
MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

Effective January 31, 2020, the services in this product guide are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product guide are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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

(N)
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4. SERVICE OFFERINGS, RATES & CHARGES

4.1 Service Order Charges

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

Record Order Charge

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

Subsequent Order Charge

Adding new features, changing existing features \$50.00 per order

Line Restoral Charge

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

PIC Change Charge

Changing interLATA or intraLATA carrier \$5.00 per line

Technician Visit Charge

Requests requiring a technician to be dispatched for work to be completed \$150.00 per occurrence

EFFECTIVE: November 30, 2020

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)

4.2 Usage Options: All Local Exchange Service Customers must order one of the following 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.

4.2.1 Per Message Rate: The following rates will be applied on a per call basis, regardless of the duration of the call.

Per Call	\$0.1004
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4.2.2 Per Measured Rate: The following rates will be applied in 60 second increments. The duration of each call will be rounded to the nearest higher increment for billing purposes.

Initial 60 Seconds	\$0.0335
Per additional 60 seconds	\$0.014

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service****4.3.1 National Local Service**

National Local Service is available to Customers in areas where Company provides service by resale or so-called "UNE Platform" arrangements. 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.

4.3.1.1 Basic Business Lines

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

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.1 National Local Service, (Cont'd)****4.3.1.1 Basic Business Lines, (Cont'd)**

- (c) **Basic Business Line Rates and Charges:** Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges 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.

Monthly Recurring Charges

Line Charge

Basic Local Line \$25.96

Non-Recurring Charges

Installation Charge (Per Line)

First Line \$87.00

Additional Line(s) \$87.00

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES**4.3 Local Exchange Service****4.3.2 Small Business Basic Business Lines – Category One***

Small Business Basic Business Lines are 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 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). 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.

4.3.2.1 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
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

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

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.2 Small Business Basic Business Lines – Category One, (Cont'd)****4.3.2.2 Small Business Basic Business Line Optional Features:** Small Business Basic Business Line Customers may order the following Optional Features listed 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	

4.3.2.2.1 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.

Packages	Features Included
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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.2 Small Business Basic Business Lines – Category One, (Cont'd)****4.3.2.2 Small Business Basic Business Line Optional Features:**

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	

4.3.2.3 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 in Section 4.3.

Monthly Recurring Charges	
Small Business Basic Business Line - Line Charge	
One Year Term	\$44.70
Two Year Term	\$42.45
Three Year Term	\$40.23

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.2 Small Business Basic Business Lines – Category One, (Cont'd)****4.3.2.3 Small Business Basic Business Line Rates and Charges, (Cont'd)**

Non-Recurring Charges

Installation Charge (Per Line)

First Line	\$44.00
Additional Line(s)	\$44.00

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service****4.3.2 Small Business Basic Business Lines – Category One****4.3.2.4 Small Business Basic Business Line Rates and Charges:****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 Forward Variable	\$ 3.00
Call Forwarding of Call Waiting Calls	\$ 2.00
Call Transfer, with Consultation Hold	\$ 3.00
Call Waiting with Cancel Call Waiting	\$ 3.00
Caller ID Number Only	\$ 7.00
Caller ID with Name & Number	\$ 8.00
Caller ID Per Line Blocking	\$ 0.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00
Automatic Line	\$ 1.00
Last Call Return (Automatic Call Back)	\$ 4.00
Simultaneous Ring	\$ 5.00
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
Speed Calling-30 numbers	\$ 4.00
Speed Calling-8 numbers	\$ 2.00
Three-Way Calling with Consultation Hold	\$ 3.00
Feature Package 2	\$ 5.70
Feature Package 3	\$ 8.10
Feature Package 4	\$ 8.50
Feature Package 5	\$ 14.40
Feature Package 6	\$ 19.50

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.2 Small Business Basic Business Lines – Category One (Cont'd)****4.3.2.4 Small Business Basic Business Line Rates and Charges (Cont'd)****Non-Recurring Charges**

Installation Charge (Per Line)

First Line \$44.00

Additional Line(s) \$44.00

Service order charges apply as described in Section 4.1 of this Product Document.

Optional Features \$ 24.00 each

Feature Package 2 \$ 48.00

Feature Package 3 \$ 72.00

Feature Package 4 \$ 96.00

Feature Package 5 \$120.00

Feature Package 6 \$144.00

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

4.3.2.5 Usage Rates will be found in Section 4.2.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 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. This Service will no longer be available to new Customers after July 26, 2004

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.

4.3.3.1 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 18, 2008, this product will be available only to current customers at their current location.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 Business Trunks (Cont'd)****4.3.3.2 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:

- Full Digital Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and 24 channels or,
- 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)

A. 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).

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 Business Trunks (Cont'd)****4.3.3.2 Digital Switched T-1 (Cont'd)****A. PBX Analog Trunk & Digital Switched T-1 Standard features (Cont'd)**

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

B. 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 2.23 of this Product Document.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 Business Trunks (Cont'd)****4.3.3.2 Digital Switched T-1 (Cont'd)****C. Rates and Charges:**

Business Trunk Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly recurring Charges (MRC's) and Usage Charges, as specified below. Usage Charges are listed in Section 4.2 of this Product Document. 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	\$10.42	\$ 9.44	\$ 9.44
Out-Only	\$10.42	\$ 9.44	\$ 9.44
Two Way	\$10.42	\$ 9.44	\$ 9.44
In-Only w/DID	\$30.60	\$28.44	\$28.44
Two-Way w/DID*	\$10.42	\$ 9.44	\$ 9.44
<u>Full Switched Digital T1 Trunks</u>			
In-Only	\$842.08	\$792.74	\$762.12
Out-Only	\$842.08	\$792.74	\$762.12
Two Way	\$842.08	\$792.74	\$762.12
In-Only w/DID	\$842.08	\$792.74	\$762.12
Two-Way w/DID	\$842.08	\$792.74	\$762.12
<u>Fractional Switched T1 Digital Trunks</u>			
Basic	\$292.95	\$276.41	\$276.41
Per Channel			
In Only	\$ 12.31	\$ 11.15	\$ 11.15
Out Only	\$ 12.31	\$ 11.15	\$ 11.15
Two-Way	\$ 12.31	\$ 11.15	\$ 11.15

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Kelly Faul - Senior Manager, Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 Business Trunks (Cont'd)****4.3.3.2 Digital Switched T-1 (Cont'd)****C. Rates and Charges: (Cont'd)****Monthly Recurring Charges: (Cont'd)**

	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Advanced Per Channel	\$124.04	\$ 115.76	\$ 115.76
In-Only w/DID	\$ 36.15	\$ 33.60	\$ 33.60
Two-Way w/DID	\$ 24.21	\$ 22.38	\$ 22.38
DID Numbers Per Blocks of 20	\$5.19		
Per Blocks of 100	\$6.49		
Optional Feature Calling Number Delivery			
-per Trunk Group	\$25.00		
Flat Rate Local Usage	\$263.64		
Non-Recurring Charges			
Analog PBX Trunks			
In-Only	\$ 74.00		
Out-Only	\$ 74.00		
Two Way	\$ 74.00		
In-Only w/DID	\$ 74.00		
Two-Way w/DID*	\$ 74.00		

* Two-Way with DID Analog Trunks will no longer be available to new Customers after July 26, 2004.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.3 Business Trunks (Cont'd)****4.3.3.2 Digital Switched T-1 (Cont'd)****C. Rates and Charges: (Cont'd)****Non-Recurring Charges****Full Switched Digital T1 Trunks**

In-Only	\$1,651.00
Out-Only	\$1,651.00
Two Way	\$1,651.00
In-Only w/DID	\$1,651.00
Two-Way w/DID	\$1,651.00

Fractional Switched T1 Digital Trunks

Basic	\$320.00
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Per Channel

In-Only	\$ 74.00
Out-Only	\$ 74.00
Two-Way	\$ 74.00
Advanced	\$320.00

Per Channel

In-Only w/DID	\$ 74.00
Two-Way w/DID	\$ 74.00

DID Numbers

Per Blocks of 20	\$514.00
Per Blocks of 100	\$586.00
Optional Feature	
Calling Number Delivery	
-per Trunk Group	\$ 25.00

Service order charges apply as described in Section 4.1 of this Product Document.

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

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)**

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 Product Document.

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

- A.** 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.
- B.** ISDN compatible terminal equipment is required for operation. It is customer's responsibility to power and obtain such equipment.
- C.** 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.
- D.** PRI service does not provide for the transmission of packet data.
- E.** 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 rates found in the Product Document.
- F.** 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.
- G.** Each PRI is equipped with one telephone number. For Direct Inward Dial (DID) service, additional telephone numbers may be ordered in blocks of 20.
- H.** Clear Channel is available when all Carrier Equipment and customer equipment signaling is set to B8ZS. (See Service Components for definition.)

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) (Cont'd)**

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

- A. 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.
- B. 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.
- C. Primary Rate Channels:** Provides unlimited usage of the channel that will transport voice or data up to 64 Kbps over any B Channel.
 - 1. Voice Calls may be completed to both ISDN and non-ISDN lines.
 - 2. 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.
 - 3. 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.

4.3.4.3 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.

- A. 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.
- B. Full Channel Configuration:** Provides additional 24 B Channels at 64 Kbps. Only available in conjunction with a Standard channel configuration.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) (Cont'd)****4.3.4.3 Primary Rate Channel Configurations (Cont'd)**

- C. 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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) (Cont'd)**

4.3.4.4 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 Product Document.

- A. Call-by-Call Service:** Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to:
1. 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.
 2. 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.
 3. 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*.
- B. 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.
- C. Calling Line Identification Delivery Blocking:** Customer's telephone number(s) will not be forwarded to the called party.
- D. 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.
- E. 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.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) (Cont'd)****4.3.4.4 Standard Service Features (Cont'd)**

- F. 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.
- G. Digital Voice Transmission:** All voice calls are transmitted using digital signaling.
- H. 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.
- I. 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.
- J. 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.
- K. 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.

4.3.4.5 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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.4 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) (Cont'd)**

4.3.4.6 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 rates found in this Product Document.

A. ISDN PRI Non-Recurring Charge (NRC):

1 Year Term	\$1300.00
2 Year Term	\$1300.00
3 Year Term	\$1300.00
2B Channel Transfer (per PRI Span)	\$ 100.00
Calling Name Delivery (per PRI Span)	\$ 100.00

B. ISDN PRI Monthly Recurring Charges (MRC)*

1 Year Term	\$680.94
2 Year Term	\$641.55
3 Year Term	\$617.32
2B Channel Transfer (per PRI Span)	\$ 75.00
Calling Name Delivery (per PRI Span)	\$92.59
Flat Rate Local Usage	\$263.34

* The following rates will no longer be available to Customers who enter into Service Order Agreements after December 1, 2003.

1 Year Term	\$624.75
2 Year Term	\$591.15
3 Year Term	\$558.60

C. ISDN PRI Change Charge \$ 50.00

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Kelly Faul - Senior Manager, Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.5 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 Interexchange Services Product Document. 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.

