OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

1. GENERAL

a. The customer of record will be responsible for all rates and charges associated with services as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which these services are provided. Customers who subscribe to **Ultra Forward**® will not be charged separately for Call Forwarding Variable.

b. A customer served by a switching machine in an appropriately equipped office may request to have his/her line(s) made inoperable for usage services capability. The customer has the option to request deactivation of usage service capability on a per service basis or to request deactivation of usage service capability for all usage services. All capability for this service or services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Service Reactivation Product/Service Charge applies per line regardless of the number of services reactivated. Services to which these provisions are applicable are: Return Call (*69), Priority Call, Select Call Forwarding, Call Block, and Call Trace.

c. The Company's Customer Satisfaction Guarantee as described in Pa. P.U.C.-No. 1, Section 1, applies to all subscription Optional Central Office Services.

d. When a customer who is using blocking hears an Anonymous Call Rejection announcement, the call will not be rated as a completed call.

e. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

f. Appropriate measured local use charges and/or toll charges apply to each call forwarded, conferenced, or made beyond the local calling area of the line with which the Optional Central Office Service is associated. These charges are in addition to the monthly subscription or usage rate of the applicable Optional Central Office Service.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

2. NONRECURRING RATES

The following nonrecurring service charges apply to change orders for subscription Optional Central Office Services. One charge applies per line, per order regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

For subscription requests received within a 90-day period following the initial provision of central office facilities, the introduction of new services, or the enhancement of existing services, the Company will waive the nonrecurring Product/Service Charge for the establishment of selected Optional Central Office Services. This provision does not apply to Centrex customers.

		Nonrecurring Product/Service Charge[1]
a.	Change orders for subscription Optional Central Office Services, per line, per order Excluding **WorkSmart Package**SM	$10.00
b.	Optional Central Office Usage Services Service Reactivation, per line[2]	10.00
c.	Change PIN for Remove Access Service, per change by Telephone Company[3]	10.00
d.	Change Distinctive Ring Service, per change[3] (Change Call Forwarding Arrangement, standard ringing and associated tone patterns, or telephone number of dependent number)	10.00

1 Appropriate business rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

2 Applies to customers who have previously had usage service(s) removed as per 1.b preceding. These charges are not subject to any waiver stated in this or any other sections of the Telephone Company's tariffs or this Guide. One charge applies per line regardless of the number of services reactivated.

3 Applies to customers who have previously established service. These charges are not subject to any waiver stated in this or any other sections of the Telephone Company's tariffs or this Guide.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

2. NONRECURRING RATES (Cont'd)

		Nonrecurring Product/Service Charge[1]
e.	Line Blocking[2]	$20.00
f.	**WorkSmart Package**SM [3]	5.00
g.	**Call Gate**SM [4]	10.00

1 Appropriate business rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

2 The initial request for line blocking will be provided free of charge for all new and existing customers upon request to the Telephone Company's business office. However, if a customer subscribes, disconnects, and then reconnects line blocking at the same address, a nonrecurring product/service charge will be charged. The nonrecurring charge will not, under any circumstances, however, be applied to victims of domestic violence receiving services from a domestic violence program or protected by court order, social welfare agencies such as women's shelters, health and counseling centers, public service hotlines and the staff thereof.

3 The Nonrecurring Products/Service Charge is waived if a customer, anytime prior to the expiration of the service package agreement term, changes to another **WorkSmart Package**SM or changes the length of the agreement term.

4 The Product/Service Charge does not apply to orders with **Call Gate** Service if **Call Gate** Service is ordered on an additional line or Personal Identification Number (PIN) changes.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

3. MONTHLY RATES (SUBSCRIPTION)

a. The following monthly rates, and the nonrecurring Product/Service Charges specified in 2. preceding, apply to subscription Optional Central Office Services, and are in addition to the rates and charges applicable to the associated service.

	Individual Monthly Rates
Call Block, per line	$6.25
Call Forwarding-Busy line[1], per line	3.50
Call Forwarding-Busy Line and Don't Answer, per line	10.25
Call Forwarding-Don't Answer[1], per line	12.25
Call Forwarding Variable, per line	16.75
Call GateSM, per line	4.00
Call Waiting, per line	16.75
Caller ID - Number Only[1], per line	11.50
Caller ID, per line	18.00
Distinctive Ring Service	
First Dependent Number, per line	12.00
Second Dependent Number, per line	7.25
Priority Call, per line	3.50
Return Call (69*), per line	11.50
Select Call Forwarding, per line	5.25
Three-Way Calling, per line	15.00
Ultra Forward® Service, per line	12.50
Deny Busy Redial, per use	.00
Deny *69, per use	.00
Call Waiting ID - Number Only, per use	.00
Permanent Line Blocking, per use	.50

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

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

b. The following discounts apply, per service, to monthly subscription rates for multiple-service purchases of Optional Central Office Services and are in addition to the rates and charges applicable to the associated service. The discount provision does not apply to Call Forwarding-Busy Line[1], Call Forwarding-Don't Answer[1], Call Forwarding-Busy Line and Don't Answer, Caller ID - Number Only[1], and Caller ID.

