Foreign Listing	\$7.35 (I)
Cross Reference Listing	\$7.35 (I)
Caption Listing	N/C

(I)
|
(I)

4.4.2 Category Two

Rates and regulations for listing services are applicable only to listings in the alphabetical directories. Directory listings are intended solely as an aid to the use of telephone service and are therefore limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business. A listing is limited to one line in the directory, except where in the judgement of the Company more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge. Listing services are available with all classes of main telephone exchange service and with interexchange services provided by other carriers. Directory listings must conform to the Company's specifications with respect to its directories.

Listing information (name, address, and telephone number) may be displayed on a call-by-call basis at Public Safety Answering Point (PSAP) locations where Enhanced Universal Emergency Number service is provided.

The Company's liability arising from errors or omissions in initial directory listings in the primary directory shall be limited to an amount not to exceed one-half the amount of the exchange service charges for main telephone exchange lines+PBX trunks during the period covered by the primary directory.

1. For charged directory listings, the liability of the Company is limited to an amount not exceeding the amount of charges for the charged listing or listings involved, during the period covered by the directory in which the error or omission occurs.

Service charges apply in addition to the monthly rates.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.4 Directory Listings

4.4.2 Category Two (Cont'd)

4.4.2.1 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.

Dual name listings are alphabetical by the surname and the first given name or initials, and contain the following:

1. The first name, or first name and middle initial, or first initial and middle name, or initials only, of two individuals who have the same surname and reside at the same address;
2. The first name, or first and middle initial, or first initial and middle name, or initials only, and the married name of a woman; and
3. Two names for one person, who may be referred to by either, with the same surname.

Primary listings for interexchange services or other carriers are provided at rates and charges applicable to additional listings.

4.4.2.2 Additional Listings

Additional listings are confined to the names of those who are entitled to use the Customer's service, except that business tenants of a Customer in the business of renting short term office space will not be furnished additional listings. Additional listings are included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. Additional dual name listings, provided with a primary listing, list the second name (or initials) first and the listing is alphabetized accordingly in the directory; charging for this listing always commences with the delivery date of the issue of the directory in which the listing first appears.

The monthly rate for an additional listing, or an additional dual name listing provided for a name that is not part of the primary listing, commences the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the Customer. If an additional listing is ordered discontinued after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective or the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.4 Directory Listings4.4.2 Category Two (Cont'd)4.4.2.3 Non-Published Number

Telephone numbers of Non-Published Numbers are not listed in the Company's directories or on directory assistance records. Listing information (name, address and number) on Non-Published Number is not available to the general public, not withstanding any claim of emergency the calling party may present.

Liability for damages arising from publishing the telephone number of a Non-Published Number in the directory or by disclosing of said number to any person cannot be attached to the Company. The Customer indemnifies and saves the Company harmless against any claims for damages caused by the publication of the number of a Non-published Number or by the disclosure of said number to any person.

4.4.2.4 Foreign Listing

Foreign listings are listings appearing in a directory other than the directory in which local service is furnished.

4.4.2.5 Cross Reference Listing

Cross-reference listing may be furnished when it is necessary to refer the directory user to another directory listing.

4.4.2.6 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.

4.4.2.7 Directory Listing Rates

	<u>Monthly Recurring Per Listing</u>
Primary Listing	N/C
Additional Listing	\$7.35 (I)
Non-Listed Number	\$7.35 (I)
Non-Published Number	\$7.35 (I)
Foreign Listing	\$7.35 (I)
Cross Reference Listing	\$7.35 (I)
Caption Listing	N/C

(I)
|
(I)

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.5 Emergency Telephone Services

4.5.1 Enhanced 911 (E911)

Enhanced 911 (E911) allows a telephone user to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the telephone user's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point ("PSAP"). E911 charges are assessed on each access line.

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4.

	<u>MRC</u>
E911 Surcharge	\$0.99 per voice grade exchange line

4.5.2 Private Switch / Automatic Location Identification (PS/ALI)

Private Switch / Automatic Location Identification (PS/ALI) is an Enhanced 911 (E911) service offering which allows a private telephone switch, Private Branch Exchange (PBX), or other telephone service switch located on the customer premises, to send Automatic Number Identification (ANI) information to the Enhanced 911 database, identifying the individual station line to the appropriate Public Service Answering Point (PSAP). PS/ALI is also available via Centrex and ISDN-PRI.

The PS/ALI service is only available to multi-tenant customers and to customers in a campus environment.

The PS/ALI system enables the Customer to interface with a third party vendor's (Vendor), software, which updates an E911 database. Through the interface, the customer is able to enter and update the specific address and location of each extension or station. Communication between the Customer's computer system running PS/ALI and the Vendor is initiated by the Customer and occurs through the Internet.

4.5.2.1 Restrictions:

Customer must sign a minimum one (1) year term contract. The Customer must subscribe to Company's local voice service for which they are requesting a PS/ALI license. PS/ALI is not sold as a stand-alone product. Should the Customer terminate Company's local voice service, PS/ALI shall also be terminated. The Customer shall be subject to early termination penalties.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)4.5 Emergency Services (Enhanced 911) (Cont'd)4.5.2 Private Switch / Automatic Location Identification (PS/ALI)

4.5.2.2. Pricing: Prices below do not include Federal, State or Local Taxes or Surcharges.
Customer's initial load file included in installation charge.