4.3.5.1 DS-1 Rates**Monthly Recurring Charges**

Channel Termination	\$205.00
Channel Mileage	
-Fixed	\$ 57.00
-Per Mile	\$ 27.00

Non Recurring Charges

Installation	\$399.00
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4.3.5.2 DS-3 Rates**Monthly Recurring Charges**

Channel Termination	\$2,565.00
Channel Mileage	
- Fixed	\$ 893.00
- Per Mile	\$ 131.00

Non Recurring Charges

Installation	\$1,000.00
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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.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.6 Dial-Around Compensation Surcharge for Payphones (if applicable):**

4.3.6.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance* calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

Collect Calls
Third Party billed
Directory Assistance calls
Pre-paid card service

4.3.6.2 The Surcharge does not apply to:

Calls paid for by inserting coins
Calls placed from stations other than public/semi-public payphones
Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

4.3.6.3 The Dial-Around Compensation Surcharge rate is \$0.50 per call.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.7 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 Company's 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 Company 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 4.3.7.1 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 Company over its own fiber or wireless facilities, or when Customer is collocated with Company. Off-Net service shall mean service to the Customer service location is not provided entirely by Company 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 Company, including the use of unbundled network elements or Type II facilities. A minimum one year term commitment is required with this service offering.

Customer and Company, agree that in the event of a decision by a regulatory authority at the federal, state or local level, including but not limited to the approval of a new ILEC interconnection arrangement, which alters Company's ability to offer the current contract rate, upon 30 days written notification to Customer, Company may migrate the Customer to the Off-Net Price Plan for remainder of Customer's term commitment. If Company chooses to migrate customer to an Off-Net Price Plan for the remainder of Customer's term commitment, Customer may cancel service without penalty upon 30 days written notice to Company after receipt of the Company migration notice.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.7 Inbound PRI (Cont'd)****4.3.7.1 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 1, 2002.
Only available to On-Net Customers.

	<u>1 Year</u>	<u>2 Years</u>	<u>3 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>1 Year</u>	<u>2 Years</u>	<u>3 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 1, 2002.

	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
Monthly Recurring Charge	\$ 475.00	\$ 451.25	\$ 427.50
Non-Recurring Charge	\$1,000.00	\$1,000.00	\$1,000.00

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.7 Inbound PRI (Cont'd)****4.3.7.2 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%

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.8 XO Multiple Service Discount**

4.3.8.1 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 Product Document pricing. To be eligible, Customer must meet the following criteria:

- A.** Customer must subscribe to XO local exchange service ("Voice Service"). The 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);
- B.** Customer must subscribe to a XO DSL or XO Dedicated Internet Access service ("Data Service");
- C.** 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;
- D.** All Voice and Data Services must be provided the same Customer location;
- E.** 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.

* As of October 13, 2005, this discount will no longer be available to new customers.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.9 XO Multiple Service Discount #2**

4.3.9.1 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. 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. 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 Product Document pricing. To be eligible, Customers must meet the following criteria:

- A.** Customers must subscribe to XO local exchange, long distance*, (“Voice Service”). The Local Exchange Voice service requirement is a minimum 48 lines or trunks (or 2 T-1 equivalents) but no more than 144 lines or trunks (or 6 T-1 equivalents);
- B.** 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;
- C.** 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;
- D.** 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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.10 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.

4.3.10.1 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

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.10 Centrex (Cont'd)****4.3.10.2 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
Primary Appearance of Software Number
Secondary Appearance of Software Number
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

*Some Require Nortel Proprietary Electronic Business Set.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.10 Centrex (Cont'd)****4.2.10.2 Centrex Product Features (Cont'd)****Electronic Business Set Standard Features***

Auto Answer Back	Business Set Automatic Dial
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 or 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	

4.3.10.3 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	\$13.61*	\$12.42*	\$12.42*
25-72 Centrex	\$16.83*	\$15.47*	\$15.47*
73-96 Centrex	\$16.39*	\$15.05*	\$15.05*

* As of October 13, 2005, these rates will no longer be available to new customers.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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<u>Number of Lines</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
10-24 Centrex	\$30.68	\$28.47	\$28.47
25-72 Centrex	\$29.96	\$27.78	\$27.78
73-96 Centrex	\$25.44	\$23.53	\$23.53

Optional Features (Cont.)

Assume Dial "9"	\$ 3.00
Automatic Line	\$ 1.00
Automatic Route Selection-Basic (NPA Screening Only)	\$ 0.40
Call Park	\$ 0.00
Caller ID Name and Number	\$ 6.00
Electronic Set Interface per PDN	\$ 1.00
Digital Facility Interface (IXC T-1 Access)	\$255.00
Remote Access to Call Forwarding	\$ 1.00
Simultaneous Ring (SimRing)	\$ 3.00
Add-On Module Interface (per module)	\$ 1.00
Anonymous Call Rejection	\$ 3.00
Automatic Call Back	\$ 4.00
Automatic Recall	\$ 4.00
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

Non Recurring Charges

\$43.00 per Centrex Line (10-96 Lines)

Any other Services will require ICB pricing.

Optional Features:

Assume Dial "9"	\$ 4.00
Automatic Line	\$ 0.00
Automatic Route Selection-Basic (NPA Screening Only)	\$ 0.00
Call Park	\$ 6.00
Caller ID Name and Number	\$ 13.00
Electronic Set Interface per PDN	\$ 0.00
Digital Facility Interface (IXC T-1 Access)	\$ 255.00
Remote Access to Call Forwarding	\$ 0.00
Simultaneous Ring (SimRing)	\$ 0.00

Service order charges apply as described in Section 4.1 of this Product Document.

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Kelly Faul - Senior Manager, Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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Optional Features: (Cont'd)

Add-On Module Interface (per module)	\$ 18.00
Anonymous Call Rejection	\$ 24.00
Automatic Call Back	\$ 24.00
Automatic Recall	\$ 24.00
Primary Appearance of Software Number	\$ 0.00
Secondary Appearance of Software Number	\$ 0.00
Selective Call Acceptance	\$ 24.00
Selective Call Forwarding	\$ 24.00
Selective Call Rejection	\$ 24.00

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.11 Local Volume Discount**

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

- A. Aggregate Revenue Plan:** Customers who choose XO's Aggregate Revenue plan will receive discounts off their monthly Local MRC's & Local usage, based upon the actual amount of revenue billed each month. The amount of the discount may vary month to month.

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

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

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

4.3 Local Exchange Service (Cont'd)**4.3.12 IntraLATA Network Access****4.3.12.1 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.

4.3.12.2 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.

A. 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.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.12 IntraLATA Network Access (Cont'd)****4.3.12.2 Rates and Charges (Cont'd)****A. Rate Elements: (Cont'd)**

2. 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").

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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.12 IntraLATA Network Access (Cont'd)****4.3.12.2 Rates and Charges (Cont'd)****B. 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	\$158.59	\$355.00	N/A	N/A
2yr	145.05	355.00	N/A	N/A
3yr	133.90	355.00	N/A	N/A
Off-Net-DS1				
	Channel Termination		Network Access Mileage Charge	
Term	MRC	NRC-Installation	Fixed	Variable
1yr	\$198.24	\$355.00	\$76.67	\$21.40
2yr	181.31	355.00	50.86	16.25
3yr	167.37	355.00	45.85	14.32

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.12 IntraLATA Network Access (Cont'd)****4.3.12.2 Rates and Charges (Cont'd)****B. Rate Application (Cont'd)**

On-Net- DS3				
	Channel Termination		Network Access Mileage Charge	
Term	MRC	NRC-Installation	Fixed	Variable
1yr	\$2,134.00	\$1,000.00	N/A	N/A
2yr	2,134.00	1,000.00	N/A	N/A
3yr	1,920.60	1,000.00	N/A	N/A
Off-Net-DS3				
	Channel Termination		Network Access Mileage Charge	
Term	MRC	NRC-Installation	Fixed	Variable
1yr	\$2,667.50	\$1,000.00	\$1,040.88	\$170.53
2yr	2,667.50	1,000.00	1,040.88	162.01
3yr	2,400.75	1,000.00	936.79	153.48

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.13 IntraLATA Private Line**

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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.13 IntraLATA Private Line (Cont'd)**

4.3.13.2 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 POP. 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.

A. Rate Application:

DS 1	1 year	2 Year	3 Year
Installation: NRC	\$355.00	\$355.00	\$355.00
Longhaul Mileage: MRC Per mile	21.40	16.25	14.32
DS 3			
Installation: NRC	\$1,000.00	\$1,000.00	\$1,000.00
Longhaul Mileage: MRC per mile	170.53	162.01	153.48

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options**

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 XOptions Service Offering the Customer selects and receives service under one of the Deluxe XOptions listed in the sections below. Each Deluxe XOptions includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates found in this Product Document. The Monthly Recurring Charge for each Deluxe XOptions 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.

* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.1 Deluxe X Option One****

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 Interexchange Services Product Document 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=\$1,261.41
	B=\$1,499.06
	C= \$1,745.16
	D=\$3,195.00

Non-Recurring Charge	\$ 800.00
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* Non-Regulated

** As of 06/14/05, this product will only be available to current customers at their current location.

*** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.2 Deluxe X Option Two****

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 Interexchange Services Product Document 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= \$1,245.38
	B= \$1,370.25
	C= \$1,567.13
	D= \$2,687.63

Non-Recurring Charge	\$ 800.00
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* Non-Regulated

* * As of 06/14/05, this product will only be available to current customers at their current location.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.3 Deluxe X Option Three****

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 Interexchange Services Product Document 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=\$1,233.00
	B=\$1,422.00
	C=1,618.88
	D=2,778.75

Non-Recurring Charge	\$ 800.00
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* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.4 Deluxe X Option Four****

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 Interexchange Services Product Document 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=\$1,442.25
	B=\$1,567.13
	C=\$1,762.88
	D=\$2,883.38

Non-Recurring Charge	\$ 800.00
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* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.5 Deluxe X Option Five****

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 Interexchange Services Product Document 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= \$2,211.82
	B= \$2,487.62
	C= \$2,725.57
	D= \$4,127.57

Non-Recurring Charge	\$ 1800.00
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* Non-Regulated

** Effective December 18, 2008, this product will be available only to current customers at their current location.

*** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.6 Deluxe X Option Six****

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 Interexchange Services Product Document 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=\$2,403.80
	B=\$2,609.30
	C=\$2,847.25
	D=\$4,260.06
Non-Recurring Charge	\$1800.00

* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.7 Deluxe X Option Seven****

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 Interexchange Services Product Document 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=\$1,910.33
	B=\$2,589.70
	C=\$2,946.62
	D=\$5,049.60

Non-Recurring Charge	\$999.00
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* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.8 Deluxe X Option Eight****

This X Option is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This X Option consists of one voice line per user, or a minimum of ten lines, and DSL service*. This X Option 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 Interexchange Services Product Document 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 X Option includes a choice of a total of 10,000 minutes of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes 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. 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	A=\$ 755.00
(First Ten Users)	B=\$ 875.00
	C=\$ 995.00
	D=\$ 1755.00

Monthly Recurring Charge	A=\$ 75.00
(First Ten Users)	B=\$ 87.00
	C=\$ 99.00
	D=\$ 175.00

Non-Recurring Charge	\$ 800.00
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* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.9 [Reserved For Future Use]****4.3.14.10 [Reserved For Future Use]****4.3.14.11 [Reserved For Future Use]****4.3.14.12 Deluxe X Options 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 Interexchange Services Product Document 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=\$2,064.38
	B=\$3,040.88
	C=\$4,659.75
	D=\$6,455.25

Non-Recurring Charge	\$800.00
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* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.13 Deluxe X Option 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 Interexchange Services Product Document 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=\$2,658.38 B=\$3,697.88 C=\$5,325.75 D=\$7,131.38
Non-Recurring Charge	\$ 1800.00

* Non-Regulated

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.14 Deluxe X Option 14****

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 Interexchange Services Product Document 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=2,354.63 B=\$3,331.13 C=\$4,950.00 D=\$6,745.50
Non-Recurring Charge	\$ 800.00

* Non-Regulated

** Effective December 18, 2008, this product will be available only to current customers at their current location.

*** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.15 Deluxe X Option 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 Interexchange Services Product Document 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=\$3,543.52 B=\$4,794.09 C=\$6,750.39 D=\$8,918.94
Non-Recurring Charge	\$ 1800.00

* Non-Regulated

** Effective December 18, 2008, this product will be available only to current customers at their current location.

*** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

 EFFECTIVE: January 1, 2016

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.17XOption 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 standalone basis with no location or other XOption 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 Interexchange Services Product Document 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	\$	625.00
Non Recurring Charge	\$	700.00

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.14 Deluxe X Options (Cont'd)****4.3.14.18 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.