	Monthly Subscription Discount Rates*†
Two Services, per line#	15%
Three Services, per line#	20%
Four Services, per line#	25%
Five or More Services, per line#	30%

NOTES:

* Appropriate business rates and charges are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

† These discounts apply only to applicable Services purchased from this Section.

The monthly subscription discount can be any combination of Optional Central Office Services. The discount is applied to each service's nondiscounted monthly rate. Customers who subscribe to Ultra Forward Service will not receive a separate discount for Call Forwarding Variable.

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

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

c. **WORKSMART PACKAGE**SM

A. DESCRIPTION

The **WorkSmart Package** is a discount package available to small business customers where facilities permit. There are seven packages available each of which includes either three or four Optional Central Office Services. Each package includes some combination of Call Waiting, Three-Way Calling, **Ultra Forward**, Caller ID, and Call Forward Variable. By agreeing to subscribe to a package for a term of one to three years, a customer receives 10% to 27% discounts to Guide rates depending on the package, over and above discounts that the customer would otherwise qualify for as described in Paragraph 3.b. of this Guide's section. Discounts shown in the Rates section below are calculated based on the term of a customer's service package agreement. Penalties apply to a customer's early cancellation of a service package.

B. REGULATIONS

WorkSmart Package is available only to customers whose basic service is provided over the Telephone Company access lines.

The WorkSmart Package feature packages may be relocated to a different premises served by the same central office or to another central office without incurring termination charges. If the new location does not have the **WorkSmart Package** available and the move is prior to the expiration date, no termination fee will apply.

The termination liability does not apply when a customer subscribes to the Unlimited Local and Toll Usage for Business and Feature Package 1 prior to the expiration of their **WorkSmart** agreement.

C. RATES

Customers subscribing to **WorkSmart Package** receive discounts based on the duration of their service package agreements. Non-**WorkSmart** Guide rates are discounted 10% to 18% for a one-year period, 15% to 22% for a two-year period, and 20% to 27% for a three-year period, depending on the package. An additional discount of 9% to 13% is applied to the **WorkSmart Package** charges of the second and each additional business access line that is equipped with **WorkSmart Package** at the same time the package is ordered for the first line. Nonrecurring Product/Service Charges apply.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

c. **WORKSMART PACKAGE**

C. RATES (Cont'd)

Package #	Package Features	Monthly Discount [1, 2] With Term Commitment of:
1	Call Waiting, Three-Way Calling, **Ultra Forward**	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%
2	Call Waiting, Three-Way Calling, **Ultra Forward**, Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%
3	Call Waiting, **Ultra Forward,** Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%
4	Call Waiting, Three-Way Calling, Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%

[1] Additional 9% to 13% discount for second and additional lines is calculated on the pre-discount rate when **WorkSmart** Packages are ordered for the additional lines at the same time as the package is ordered for the first line, as described above.

[2] Individual rates for Package Features subject to **WorkSmart** Package term discounts can be found in 3, a. preceding.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

3. MONTHLY RATES (SUBSCRIPTION) (Cont'd)

c. **WORKSMART PACKAGE**

C. RATES (Cont'd)

Package #	Package Features	Monthly Discount [1] With Term Commitment of:
5	Call Waiting, Call Forwarding Variable, Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%
6	Call Forwarding Variable, Three-Way Calling, Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%
7	Three-Way Calling, **Ultra Forward**, Caller ID	1 yr. - 10% 2 yrs. - 15% 3 yrs. - 20%

[1] Additional 9% to 13% discount for second and additional lines is calculated on the pre-discount rate when **WorkSmart Packages** are ordered for the additional lines at the same time as the package is ordered for the first line, as described above.

[2] Individual rates for Package Features subject to **WorkSmart** Package term discounts can be found in 3, a. preceding.

OPTIONAL CENTRAL OFFICE SERVICES
BUSINESS RATES

4. USAGE RATES

	Usage Rates
Call Block,	
Each day list is active†	$0.50
Call Trace,	
Each Activation	2.00
Priority Call,	
Each day list is active[1]	0.50
Return Call (*69), Each Activation	2.00
Select Call Forwarding,	
Each day list is active[1]	0.50
Three-Way Calling, Each Activation	2.00

[1] The first day a list is created, the per-day usage rate begins and continues until the entire list is removed by the customer.