	<u>NRC</u> <u>(Installation)*</u>	<u>MRC*</u>	<u>NRC**</u> <u>(Installation)</u>	<u>MRC**</u>	
Up to 1,000 station records per PBX location.	\$ 4,375.00	\$ 210.00 (I)	\$0.00	\$630.00 (I) per 1,000 records (or fraction thereof)	(I)
1,001- 4,000 station records per PBX location.	\$ 4,700.00	\$ 183.75 (I)	\$0.00	\$577.50 (I) per 1,000 records (or fraction thereof)	(I)
4,001 or more station records per PBX location.	\$ 5,400.00	\$ 157.50 (I)	\$0.00	\$525.00 (I) per 1,000 records (or fraction thereof)	(I)
One time license fee for each additional initial load file	\$ 600.00		\$600.00		

* Effective January 1, 2016, these rates will only apply to current customers.

** Effective January 1, 2016, these rates will be available only to new customers.

22001 Loudoun County Pkwy
Ashburn, VA 20147

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.5 Emergency Services (Enhanced 911) (Cont'd)

4.5.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

4.5.2.3 Requirements

- (a) The Customer must indicate in writing that the Customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.
- (b) Service availability is dependent upon the availability of facilities and the type and configuration of the 911 system in place for the service area.
- (c) The Customer must provide a single point of contact and written documentation to the Company stating that the Customer or its affected PSAPs will:
 - Accept and dispatch calls for those PBX stations,
 - Assign appropriate Emergency Service Numbers, and
 - Provide any Master Street Address Guide additions or modifications that are required.
- (d) Customer will provide full ten-digit ANI for every station or extension within the private switch. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan.
- (e) PBX ANI multi-frequency signaling must conform to the Company's and Company's Vendor's specifications for Private Switch/Automatic Location Identification Service Network Interface Specification.
- (f) Customer will create, maintain and forward to the Vendor, current telephone number and address data in the format specified by the Vendor at the time intervals mutually agreed upon by the Vendor and the Customer.
- (g) The Customer is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber premises, the subscriber needs to download a new record with this information).
- (h) Private Switch/Automatic Location Identification Service does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The Customer has the responsibility for reporting all errors, defects and malfunctions to the Company.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.5 Emergency Services (Enhanced 911) (Cont'd)

4.5.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

4.5.2.3 Requirements (Cont'd)

- (i) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the Customer contracting for Private Switch/Automatic Location Identification Service. The provision of Private Switch/Automatic Location Identification Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.
- (j) The Customer must supply the Company's Vendor with the initial telephone number-to-address data as well as periodic updates. The PBX must utilize Direct Inward Dial (DID) numbers.
- (k) The Customer will configure any private switch which it owns or operates so that it connects to at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the private switch. Each system must maintain a P.01 Grade of Service or better for 911 call processing.
- (l) The Customer will develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for any use other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.
- (m) The Customer shall use the required computer hardware and software provided by the Vendor for ongoing customer record update programs and processes.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.5 Emergency Services (Enhanced 911) (Cont'd)

4.5.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

4.5.2.3 Requirements (Cont'd)

- (n) The Company's liability in furnishing this service is further set forth in Section 2.1.4 of this tariff. Each Customer agrees to release, indemnify, defend and hold harmless the Company 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 or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or 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, location or use of Private Switch/Automatic Location Identification Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using Private Switch/Automatic Location Identification Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

4.5.3 Emergency Systems Service

Emergency Systems Service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.

This service is furnished for receipt of incoming calls only. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.

4.5.3.1 Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4.

Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls, and for receiving emergency calls relayed by the operator.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

- 4.6 Vanity Telephone Numbers: At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.C. There will be no charge for Vanity Telephone Numbers.
- 4.7 Telecommunications Relay Service: Telecommunications Relay Service enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.
- 4.8 Presubscription: Provides Customers with the ability to have message toll or long distance calls routed directly to their carrier of choice without the dialing of any additional digits. Customers may select separate carriers for intraLATA and interLATA calls.
- 4.9 Trial Service Offering ("TSO"):
- 4.9.1 In the normal course of business the Company, at its discretion, may elect to offer certain services to Customer on a "trial basis".
- 4.9.2 In order to conduct such "trials", the Company will file with the Department, on at least the minimum notice required by the Department relative to such service, a Trial Service Offering ("TSO") Supplement.
- 4.9.3 The TSO Supplement will contain a brief description of the trial service(s), features, special agreements, applicable rates and regulations. In addition, the Supplement will include specific information as to the availability and estimated duration of the Trial Service Offering.
- 4.9.4 The filing of a TSO Supplement does not obligate the Company to continue the trial service beyond the stated trial period or to offer said service as a general tariffed offering in the future.
- 4.9.5 Service(s) provided hereunder are subject to all other applicable provisions in the tariffs of the Company lawfully on file with the Department. However, the TSO rates and charges will supersede applicable general tariff rates and charges for the duration of the trial period.

4.0 SERVICE OFFERINGS, RATES & CHARGES (Cont'd)

4.10 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 service in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. ICB rates, service descriptions and length of such agreement will be filed with the Massachusetts Department of Telecommunications and Cable.