4.3.14.19 Standard Feature Package:

XOption customers who choose business lines will receive. All XOptions include the following standard features on those lines 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*

4.3.14.20 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

*Available to Customers who order business trunks.

** Services not regulated under this Product Document.

***Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.15 Remote Call Forwarding Service:**

Remote Call Forwarding (“RCF”) is a feature that allows a telephone number in one exchange (the RCF number) to automatically forward by telephone company equipment to a second telephone number in the same or different exchange. There is a minimum contract period of one month for this service. One RCF path is required for each simultaneous call that is 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.

4.3.15.1 Non-recurring charges:

Connection Charge	\$ 8.90
(Per path)	

4.3.15.2 Recurring charges:

Monthly Charges (First Path)	\$28.58
Monthly Charges (Each Additional Path)	\$27.35

4.3.15.3 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.

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

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Kelly Faul - Senior Manager, Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.16 Premium Integrated Access Service***

XO Premium 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. MRCs listed below are for one (1) year term contracts, two and three year contracts receive an additional 5% and 10% discount, respectively.

4.3.16.1 Standard & Optional Features

XO Premium 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.

4.3.16.2 Non-Recurring Charges

For initial installation of XO Premium 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 of this Product Document.	

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

***Effective July 1, 2015, long distance services are no longer regulated by the Commission.*

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.16 Premium Integrated Access Service (Cont'd)****4.3.16.3 Monthly Recurring Charges**

ISDN-PRI:	\$584.72
Per Line:	
Basic Business Line	\$19.36
Trunks: Per Channel	
Basic Analog Trunk:	
In-Only	\$ 9.37
Out-Only	\$ 9.37
Two-Way	\$ 9.37
Advanced Analog Trunk	
In-Only with DID	\$ 27.54
Two-Way with DID*	\$ 9.37
Basic Digital Trunk	
Facility Charge	\$ 223.20
Out-Only	\$14.49
Two-Way	\$14.49
In-Only	\$14.49
Advanced Digital Trunk	
Facility Charge	\$ 94.50
In-Only with DID	\$42.60
Digital Two-Way with DID	\$28.54

* Two-Way with DID Advanced Analog Trunk Service is no longer available to new Customers after July 26, 2004

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.16 Premium Integrated Access Service****4.3.16.4 Usage Charges**

Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Interexchange Services Product Document. Interstate and International service is provided pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate and international use. Customers will receive the following local usage charges:

	First Minute	Each Additional Minute
Measured Rate	\$0.0301	\$0.0126
Message Rate	\$0.09 per call	

4.3.16.5 Enhanced Integrated Feature

XO Premium Integrated Access Service Customer's 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*.

* Services not regulated under this Product Document.

**Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.17 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

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.

4.3.17.1 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.

4.3.17.2 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. 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 BRI	\$500.00	\$200.00

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.18 Intercept and Number Referral Service**

4.3.18.1 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 DIDs 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.

4.3.18.2 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

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.19 National Local Service (Cont'd)****4.3.19.1 Basic Business Lines (Cont'd)**

- A. Basic Business Line Rates and Charges: Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges 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.

Monthly Recurring Charges

Optional Features:

Call Forward Busy	\$ 2.00
Call Forward No Answer	\$ 2.00
Call Forward Variable	\$ 4.00
Call Waiting with Cancel Call Waiting	\$ 4.00
Speed Calling 8	\$ 2.00
Three Way Calling	\$ 4.00
Caller ID Number Only	\$ 8.50
Caller ID Name & Number	\$ 9.50

4.3.19.2 Private Branch Exchange (PBX) Trunks**A. 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.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.19 National Local Service (Cont'd)****4.3.19.2 Private Branch Exchange (PBX) Trunks (Cont'd)****A. Service Description: (Cont'd)**

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.

B. Rates and Charges

PBX Trunk Customers will be charged applicable Non-Recurring Charges, Monthly Recurring Charges and Usage Charges, where applicable. 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.

	MRC	NRC
PBX Trunks		
Two-Way	\$ 24.72	\$ 87.00
One-Way, out only	\$ 24.72	\$ 87.00
One-Way, in only	\$ 24.72	\$ 87.00
Optional Features		
DID Termination	\$ 23.75	\$ 84.00
DID Numbers		
Per Blocks of 20	\$ 5.19	\$ 605.00
Per Blocks of 100	\$ 6.49	\$ 689.00

4.3.19.3 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 XO to turn up Customer's Service.

 EFFECTIVE: January 1, 2019

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.20 The Multi-Tenant Buddy Program**

This program offers eligible Customers discounts on XO Services. In order to be eligible for this program, Customers must meet the criteria of either a “Referring Buddy” or a “Referred Buddy.”

This program cannot be combined with any other special offer or promotion offered by XO.

4.3.20.1. Program Criteria

- A. A Referring Buddy is a property management company of a multi-tenant building (“Serviceable Property”) that refers potential subscribers located in that Serviceable Property to XO for XO Services. Referring Buddies must subscribe to XO Services for a minimum two year commitment in order to receive the discounts listed in section 4.3.20.2 below.
- B. A Referred Buddy is a Customer who, as a result of being referred to XO by a Referring Buddy, receives XO Services at a Serviceable Property, for a minimum two year term commitment.

4.3.20.2 Program Discounts

- A. A Referring Buddy will receive XO intraLATA and interLATA long distance service* at a rate of \$0.05 per minute. Additionally, once the aggregate of the recurring revenue of all Referred Buddies of a Referring Buddy reaches and remains at \$3,000.00 per month, the Referring Buddy will receive a \$50 credit on its XO invoice for each additional potential subscriber referred to XO for XO Services that executes a contract with XO for XO Services.
- B. A Referred Buddy will receive a 10% discount off monthly recurring and usage charges for the XO Services listed in this Product Document. The discount only applies to standard XO services and pricing, and does not apply to Individual Case Basis arrangements, taxes, surcharges, or tax-like charges.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.20 The Multi-Tenant Buddy Program (Cont'd)****4.3.20.3 Special Terms and Conditions for the Referring Buddy**

As stated above, the Referring Buddy must subscribe to XO services for a minimum two year commitment. The Referring Buddy may terminate service upon thirty (30) days prior written notice without incurring liability for the early termination charges, specified in section 2.1.3 of this Product Document, provided that the Referring Buddy has delivered written notice by facsimile or e-mail to XO establishing that the Referring Buddy's contract for property management services in the Serviceable Property has been terminated in its entirety and that the Referring Buddy no longer provides property management services to the Serviceable Property.

- A.** If neither the Referring Buddy nor XO cancel the service prior to the end of the term commitment, at the completion of the term commitment, XO will continue to provide service to the Referring Buddy on a month-to-month basis

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.21 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.

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.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.21 Satisfaction Guarantee (Cont'd)**

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 2.5 of this Product Document. Special Configuration refers to the situation in which a customer's service connection is established through a non-standard network architecture design.

4.3.22 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.

	<u>Per T-1</u>
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$29.00

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.23 Small Business Basic Business Local Line Service – Category Two***

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 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. Small Business Basic Business Local 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 Multi-frequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer.

Message Rate and Measured Rate Small Business Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of terms and conditions provided in Section 4.2 in addition to a base monthly charge. Local Calling areas are as specified in Section 3.1.

4.3.23.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein. Local usage rates are provided in Section 4.3.25 herein.

	Monthly Recurring
Individual Line, per Line	
Option A: Message	\$36.13
Option B: Measured	\$36.13

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

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.24 Small Business Basic Business Multi-Line Service – Category Two***

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 or measured rate service. Small Business Basic Business Multi Line Service is provided for connection of Customer-provided key system terminal equipment. All Small Business Basic Business Multi lines may be equipped with Touch Tone and Multiline Hunt.

Each Key System 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

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 3.1.

4.3.24.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein. Local usage rates are provided in Section 4.3.25.

	<u>Monthly Recurring</u>
Small Business Basic Business Multi-Line Rate	
Option A: Message, First Line	\$36.13
Each Additional Line	\$36.13
Option B: Measured, First Line	\$36.13
Each Additional Line	\$36.13

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

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 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.25 Local Services Usage Based****4.3.25.1 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. Measured Rate calls are measured on a per second basis. The sum of all local usage during the billing period is rounded to the next full minute. Message Rate Service calls are billed on a per call basis for each completed call.

4.3.25.2 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 State of Maryland, 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.

4.3.25.3 Time Periods

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

4.3.25.4 Measured Rate Calls

The following local Measured Rates apply:

Measured

	<u>Initial</u> <u>Minute</u> ¹	<u>Add'l.</u> <u>Minute</u> ²
Usage Charges	\$0.0372	\$0.0156

¹ Initial minute or any portion thereof.

² Each additional minute or any portion thereof.

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Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.25 Local Services Usage Based, (Cont'd)****4.3.25.5 Message Rate Calls**

The following Local Message Rate applies:

	<u>Rate</u>
Message Rate (per call)	\$0.1092

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.26 Call Usage 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.

Rates and Charges

Call Detail Record, per line, per service location, per billing cycle \$20.00

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Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.27 Business Services Basic Business Lines – Category One***

Business Services Basic Business Lines are available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides 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.

4.3.27.1 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
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

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

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.2 Local Exchange Service, (Cont'd)****4.3.27 Business Services Basic Business Lines – Category One, (Cont'd)**

4.3.27.2 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	

4.3.27.2.1 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.

Packages	Features Included
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

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.27 Business Services Basic Business Lines (Cont'd) – Category One****4.3.27.2 Business Services Basic Business Line Optional Features:**

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	

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

Monthly Recurring Charges	
Business Services Basic Business Line - Line Charge	
One Year Term	\$44.70
Two Year Term	\$42.45
Three Year Term	\$40.23

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Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.27 Business Services Basic Business Lines – Category One, (Cont'd)****4.3.27.3 Business Services Basic Business Line Rates and Charges, (Cont'd)****Non-Recurring Charges**

Installation Charge (Per Line)		
First Line	ine	\$44.00
Additional Line(s)		\$44.00

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

4.3.27.4 Business Services Basic Business Line Rates and Charges:

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 Forward Variable	\$ 3.00
Call Forwarding of Call Waiting Calls	\$ 2.00
Call Transfer, with Consultation Hold	\$ 3.00
Call Waiting with Cancel Call Waiting	\$ 3.00
Caller ID Number Only	\$ 7.00
Caller ID with Name & Number	\$ 8.00
Caller ID Per Line Blocking	\$ 0.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00
Automatic Line	\$ 1.00
Last Call Return (Automatic Call Back)	\$ 4.00
Simultaneous Ring	\$ 5.00
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
Speed Calling-30 numbers	\$ 4.00
Speed Calling-8 numbers	\$ 2.00
Three-Way Calling with Consultation Hold	\$ 3.00
Feature Package 2	\$ 5.70
Feature Package 3	\$ 8.10
Feature Package 4	\$ 8.50
Feature Package 5	\$ 14.40
Feature Package 6	\$ 19.50

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22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.28 Business Services Basic Business Local Line Service – Category Two**

Business Services Basic Business Local Line Service are available to those 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 Local Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services 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.

Message Rate and Measured Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of terms and conditions in addition to a base monthly charge. Local Calling areas are as specified in Section 3.1.

4.3.28.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein. Local usage rates are provided in Section 4.3.25 herein.

Monthly Recurring

Individual Line, per Line	
Option A: Message	\$ 56.93
Option B: Measured	\$ 56.93

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.29 Business Services Basic Business Multi-Line Service – Category Two**

Business Services Basic Business Multi Line Service are available to those 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 or measured rate service. Business Services Basic Business Multi Line Service is provided for connection of Customer-provided key system terminal equipment. All Business Services Basic Business Multi lines may be equipped with Touch Tone and Multiline Hunt.

Each Key System 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

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 3.1.

4.3.29.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein.

	<u>Monthly Recurring</u>
Business Services Basic Business Multi-Line Rate	
Option A: Message, First Line	\$ 59.78
Each Additional Line	\$ 59.78
Option B: Measured, First Line	\$ 59.78
Each Additional Line	\$ 59.78

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.30 Small Business Basic Business Lines II – Category One**

Small Business Basic Business Lines II are 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 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). 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.

4.3.30.1 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
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

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.30 Small Business Basic Business Lines II – Category One, (Cont'd)**

4.3.30.2 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	

4.3.30.2.1 Optional Features:

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	

4.3.30.3 Small Business Basic Business Line II Rates and Charges: Small Business Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring specified below and Usage Charges as specified in Section 4.2.

Monthly Recurring Charges

Small Business Basic Business Line II - Line Charge	
One Year Term	\$44.70
Two Year Term	\$42.45
Three Year Term	\$40.23

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.30 Small Business Basic Business Lines II – Category One, (Cont'd)****4.3.30.3 Small Business Basic Business Line II Rates and Charges, (Cont'd)****Non-Recurring Charges**

Installation Charge (Per Line)	
First Line	\$44.00
Additional Line(s)	\$44.00

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

Optional Features:

Anonymous Call Rejection	\$ 3.00
Call Forward No Answer-Ring Select	\$ 2.00
Call Forwarding of Call Waiting Calls	\$ 2.00
Call Waiting with Cancel Call Waiting	\$ 3.00
Caller ID Per Line Blocking	\$ 0.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00
Automatic Line	\$ 1.00
Last Call Return (Automatic Call Back)	\$ 4.00
Simultaneous Ring	\$ 5.00
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
Speed Calling-30 numbers	\$ 4.00
Speed Calling-8 numbers	\$ 2.00

Non-Recurring Charges

Installation Charge (Per Line)	
First Line	\$44.00
Additional Line(s)	\$44.00

Service order charges apply as described in Section 4.1 of this Product Document.

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

4.3.30.4 Usage Rates: The rates in found in Section 4.2.

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.31 Small Business Basic Business Local Line II Service – Category Two**

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 a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Small Business Basic Business Local Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Local 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-Only, or Out-Only, at the option of the Customer.

Message Rate and Measured Rate Small Business Basic Business Local Line II Service: Calls to points within the local exchange area are charged on the basis of terms and conditions in addition to a base monthly charge. Local Calling areas are as specified in Section 3.1.

4.3.30.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein. Local usage rates are provided in Section 4.3.25 herein.

Monthly Recurring

Individual Line, per Line	
Option A: Message	\$36.13
Option B: Measured	\$36.13

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.31 Small Business Basic Business Multi-Line II Service – Category Two**

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 or measured rate service. Small Business Basic Business Multi Line II Service is provided for connection of Customer-provided key system terminal equipment. All Small Business Basic Business Multi II lines may be equipped with Touch Tone and Multiline Hunt.

Each Key System 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

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 3.1.

4.3.31.1 Recurring Charges

Charges for each Message Rate and Measured 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. Installation Charges apply as described herein. Local usage rates are provided in Section 4.3.25.

	<u>Monthly Recurring</u>
Small Business Basic Business Multi-Line Rate	
Option A: Message, First Line	\$36.13
Each Additional Line	\$36.13
Option B: Measured, First Line	\$36.13
Each Additional Line	\$36.13

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 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.32 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 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). 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.

4.3.32.1 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
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

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.32 Business Services Basic Business Lines II – Category One, (Cont'd)**

4.3.32.2 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	

4.3.32.2.1 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.

Packages	Features Included
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

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Kelly Faul – Senior Manager - Government Relations
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 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.32 Business Services Basic Business Lines II – Category One, (Cont'd)****4.3.32.2 Business Services Basic Business Line Optional Features:**

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	

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

Monthly Recurring Charges	
Business Services Basic Business Line - Line Charge	
One Year Term	\$44.70
Two Year Term	\$42.45
Three Year Term	\$40.23

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.32 Business Services Basic Business Lines II – Category One, (Cont'd)****4.3.32.3 Business Services Basic Business Line II Rates and Charges, (Cont'd)****Non-Recurring Charges****Installation Charge (Per Line)**

First Line	\$44.00
Additional Line(s)	\$44.00

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

Optional Features:

Anonymous Call Rejection	\$ 3.00
Call Forward No Answer-Ring Select	\$ 2.00
Call Forwarding of Call Waiting Calls	\$ 2.00
Call Waiting with Cancel Call Waiting	\$ 3.00
Caller ID Per Line Blocking	\$ 0.00
Distinctive Ringing with Call Waiting Tone	\$ 6.00
Automatic Line	\$ 1.00
Last Call Return (Automatic Call Back)	\$ 4.00
Simultaneous Ring	\$ 5.00
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
Speed Calling-30 numbers	\$ 4.00
Speed Calling-8 numbers	\$ 2.00

Service order charges apply as described in Section 4.1 of this Product Document.

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

4.3.32.4 Usage Rates: The rates in found in Section 4.2.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.33 Dial-Around Compensation Surcharge for Payphones (if applicable):**

4.3.33.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance* calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

Collect Calls
Third Party billed
Directory Assistance calls
Pre-paid card service

4.3.33.2 The Surcharge does not apply to:

Calls paid for by inserting coins
Calls placed from stations other than public/semi-public payphones
Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

4.3.33.3 The Dial-Around Compensation Surcharge rate is \$0.50 per call.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES, (Cont'd)**4.3 Local Exchange Service, (Cont'd)****4.3.34 Local Usage**

Flat Rate Local Usage is available for ISDN-PRI* and Digital Switched T-1 Service* at the following monthly recurring charges:

	<u>Monthly Recurring Charge</u>
Flat Rate Local Usage	\$263.64

* Not regulated by the Commission.

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22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.35 Local Analog PBX Trunk Service***

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 or Measured Rate basis. DID trunks are arranged for one-way inward calling only.

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 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.

4.3.35.1 Monthly Recurring Charges

Installation charges apply as described in this section. Analog PBX Trunks include a monthly recurring charge and usage charges for completed calls originated from the Customer's lines.

Basic Rates and Charges

Local Analog Trunk Customer will be charged applicable Installation Charges as provided herein. Local usage rates for Measured Rate Service and Message Rate Service are provided in Section 4.3.25.

	<u>Monthly Recurring</u>
Analog Trunk, per Trunk	
Option A: Message	\$13.34
Option B: Measured	\$13.34

* As of March 20, 2007, this product will only be available to current customers.

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.36 DID Service for Voice Grade Channels**

DID Service provides 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 Company-provided Trunk for DID Service will automatically include a Hunting Arrangement at no additional charge to the Customer. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

4.3.36.1 Recurring and Nonrecurring Charges

Charges are in addition to Local Trunk services as described within this Product Document. Installation Charges apply as described in this section.

	<u>Monthly Recurring</u>	<u>Installation Charge</u>
DID Trunk Termination, per DID Equipped trunk	\$ 23.75	\$ 84.00
First 20 DID Numbers (or any fraction thereof)	\$ 7.38	\$605.00
Each Additional 20 DID Numbers (or any fraction thereof)	\$ 4.43	\$ 21.00

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.37 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 Bundled Package 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 Product Document 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 non-regulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone and Hunting.

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service. Full termination liabilities consist of all unpaid nonrecurring charges, as well as monthly recurring charges for the balance of the term.

4.3.37.1 Monthly Recurring Charges

Voice Channels

	<u>12</u>	<u>16</u>	<u>20</u>	<u>23</u>
Maryland	\$449.85	\$475.15	\$501.55	\$527.95

¹ Integrated Access Bundled Package 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 Bundled Package delivered to them via HDSL.

4.3.37.2 Non-Recurring Charges:

Integrated Access Bundled Package Set-Up Fee, (Applies when ordering new Integrated Access Bundled 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)	\$28.00
---	---------

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

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.38 Total Communications – 4 Line Base Package³**

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 XO's Local Exchange Services Product Guide 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.

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.

4.3.38.1 Monthly Recurring Charges

	<u>Voice Channels</u>	
	<u>Incremental Line Charge</u>	
	<u>MRC</u>	<u>NRC</u>
Message Service ¹ (Option A)		
Base Package	\$93.26	\$899.00
Incremental Lines ²	\$23.31	\$40.00
Measured Service ¹ (Option B)		
Base Package	\$93.26	\$899.00
Incremental Lines ²	\$23.31	\$40.00

¹ See Section 4.3.25 for measured and message rate charges.

² NRC applies only to add additional lines to existing service.

³ Product is no longer available to new customers.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.39 Total Communications – 6 Line Base Package ³**

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 service characteristics and capabilities of the voice services described in this Section are as described in XO's Local Exchange Services Product Guide for multi-line business.

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 (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

4.3.39.1 Monthly Recurring Charges

	<u>Voice Channels</u>	
	<u>Incremental Line Charge</u>	
	MRC	NRC
Message Service ¹ (Option A)		
Base Package	\$141.75	\$899.00
Incremental Lines ²	\$23.31	\$40.00
Measured Service ¹ (Option B)		
Base Package	\$141.75	\$899.00
Incremental Lines ²	\$23.31	\$40.00

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.

¹ See Section 4.3.25 for measured and message rate charges.

² NRC applies only to add additional lines to existing service.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.40 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 4.3.36 of this Product Document. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

4.3.40.1 Monthly Recurring Charges

:

	<u>Voice Channels</u>	
	<u>Incremental Line Charge</u>	
	<u>MRC</u>	<u>NRC</u>
Message Service ¹ (Option A)		
Base Package	\$162.00	\$899.00
Incremental Lines ²	\$27.32	\$40.00
Measured Service ¹ (Option B)		
Base Package	\$162.00	\$899.00
Incremental Lines ²	\$27.32	\$40.00

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

¹ See Section 4.3.25 for measured and message rate charges.

² NRC applies only to add additional lines to existing service.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.41 Local Digital PBX Trunk Service***

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 Digital communications channels. Digital PBX Trunks are provided for connection of Customers-provided Digital PBX equipment. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	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-Coming, Out-Going 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 4.1 of this Product Document.

Optional Features(s) - DID Service capability as described herein is available. Clear Channel capability as described in within this Product Document is available. Applicable Nonrecurring charges apply as described in this Product Document.

4.3.40.1 Recurring and Nonrecurring Charges

Connection charges applicable in this Product Document, charges for each Message Rate Local Digital PBX Trunk include a monthly recurring service charge for the local T1 Loop channel termination charges and line termination charges. Where appropriate facilities do not exist, Special Construction charges will also apply, as described within this Product Document.

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Digital Local Loop - Per T1 Access/Dedicated Hand-off Facility	\$123.00	\$265.33
Channel Activation Per Trunk		
Option A: Message	\$13.34	\$00.00
Option B: Measured	\$13.34	\$00.00
Clear Channel Capability (applies only to add to existing service)	-	\$610.56

* As of March 20, 2007, this product will only be available to current customers.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.41 Local ISDN-PRI – Integrated Services Digital; Network Primary Rate Interface (ISDN PRI)***

Local ISDN-PRI - 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 service in bulk quantity, rather than on a line by line or service by service basis. Local usage rates are specified within this Product Document.

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 Customers 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 "B" channels. Where technology permits, "D" 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 this Product Document.

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

"D" Channel - "D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B channels.

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

* As of March 20, 2007, this product will only be available to current customers.

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.41 Local ISDN-PRI – Integrated Services Digital; Network Primary Rate Interface (ISDN PRI) (Cont'd)**

Call by Call for Trunk Groups - Allows the circuit switched voice and data service 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 "B" 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 service 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 "B" 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 Service. Multiple dedication trunk groups can be established on the same primary port or group of primary ports.

Direct Inward Dialing Signal - Permits incoming dialed calls for 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 output pulse digits to the CPE which can further process the calls as desired.

Equal Access - Allows the Customer to preselect an Intra and 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 this Product Document, Presubscription-2 (PIC) of this Product Document.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.41 Local ISDN-PRI – Integrated Services Digital; Network Primary Rate Interface (ISDN PRI) (Cont'd)****4.3.41.1 Local ISDN-PRI Rates**

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Primary Rate Access Facility:		
Digital Local Loop/DS 1/Per PRI	\$157.50	\$265.33
PRI Interface Arrangement/Per PRI:		
23B+1D Channels	\$739.54	\$000.00
24B Channels	\$739.54	\$000.00
23B+ Back-up D Channels	\$845.19	\$000.00
PRI Trunk Group Service:		
Incoming Trunk	N/C	N/C
Outgoing Trunk	N/C	N/C
Two-way Trunk	N/C	N/C
DID Trunk	N/C	N/C
Call-by-Call Service Trunk	N/C	N/C
PRI Reconfiguration Charges:		
Add/Change to existing or new Trunk group, per occasion	N/C	\$75.00
Change in D-Channel, per occasion	N/C	\$300.00
Custom Calling Features:		
Features Package, Per PRI (Includes Calling Line ID and Call by Call Service Selection)	\$150.00	\$100.00
Calling Line Identification, per PRI	\$100.00	\$100.00
Call by Call Service Selection, per PRI	\$75.00	\$100.00
Caller ID Name & Number, per PRI	\$ 105.47	
Each Additional Telephone Number	\$3.00	\$25.00
Message Waiting Indicator	N/C	N/C

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features**

Custom Calling Services consist of optional service features for use in connection with a Customer's Local Exchange Service.

4.3.42.1 Description of Line Features (Cont'd)**Anonymous Call Rejection**

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 per call blocking feature to prevent the display of the calling telephone numbers to Caller ID subscribers or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID with Name subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 per call blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID and Caller ID with Name Services and is available to non-Caller ID/Caller ID with Name Customers.

Denied Service Restoral Charge

A line restoral charge applies each time a service is reconnected after suspension or termination for nonpayment pursuant to this Product Document but before cancellation of the service.

Business Packages

Business packages are combinations of two or more specified Custom Calling Service features, excluding Anonymous Call Rejection, offered at a rate, as specified in C. following, to business Customers only. Features may be added or deleted at any time. Fixed Call Forwarding is not discounted, but counts toward the discount.

Call Trace

Call trace is an arrangement which permits the Customer to trace the last call received. The result of the call trace is automatically sent to the Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the Customer. The Company is not liable for damages if, for any reason, the call trace attempt is not successful.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)****Call Waiting**

Call Waiting is an arrangement whereby a Customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The Customer, by flashing the switch hook, is able to have alternate conversation between parties. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

Caller ID

Caller ID is an arrangement which permits a Customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number for calls placed to the Customer. The calling telephone number will be forwarded from the terminating central office to compatible Customer-provided display equipment associated with a Customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID Customer from seeing the calling telephone number display by dialing a special code prior to placing each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID Customer will receive an indication on the Caller ID equipment that the display of the calling telephone number has been suppressed. There is no charge for using Per Call Blocking. Caller ID Customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)****Caller ID with Name and Number**

Caller ID with Name is an arrangement which permits a Customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the Customer. The calling telephone number and name will be forwarded from the terminating central office to compatible Customer-provided display equipment associated with a Customer's Local Exchange Service. The calling telephone number and name will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number and name will be delivered. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID with Name Customer from seeing the calling telephone number and name display by activating Per Call Blocking. When the calling party uses this blocking capability, the Caller ID with Name Customer will receive an indication on the Caller ID with Name equipment that the display of the calling telephone number and name has been suppressed. There is no charge for using Per Call Blocking. Caller ID with Name Customers may redirect to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated.

Caller ID Privacy

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

Restrictions: NONE

Distinctive Ring

Distinctive Ring is a feature which allows a Customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming Call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to Customers also subscribing to call waiting.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)****Repeat Dialing (Automatic Recall)**

Repeat Dialing is an arrangement which permits the Customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

Speed Dialing

Speed Dialing is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a thirty-code capacity.

Call Return

Call Return is an arrangement which provides the Customer with an announcement the last phone number that called them. To activate Call Return the Customer presses *69. The Customer then hears an announcement which tells them of the telephone number of the last party that called them. If the Customer wishes to return the call right away, voice prompts will instruct them to dial 1 and the call will automatically be returned. If the called line is found to be busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires. Call Return is considered complete and billable when the telephone number is heard regardless of whether the call is actually returned. Call Return will not work if the last caller has activated the Per Call Blocking feature (*67). In this case, the Customer attempting to return the call will hear an announcement that the number of the last call received was a private number and cannot be returned.

Three-way Calling

Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

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Kelly Faul – Senior Manager - Government Relations
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)**

Call Transfer - This feature 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 Forwarding Variable - This feature when activated, redirects attempted terminating calls to another Customer specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding Don't Answer - This Feature allows incoming calls which not answered after a pre-determined number of rings to be automatically forwarded to a pre-selected telephone number.

Call Forwarding Busy Line - This feature allows incoming calls that encounter a busy condition to be forwarded to a pre-selected telephone number.

Call Forwarding Busy Line Don't Answer - This feature allows incoming calls that encounter a busy condition to be forwarded to a pre-determined number of rings to be automatically forwarded to a pre-selected telephone number.

Selective Call Blocking for Caller ID - An originating option that allows Customer 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 Customer 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.

Message Waiting Indicator - A companion feature to Forwarded Call Information. Customers hear an audible interrupted dial tone and where facilities permit have and indicator lamp on appropriately equipped customers provided equipment indicating there is a message waiting.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)****Remote Access to Call Forwarding**

The feature combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature-access method, the Call Forward Remote feature provides Customers access from any tone-type address signaling capable telephone. The Customer dials a remote access directory number and then is guided by voice messages to enter their home or office telephone number equipped with this feature, a Personal Identification Number (PIN) and a feature code.

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.

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All Custom Calling Services may be associated with individual line service, and the Call Forwarding feature may be associated with Private Branch Exchange (PBX) trunks excluding those trunks with which Direct Inward Dialing (DID) Service is associated. Custom Calling Services are only available to Customers served by compatible electronic type switching equipment. Certain Custom Calling Service features require that calls to the Customer originate from central offices equipped by compatible electronic type switching equipment. The operation of certain Custom Calling Services may be effected by Customer premises equipment.

The Custom Calling Service features of Caller ID, Caller ID with Name, Repeat Dialing and Call Return may be provided with other Custom Calling Service features on the same Local Exchange Service line.

Remote Access to Call Forwarding

- A.** Calls forwarded by this feature are subject to local and long distance* message charges and are the responsibility of the Customer.
- B.** This service contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.
- C.** A PIN will be used as a security measure to ensure an authorized user is accessing the feature. A temporary PIN is assigned at the time an order is placed. Customers may change their PIN by dialing into a remote access directory number and following the voice prompts.
- D.** A tone-type address signaling capable telephone must be used to access the Ultra Forward feature.
- E.** The remote access capability may experience occasional interruptions in service. The Company is not liable for damages if, for any reason, the service is inoperable.
- F.** Customers who subscribe to this feature receive call forwarding as part of the service. Therefore, Customers ordering this feature who currently have Call Forwarding as an individual feature with their business service, will have the feature deleted from their account as an individual service feature.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.1 Description of Line Features (Cont'd)**

Customers with the following features may request these features on a pay-per-use basis or on a monthly subscription basis:

Repeat Dialing (Automatic Recall)

Three-way Calling
Call Trace

When requested on a pay-per-use basis, the activation charge is applied when the feature is initiated; whether the call is completed or not. Customers may have any of these features blocked from their line at no charge.

Repeat Dialing, Call Return, Three-way Calling and Call Trace usage capability is available to Business Individual Dial Tone Lines.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.2 Rates**

	<u>Per Line Equipped</u>
Anonymous Call Rejection	
A. To Caller ID or Caller ID with Name Customers	N/C
B. To non-Caller ID/Caller ID with Name Customers	\$ 3.00

For Business Packages consisting of two or more features selected from Caller ID, Caller ID with Name, Call Forwarding, Call Waiting, Distinctive Ring, Repeat Dialing (Automatic Recall), Call Return, Eight-code Speed Dialing, 30-code Speed Dialing, Three-way Calling and Ultra Forward, per individual feature, Fixed Call Forwarding is counted as an eligible feature, but the discount percentage does not apply to the rate found in this Product Document.

Two-feature Package	10% less than ¹
Three-feature Package	15% less than ¹
Four-feature Package	20% less than ¹
Five or more-feature Package	25% less than ¹

Feature Package Rates

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

	<u>Monthly Recurring</u>
Call Waiting:	
w/no additional features	\$4.00
w/one additional feature	\$3.60
w/two additional features	\$3.40
w/three additional features	\$3.20
w/four additional features	\$3.00

¹ The total of the monthly rates specified in this section for the individual Business Custom Calling Service features, per line equipped. 1 Tue Business SolutionsSM is not eligible for further discounting.

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Call Forwarding Variable:
w/no additional features
w/one additional feature
w/two additional features
w/three additional features
w/four additional features

\$4.00
\$3.60
\$3.40
\$3.20
\$3.00

Call Forwarding Remote:
w/no additional features
w/one additional feature
w/two additional features
w/three additional features
w/four additional features

\$6.00
\$5.40
\$5.10
\$4.80
\$4.50

Three-way Calling:
w/no additional features
w/one additional feature
w/two additional features
w/three additional features
w/four additional features

\$4.00
\$3.60
\$3.40
\$3.20
\$3.00

Speed Dialing - 8 codes:
w/no additional features
w/one additional feature
w/two additional features
w/three additional features
w/four additional features

\$2.00
\$1.80
\$1.70
\$1.60
\$1.50

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Speed Dialing - 30 codes:	
w/no additional features	\$4.50
w/one additional feature	\$4.05
w/two additional features	\$3.83
w/three additional features	\$3.60
w/four additional features	\$3.38
Repeat Dialing (Automatic Recall):	
w/no additional features	\$2.50
w/one additional feature	\$2.25
w/two additional features	\$2.13
w/three additional features	\$2.00
w/four additional features	\$1.88
Remote Call:	
w/no additional features	\$4.50
w/one additional feature	\$4.05
w/two additional features	\$3.83
w/three additional features	\$3.60
w/four additional features	\$3.38
Distinctive Ring:	
w/no additional features	\$6.50
w/one additional feature	\$5.85
w/two additional features	\$5.53
w/three additional features	\$5.20
w/four additional features	\$4.88
Caller ID:	
w/no additional features	\$8.50
w/one additional feature	\$7.65
w/two additional features	\$7.23
w/three additional features	\$6.80
w/four additional features	\$6.38

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.2 Rates (Cont'd)****Feature Package Rates (Cont'd)**

Caller ID w/Name and Number:

w/no additional features	\$ 13.36
w/one additional feature	\$7.65
w/two additional features	\$7.23
w/three additional features	\$6.80
w/four additional features	\$6.38

Monthly Recurring

Direct Connection (Hot Line)

Direct Connection (Hot Line) service is an automatic dialing feature, which provides the customer the ability to establish a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined number. Calls cannot be traced and 911 service is not accessible.

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Direct Connection (Hot Line)	\$3.00	\$7.00
	<u>Per Month,</u>	
	<u>Per Line Equipped</u>	<u>NRC</u>
Per Call Blocking	N/C	N/C*
Call Forwarding - Busy Line, per line	\$2.00	N/C*
Call Forwarding – Don't Answer, per line	\$2.00	N/C*
Call Forwarding - Busy Line – Don't Answer, per line	\$2.00	N/C*
Simultaneous Call Forwarding	\$2.00	N/C
Call Transfer	N/C	\$33.00
Message Waiting Indicator	N/C	N/C*
Caller ID Privacy	N/C	N/C
Call Trace	\$1.00	N/C*
Repeat Dialing (Automatic Recall)	\$0.75	N/C*

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Kelly Faul – Senior Manager - Government Relations
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 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.42 Custom Calling Features (Cont'd)****4.3.42.2 Rates (Cont'd)****Feature Package Rates (Cont'd)**

	<u>Usage Charge</u>	<u>Per Month, Per Line Equipped</u>
Return Call (*69)	\$0.75	N/C*
Three-way Calling	\$0.75	N/C*
Block Repeat Call	N/C	N/C*
Block Return Call	N/C	N/C*
Block Three-Way Calling	N/C	N/C*
Block All Usage Sensitive Features	N/C	N/C*
Block Call Trace	N/C	N/C*

4.3.42.3 Hunting Service Arrangements

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

The rate following is applicable to business individual line service, excluding Audiotex Service, and including incoming message and measured rated PBX trunks and the first arrangement associated with a Remote Call Forwarding Number

	<u>Per Month</u>
Hunting Service Arrangement, per line or trunk in a group so arranged	\$0.52

4.3.42.4 Touchtone Service

This service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of the central office facilities.

	<u>Per Month</u>
Touch-Tone, per line or trunk equipped	N/C

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.43 Local Call Detail Billing****4.3.43.1 Description**

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.

4.3.43.2 Rates

	<u>Monthly Recurring Charge</u>
Local Call Detail Billing	\$2.95

4.3.44 Foreign Rate Center**4.2.44.1 Description**

Foreign Rate Center is available only for service locations in the Gaitherburg collocation for NPA/NXX's native to the Zone10 rate center. This charge is in addition to the line/trunk/channel monthly recurring charge.

4.3.44.2 Rates

	<u>Monthly Recurring Charge</u>
Per Message/Measure Line	\$7.25

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Remote Call Forwarding***

Remote Call Forwarding is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the terminating telephone number.

4.3.45.1 Regulations

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

A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

Remote Call Forwarding calls may be connected in Private Branch Exchange (PBX) trunks, Centrex Service, WATS Toll Free Service and dial tone lines, excluding Pay Telephone Lines. A Centrex Service number may not be used as a Remote Call Forwarding originating number.

Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Telephone Company. If in the opinion of the Telephone Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required the customer will be responsible for subscribing to such additional Remote Call Forwarding arrangements or terminating telephone numbers. In the event the customer refuses to subscribe to such additional Remote Call Forwarding arrangements or terminating telephone numbers, such customer's Remote Call Forwarding service shall be subject to termination.

Where additional terminating telephone numbers are requested by the customer or required by the Telephone Company for association with the same Remote Call Forwarding number, such additional terminating telephone numbers must be of the same class and grade of service, and on the same premises, as the first terminating telephone number.

* As of March 20, 2007, this product will only be available to current customers.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Remote Call Forwarding (Cont'd)****4.3.45.1 Regulations (Cont'd)**

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

The Custom Calling Service call forwarding feature is not offered for use with a Remote Call Forwarding terminating station.

The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

The classification of residence or business service for Remote Call forwarding arrangements is determined by the class of service of the terminating telephone number.

Charges for calls from the originating service to a Remote Call Forwarding telephone number are the responsibility of the originating service, unless such calls are accepted as collect at the terminating telephone number.

Charges as specified in Section 4.3.45.2 following for the forwarding of calls from the Remote Call Forwarding number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

For any collect calls placed to the Remote Call Forwarding number, charges as specified in Section 4.3.45.2 following for calls forwarded to the terminating telephone number apply regardless of whether or not such calls are accepted as collect at the terminating telephone number.

4.3.45.2 Rates

	<u>Installation Charge</u>	<u>Per Month</u>
First Arrangement Associated with a Remote Call Forwarding Number*	\$ 10.51	\$33.48
Additional Arrangements Associated with the Same Remote Call Forwarding Number, per arrangement*	- -	\$33.48

* In addition, for each call forwarded to a terminating telephone number in the local service portion of the exchange area of the exchange or zone in which the Remote Call Forwarding telephone number is located, charges apply as specified in XO's Local Exchange Services Product Guide for local usage charges, as appropriate. For each call forwarded to a terminating telephone number not in the local service portion of the exchange area of the exchange or zone in which the Remote Call Forwarding telephone number is located, charges apply as specified in Section 3.1 of this Product Document.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.46 Connection and Service Charges**

Connection and Service 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 this section.

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.

4.3.45.2 Exceptions to the Connection and Service Charges

- a) The Company may from time to time waive or reduce the connection and/or service charges as part of a promotion or trial.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Connection and Service Charges (Cont'd)****4.3.45.2 Service Charges**

Charges are applicable when the Company receives or processes requests for service. Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a Customer.

A. Application of Service Charges**1. Order Processing Charge**

An Order Processing Charge applies per account for the processing of a Customer request for service or equipment.

2. Line Charges**(a) Line Connection Charge**

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, WATS access line, Centrex line and for Channel Services. Line Connection Charges also apply to the relocation of existing service to a different premises or building.

Service charges are in addition to all other rates and charges that may be applicable for service provided by the Company.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Connection and Service Charges (Cont'd)****4.3.45.2 Service Charges (Cont'd)**

Service Charges do not apply to work required for:

- A.** Visits to a Customer's premises solely for the purpose of repair, maintenance or disconnection of Company provided service and no other chargeable activity is required, excluding premises wiring.
- B.** Changes in the class or grade of service necessitated by a change in central office operation, or concurrent moves or changes necessitated by the change.
- C.** A change from listed telephone service to Nonlisted or Nonpublished Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.
- D.** A change from listed telephone service to Nonlisted or Nonpublished Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.
- E.** A change from Nonlisted or Nonpublished Telephone Service to listed telephone service.
- F.** Changes to billing name, billing address, or listed name.
- G.** The initial establishment of the 700/900 Call Blocking Options on Business dial tone lines that are technically capable of providing this option.
- H.** Restricting a line from access to the usage capability of Custom Calling Services features that provide a per-use option.
- I.** The establishment of Touch-Tone Calling Service.

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Kelly Faul – Senior Manager - Government Relations
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Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Connection and Service Charges (Cont'd)****4.3.45.2 Service Charges (Cont'd)**

Certain Service Charges do not apply as follows:

- A. For a change to Audiotex Call Restriction Service, no Line Change Charge shall apply.
- B. For the establishment of Fixed Call Forwarding the Order Processing Charge is not applicable.
- C. An order processing charge is not applicable when a personal identification number associated with the Custom Calling Service Ultra Forward feature is changed due to loss, theft or exposure to unauthorized use.
- D. No Order Processing Charge shall apply for Customers changing from usage billing to a recurring monthly billing arrangement for Custom Calling Services.
- E. For changing the number of rings for Fixed Call Forwarding or the PIN associated with ULTRA FORWARD, when such change is performed by the Customer, the Order Processing Charge is not applicable.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.45 Connection and Service Charges****4.3.45.3 Rates****A. Order Processing Charge**

- | | | |
|----|--|---------|
| 1. | Account Set-Up Fee, per account,
per location (Applies to establishing
a new account with the Company) | \$25.00 |
|----|--|---------|

Add/Move Lines, Change analog PBX trunks and convert RCF to UNE:

- | | | |
|----|--|---------|
| | Primary Service Order Charge | \$50.00 |
| 2. | For Moves, Changes or Additions to an Existing Account: | |
| | Subsequent Order Charge | \$50.00 |
| 3. | Record Order Charge for Customer-initiated Requests Involving
Changes of Customer Records | |
| | Record Order Charge per request | \$15.00 |

B. Line Connection Charges

- | | | |
|----|------------|---------|
| 1. | Per Line | \$40.00 |
| 2. | Per Trunks | \$40.00 |

C. Denied Service Restoral Charge

- | | | |
|--|--|---------|
| | Company Initiated Restoral Charge (per line) | \$20.00 |
|--|--|---------|

D.	<u>Technician Visit Charge</u>, per occurrence	\$150.00
	(Applies to Requests requiring a technician to be dispatched for work to be completed)	

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.46 Presubscription**

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 its interLATA and intraLATA carriers simultaneously, a total of two (2) separate charges will apply (one for the interLATA change and one for the intraLATA change).

Non-recurring

Each Carrier Change (per line)	\$3.75
--------------------------------	--------

The company offers, at no charge, the ability to freeze carrier selections for both intraLATA and interLATA calling. The presubscribed carrier freeze option will prohibit unauthorized changes to customers records. Customers who elect to have a freeze on their line(s) may change carriers only via a three-way call or by a written notice from the customer.

* Existing customers may select an intraLATA carrier without incurring the Carrier Change charge if the selection is made on or before September 18, 1999. New customers or customers adding a new line with a separate number will have 30 days from the date they order local exchange service to select an intraLATA carrier at no charge. Selections made after the time periods specified in this paragraph are subject to the Carrier Change charge.

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.47 Blocking Service**

The Company provides complete blocking of access to adult oriented information access telephone service. The Company will not remove blocking of access to adult oriented information access telephone service without written authorization from the subscriber. Customers may request that blocking be removed from their lines.

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:

4.3.47.1 Involuntary Blocking of Pay Per Call Numbers B Involuntary blocking may be implemented by the telephone company for failure to pay legitimate charges.

4.3.47.2 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.

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

Selective Class of Call Screening - Allows the subscriber to restrict all outgoing long distance* calls to third party, collect, and credit card calls.

Audiotex Call Restriction - Allows the subscriber to block all calls beginning with the 976 and 915 prefixes (i.e. 976-XXX-XXXX) from being placed. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers. The Company may charge a non-recurring fee for each subsequent request for blocking or unblocking service.

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

4.3.47.4 Blocking Service is available where equipment and facilities permit.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.47 Blocking Service (Cont'd)****4.3.47.5 Rates and Charges**

Nonrecurring charges apply to establish blocking after the initial installation of service for each line changed.

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
700 Blocking, per line	N/C	\$11.00
900 Blocking, per line	N/C	\$11.00
700/900 Blocking, per line	N/C	\$11.00
Long Distance* Message Restrictions, per line	N/C	\$15.00
Audiotex Call Restriction, per line	N/C	\$4.50
Selective Class of Call Screening, per channel activated	\$7.70	\$230.00

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.48 Call Usage 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.

Rates and Charges

Call Detail Record, per line, per service location, per billing cycle \$20.00

EFFECTIVE: July 1, 2017

Kelly Faul – Senior Manager, Government Affairs
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.49 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 tax. Upgrade packages are available to include additional features or incremental lines.

	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Base Package Includes	\$ 350.81	\$ 316.64	\$316.64
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			
Incremental Line Package Includes	\$ 116.17	\$100.21	\$100.21
One (1) line			
Touch-tone			
Hunting			
Local Number Portability			
EUCL			
Unlimited Local Calls			
500 LATA Minutes			

 EFFECTIVE: November 1, 2018

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.49 True Business SolutionsSM (Cont'd)****Feature Packages⁴**

Standard Feature Package Call forwarding-variable Caller Identification name and number.	\$ 6.21	\$ 4.97
Premium Feature Package Caller identification name and number Call forwarding-variable Three-way calling Call return	\$ 8.92	\$ 7.14
Voice Mail Feature Package* Basic voice mailbox-option 1 Call forwarding-Don't answer Message waiting indicator	N/R	N/R
Non-Recurring Charges		
Basic Package Installation Fees	\$ 90.00	
Incremental Line Package Installation Fees	\$ 30.00	
Feature Package Installation Fees	No Charge	

* Services not regulated under this Product Document.

⁴ Feature packages are only available to True Business SolutionsSM subscribers. 1 Eligibility for the PRI Bundled Package includes the purchase of a full PRI (23B+D or 24B channels), a two (2) year term agreement and a monthly revenue commitment of \$500.

 EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.50 PRI Bundled Package #2**

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

Per Package Charges

	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Monthly Recurring	\$ 904.65	\$852.32	\$820.13
Optional Features-Caller ID	\$105.47		
Non-Recurring	\$1300.00		

4.3.51 You Choose Features Package

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

	<u>One Year</u>	<u>Two Year</u>
You Choose Features Package	\$ 9.00	\$ 8.00

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

 EFFECTIVE: March 1, 2016

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE**4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)****4.3 Local Exchange Service (Cont'd)****4.3.52 True Business Total Communications and Digital Total Communications^{1*}**

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business 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 XO's Local Exchange Services Product Guide for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package².

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Full termination liabilities are assessed for early termination of service.

<u>Monthly Recurring Charge</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Voice Package Price	\$177.80	\$153.50	\$145.40
Incremental Line Price	\$29.63	\$25.58	\$24.23
<u>Non-Recurring Charges</u>			
Base Package Installation Fees		\$199.00	
Incremental Voice Line Package Installation Fees ³		\$20.00	

1 True Business Total Communications and Digital Total Communications pricing is contributory but not eligible for discount on the Independence Plan. True Business Total Communications and Digital Total Communications pricing is not eligible for discount on the Standard Plan.

2 Please Reference Section 4.3.51 in this Product Document for the You Choose Feature Package.

3 Applies to add incremental lines to existing service.

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

EFFECTIVE: March 1, 2016

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.53 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 Product Document. 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 Product Document. 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.

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.53 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**
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.

**Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.50 PRI Bundled Package #2**

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

Per Package Charges

	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
Monthly Recurring	\$ 904.65	\$852.32	\$820.13
Optional Features-Caller ID	\$105.47		
Non-Recurring	\$1300.00		

4.3.51 You Choose Features Package

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

	<u>One Year</u>	<u>Two Year</u>
You Choose Features Package	\$ 9.00	\$ 8.00

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

 EFFECTIVE: March 1, 2016

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.53 Discounted Term Pricing Plans (Cont'd)****4.3.53.2 Level 2 - Independence Plan Feature Discounts**

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

Total Monthly	One-Year	Two-Year
\$100.01- \$149.99	10%	15%
\$150.00 - \$299.99	13%	18%
\$300.00 - \$599.99	15%	20%
\$600.00 - \$1199.99	17%	22%
\$1,200.00 - \$2,399.99	19%	24%
\$2,400.00 - \$3,699.99	21%	26%
\$3,700.00 - \$5,599.99	23%	28%
\$5,600.00 +	25%	30%
Products and Services	Contributory	Eligible
Dedicated Internet Access Services	Yes	Yes
Total Communications - Base Package	Yes	No
Total Communications – Incrementals	Yes	No
Integrated Access Channel Packages	Yes	No
UNE Based Products:		
Business Lines	Yes	Yes
Analog/PBX Trunks	Yes	Yes
Digital PBX Service	Yes	Yes
Digital PBX Package	Yes	No
ISDN PRI Service	Yes	Yes
ISDN PRI Package (Promo)	Yes	No
Remote Call Forwarding (RCF)	Yes	Yes

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.53 Discounted Term Pricing Plans (Cont'd)****4.3.53.2 Level 2 - Independence Plan Feature Discounts (Cont'd)**

<u>Products and Services</u>	<u>Contributory</u>	<u>Eligible</u>
Voice Mail*	Yes	Yes
Custom Calling Features	Yes	Yes
Directory Listing Services	Yes	Yes
Usage Sensitive Services	Yes	Yes
Operator Services	Yes	Yes
Wire Maintenance Plan	Yes	Yes
Toll Blocking Options	Yes	Yes
Local Usage	Yes	Yes
InterLATA Usage	Yes	No
IntraLATA Usage	Yes	Yes
Toll Free	Yes	No
Service Order Charges	No	No
Installation Charges	No	No
Promotional Installation Charges	No	No
International Usage	Yes	No
Local Number Portability	Yes	No
No Primary Interexchange Carrier –		
Primary Interexchange Carrier Charge	No	No
End User Common Line Charge	Yes	No
Account Set Up Fee	No	No
Taxes	No	No
Universal Service Fund	No	No
Local Call Detail Billing Fee	Yes	Yes
Allegiance Internet Services	Yes	Yes
Allegiance Select Usage	No	No
Individual Case Basis (ICB)	Yes	No
Other	TBD	TBD

* Services not regulated under this Product Document.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.53 Discounted Term Pricing Plans (Cont'd)****4.3.53.3 Level 3 - Independence Plan Customer Revenue Commitment Discounts**

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

Customer Level Commitment

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

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

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

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

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.54 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 1.2.43.1 below.

4.3.54.1 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 the Company, is prohibited. If Customer is in violation of these Terms of Use, it's service may be terminated pursuant to Section 2.14 of this Product Document.

Base Package Includes

Four (4) basic business lines
 Unlimited Local Calling
 Unlimited IntraLATA Minutes
 Unlimited InterLATA Minutes

Monthly Recurring Charge

\$159.95

Non-Recurring

No Charge

Caller ID Name & Number
 3-Way Calling
 Call Waiting
 Call Forward Variable*
 Speed Dial 30
 Voice Mail**
 Call Forward Busy*
 Call Forward No Answer*
 Hunting

Each Additional Line**Monthly Recurring Charge**

\$39.95

Non-Recurring

No Charge

* Hunting may be substituted for all of the Call Forwarding features.

**Services not regulated under this Product Document.

***Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.55 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.

	<u>Per T-1</u>
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$ 29.00

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****44.3.56 Metra X Options****

The Metra 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. Metra 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 Metra XOptions Service Offering the Customer selects and receives service under one of the Metra XOptions listed in the sections below. Each Metra XOptions includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates found in this Product Document. The Monthly Recurring Charge for each Metra XOptions 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 Metra XOption Service Offering.

*Non-Regulated

**Effective December 18, 2008, this offering will be available only to current customers at their current location.

***Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.1 Metra X Option Five**

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 Interexchange Services Product Document 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=\$2,256.09
	B=\$2,940.54
	C=\$3,237.97
	D=\$4,990.46

Non-Recurring Charge	\$ 1800.00
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* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: January 1, 2016

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.2 Metra X Option Six**

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 Interexchange Services Product Document 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=\$2,177.90
	B=\$2,479.52
	C=\$2,717.46
	D=\$4,118.09
Non-Recurring Charge	\$1800.00

* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.3 Metra X Option Thirteen**

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 Interexchange Services Product Document 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=\$	2,212.88
	B=\$	3,585.38
	C=\$	5,213.25
	D=\$	7,018.88
Non-Recurring Charge	\$	1800.00

* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

 EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.4 Metra X Option Fourteen**

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 Interexchange Services Product Document 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=\$2,169.00 B=\$3,145.00 C=\$4,764.38 D=\$6,559.88
Non-Recurring Charge	\$ 800.00

* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

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Kelly Faul – Senior Manager - Government Relations
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 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.5 Metra X Option Fifteen**

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 Interexchange Services Product Document 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=\$4,151.21 B=\$6,653.72 C=\$9,588.16 D=\$12,841.02
Non-Recurring Charge	\$ 1800.00

* Non-Regulated

** Effective July 1, 2015, long distance services are no longer regulated by the Commission.

 EFFECTIVE: January 1, 2016

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.3 Local Exchange Service (Cont'd)****4.3.56 Metra X Options (Cont'd)****4.3.56.6 Metra X Option Sixteen**

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 Interexchange Services Product Document 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=\$1,393.88 B=\$1,869.77 C=\$2,107.72 D=\$3,508.36
Non-Recurring Charge	\$ 999.00

* Non-Regulated

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22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance****4.4.1 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 4.3, surcharges as specified in Section 4.4.1 will apply:

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.

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.

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

	<u>Automated</u>	<u>Live</u>
Collect Calling	\$2.00	\$2.00
Person to Person	\$3.00	\$3.00
Station to Station	2.00	\$2.25
Third Number Billing	\$2.00	\$2.00
Non-Company Calling Card Or Credit Card	\$0.60	\$1.60

4.4.1.2 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, \$0.10 per minute of use.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance (Cont'd)****4.4.1 Category One (Cont'd)**

4.4.1.3 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:

- A. 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.
- B. 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.
- C. Rates:** Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:
 - 1.** The operator verifies that the line is busy with a call in progress or is available for incoming calls.
 - 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 \$0.75

Busy Line Verification w/Interrupt \$1.20

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance (Cont'd)****4.4.2 Category Two (Cont'd)**

Operator-Assisted Local Calls are calls placed within the Customer's exchange area through a Company operator.

4.4.2.1 Regulations

- A.** Local message charges for calls placed through an operator, will be charged the same as for local calls dialed direct by the Customer.
- B.** Local message charges, excluding those to Audiotex Service Type B, may be transferred, i.e., billed to the line called, or billed to a line other than the calling line or called line, except that such message charges may not be billed to an Audiotex Service or Pay Telephone Lines. In addition to the charge for the transfer of a local message, a message unit charge or a Pay Telephone Line usage charge applies.
- C.** Charges for local messages transferred to message rate or measured rate services will not affect the normal message unit allowance or usage charge allowance applicable to such services.
- D.** Exceptions
 - 1.** Calls to Company listed official public emergency agencies
 - 2.** Sent-paid calls from persons experiencing dialing difficulty
 - 3.** Sent-paid calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance (Cont'd)****4.4.2 Category Two (Cont'd)****4.4.2.1 Regulations (Cont'd)**

Station-to-Station - is a service where the person originating the call dials the telephone number desired, or gives to the company operator the telephone number of the desired line, branch exchange, branch exchange or Centrex line which is reached directly rather than through a branch exchange or Centrex attendant, or gives only the name and address under which the number of the desired line, or branch exchange or Centrex system is listed, and does not specify a particular person to be reached, nor a particular line, department or office to be reached through a branch exchange or Centrex attendant.

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

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

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

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance (Cont'd)****4.4.2 Category Two (Cont'd)****4.4.2.2 Rates**

The following charges apply for Operator Assisted Local Calls and are in addition to any charges for local messages or Directory Assistance Service calls as specified in this Company's applicable Product Guides.

Station-to-Station, per call	\$2.50
Collect Call, per call	\$2.20
Third Number Billing, per call	\$2.20
Person to Person, per call	\$4.50

The following charges apply for Operator Assisted IntraLATA calls and are in addition to any charges for local messages or Directory Assistance service calls as specified in this Company's applicable Product Guides and Product Documents.

Station-to-Station, per call	\$2.50
Collect Call, per call	\$2.50
Third Number Billing, per call	\$2.50
Person to Person, per call	\$3.30

4.4.2.3 Busy Line Verification and Interrupt Service

Upon request, subject to technical limitations, the Company will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

1. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Telephone Company equipment or facilities.
2. Charges do not apply to calls to the Company from official public emergency agencies when the request is received on the agency's line from agency personnel.
3. Charges may be billed to a Third Number or Sent Paid. Request may not be designated Person-to-Person or billed as Collect Calls.

A. Charges

- | | |
|--|--------|
| 1. Verification, each request | \$0.85 |
| 2. Verification with Interrupt, each request | \$1.30 |

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.4 Operator Assistance (Cont'd)****4.4.2 Category Two (Cont'd)****4.4.2.4 Interrupt Service**

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

Intercept Service is subject to the availability of facilities.

Basic Intercept Service is provided free of charge to business customers for primary DID numbers upon request for one year. Extensions beyond the free referral period are not available.

A. Rates

	<u>Per Month</u>
Basic Intercept Service	N/C

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings****4.5.1 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. At a Customer's option, the Company will arrange for other types of listings and additional listings. Listings will be non-published at the specific request of the Customer.

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	N/C	N/C
Additional Listing	\$5.25	-
Non-Listed	\$5.25	-
Non-Published	\$6.30	-
Foreign Listing	\$5.25	-
Reference Listing	\$5.25	-
Alternate Listing	\$5.25	-
Duplicate Listing	\$5.25	-

4.5.2 Category Two

Primary and additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

4.5.2.1 Directory Listings are provided in connection with each Customer service as specified herein.

4.5.2.2 The alphabetical section of the telephone directory consists of a list of names of Customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of Customers and those entitled to use the Customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated.

4.5.2.3 Listings must conform to the Company's specifications with respect to directories.

- A.** The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- B.** The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)****4.5.2.4 Primary Listings**

- A.** One listing, termed the primary listing, is provided without additional charge in connection with each Customer service or account, as appropriate, as follows:
- 1.** Business Dial Tone Lines, Two or more lines constitute one Customer account.
 - 2.** Branch exchange or Centrex Service system.
 - 3.** Mobile Telephone Service, per service.
 - 4.** Special Reversed Charge Long Distance* Service, per area selected.
 - 5.** Remote Call Forwarding covering the exchange in which the call forwarding central office is located.
 - 6.** Each dependent telephone number associated with a Special Ring Custom Calling Service.
 - 7.** Each dependent telephone number associated with Home-Business Service, which is the business telephone number, consists of a one-line entry in the business alphabetical listings.
- B.** When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
- C.** The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)****4.5.5 Regular Additional Listings**

- A.** In connection with business service, regular additional listings are available only in the names of authorized users of the Customer's service as specified in the Company's applicable Product Guides.
- B.** Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the user of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position or main service.
- C.** Business additional listings are not permitted in connection with residence service.
- D.** Business additional listings may be provided in connection with Mobile Telephone Service and Inward Service of Wide Area Telephone Service.
- E.** Business additional listings may be provided in connection with Joint User Service with one additional listing offered at no charge for each joint user on a Customer's service.
- F.** Residence additional listings at business rates are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)****4.5.2.6 Special Types of Additional Listings****A. Alternate Number Listings**

Alternate number listings refer calling parties to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number. If the alternate number is that of another Customer's service, the written consent of the other Customer must be obtained before the alternate listing is provided.

B. Duplicate Listings

In metropolitan area directories, which contain separate alphabetical lists for more than one section of the area, listings in an alphabetical list other than for the area in which the listed service is furnished, shall be considered duplicate listings. Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

C. Foreign Listings

Foreign listings are listings in an alphabetical directory of an area other than that from which the listed service is furnished.

D. Reference Listings

Reference listings consist of a name and a reference to another listing with or without a telephone number, but do not include an address. Such listings cover names which are commonly spelled in more than one way, names of formerly existing businesses which have been superseded by that of the Customer, and rearrangement of names when, in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

E. Caption Listings

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.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)**

- F.** The initial contract period for additional listings, where the listing appears in the directory, is the directory period. Each directory period, with the appearance of the listing in the directory, will constitute a separate initial contract period. Listings are automatically included in each directory issue unless notice to the contrary is received from the Customer.

Termination charges for alternate number listings, where the listing appears in the directory, are the charges due to the end of the directory period, except that the termination charge will be only the charges due for the period service has been rendered when the contract by the main service is terminated.

- G.** The Company may publish of its own volition in its directories such notices, instructions, listings and other information pertaining to local or other governmental agencies as are necessary in its judgment to meet the convenience of the public.

H. Foreign Zone Service

The primary listing is provided in the directory for the foreign zone and in the directory for the normal zone.

I. Foreign Exchange Service

The primary listing is provided in the directory for the foreign exchange. In addition, such listing will also be furnished without additional charge in the directory for the normal exchange, with a notation, if necessary, that a long distance* message charge is applicable whenever one of the following conditions exist:

1. Local calling is provided between the normal and foreign exchanges.
2. The normal exchange or zone is contiguous to an exchange which is contiguous to a zone of a foreign multizone exchange.

J. Special Reversed Charge Long Distance* Service

The telephone number designation, with such explanatory notes, as in the judgment of the Company are necessary, will be listed in the directory of the selected area.

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22001 Loudoun County Pkwy
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)****K. Listings in the Yellow Pages Section of Telephone Directories**

The yellow pages section of the telephone directory is designed to afford the public suitable listing information where a patron knows the nature of the business with which he desires to communicate but does not know the name of the Customer. Listings in this section of the directory are grouped under headings showing the nature or class of the business. One listing will be allowed without charge in the yellow pages section of the directory for each primary white pages business listing.

L. Nonlisted Telephone Service

A Nonlisted Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

M. Nonpublished Telephone Service

A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

1. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
2. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,
3. When a Customer with Nonpublished Telephone Service places a call to the Universal Emergency Number 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency number 911 Service upon request of such governmental authority.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.5 Directory Listings (Cont'd)****4.5.2 Category Two (Cont'd)****4.5.2.7 Rates****A. Regular and Special Types of Additional Listings**

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory assistance records.

	<u>Per Month</u>
Additional Listings (except Caption Listing)	\$ 5.25
Caption Listing	N/C

B. Nonlisted and Nonpublished Telephone Service

	<u>Per Month</u>
Nonlisted Telephone Service	\$ 5.25
Nonpublished Telephone Service	\$ 6.30

Nonlisted and nonpublished charges, as specified following, are not applicable to:

1. Nonlisted or Nonpublished Telephone Service furnished to a Customer for data service where there is no voice use contemplated.
2. Nonlisted or Nonpublished Telephone Service furnished to a Customer for short periods of time, usually one day, in connection with local and long distance* message broadcasts of sporting events, conventions or other special events.
3. Nonlisted or Nonpublished Telephone Service furnished to a Customer with other listed, nonlisted or nonpublished service in the same directory area.
4. Nonlisted or Nonpublished Telephone Service associated with Mobile Telephone Service and Pay Telephone lines.
5. Nonlisted or Nonpublished Telephone Service associated with dependent telephone numbers of a Special Ring Custom Calling Service.

C. Foreign Listing, Per Foreign listing \$5.25

D. Reference Listing, Per Reference listing \$5.25

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.6 Service Calls**

When a customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, or has a move, add, or change request that requires a technician to be dispatched, the Customer will be responsible for payment of a Technician Visit Charge.

4.5.1 Service Call Rates:

Technician Visit Charge	\$150.00 per occurrence
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4.7 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 this Product Guide. There will be no charge for Vanity Telephone Numbers.

4.8 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.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.9 Miscellaneous Service and Equipment****4.9.1 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.

4.9.2 Caller ID Blocking

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).

4.9.2.1 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.

4.9.2.2 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.

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.9 Miscellaneous Service and Equipment****4.9.3 Special Conditions for Caller ID**

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

- A.** 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 subscribes 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.
- B.** The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
- C.** 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.
- D.** Caller ID Service cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display assisted calls, calls marked private by the originator or calls originating from pay and party line stations.
- E.** 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.
- F.** The calling party has activated blocking.
- G.** 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.

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Kelly Faul – Senior Manager - Government Relations
22001 Loudoun County Pkwy
Ashburn, VA 20147

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4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.9 Miscellaneous Service and Equipment****4.9.3 Special Conditions for Caller ID (Cont'd)**

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

- A.** 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.
- B.** 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.
- C.** Caller ID services are available on all long distance* calls where technically feasible.
- D.** 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.
- E.** All calling data will be passed, even for Customers who do not subscribe to Caller ID.
- F.** Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/P.S.C. decisions on Per Call Blocking.)

4.10 Historic Invoices

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

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

* Effective July 1, 2015, long distance services are no longer regulated by the Commission.

EFFECTIVE: October 1, 2015

Kelly Faul – Senior Manager - Government Relations
 22001 Loudoun County Pkwy
 Ashburn, VA 20147

MARYLAND LOCAL EXCHANGE SERVICES PRODUCT GUIDE

4. SERVICE OFFERINGS, RATES & CHARGES (Cont'd)**4.11 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:

Monthly Recurring Charge Range	NON-RECURRING CHARGES		
	Timeframe of Change Request		
	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 XO's Local Exchange Services Product Guide. This charge applies to Category One and Category Two customers.

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