

Pricing Guide Applicable to  
Resold and Facilities – Based Local Exchange  
Telecommunications Services Furnished by  
Armstrong Telecommunications, Inc.  
Between Points Within the State of Maryland

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Issued: February 25, 2016

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Dru A. Sedwick, Secretary  
ARMSTRONG TELECOMMUNICATIONS, INC.  
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## CHECK SHEET

Sheets 1 through 38 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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### Explanation of Symbols

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate
- (Z) – To signify a correction

## 1 DESCRIPTION OF SERVICES

### 1.1 Local Exchange Services

#### 1.1.1 Residence Flat Rate Service

- 1.1.1.1 Residence calling plans provide single line residential flat rate local calling bundled with discounted long distance service and optional calling features from which residential customers may choose a defined number for specified plans.

Unlimited LATA calling includes all intraLATA long distance calls. Unlimited LATA calling does not include usage for Directory Assistance, Calling Card, or Operator Services.

- 1.1.1.2 Optional Calling Features available in specified residence calling plans are as follows:<sup>1</sup>

Caller ID  
Call Block  
Call Forwarding  
Call Waiting  
Personal Ringing  
Priority Call  
Repeat Call  
Return Call  
Select Call Forward  
Speed Call  
Three-Way Calling  
Call Trace

<sup>1</sup> Optional Calling Features may not be available in all areas.

#### 1.1.1.3 Residence Flat Rate Service Plan Options

##### 1.1.1.3.A Local Service with Optional Calling Services Package

- Unlimited Local Calling
- Optional Calling Features identified in Section 3.6.1.2 preceding

#### 1.1.1.3.B Local Service with Unlimited LATA Calling Package

- Unlimited Local and IntraLATA Long Distance Calling

#### 1.1.1.3.C Local Service with Unlimited LATA Calling and Optional Calling Services Package

- Unlimited Local and IntraLATA Long Distance Calling
- Optional Calling Features identified in Section 3.6.1.2 preceding

#### 1.1.2 Business Flat Rate Service (Applicable to business customers with more than four lines at one single location)

Services provided under the business calling plans are applicable to individual lines and Private Branch Exchange (PBX) Trunks.

Business Flat Rate Service offers unlimited local calling for a monthly charge per line. For business customers with less than 20 lines, the minimum service period is one (1) month. For business customers with 20 lines or more, the minimum service period is one (1) year with optional term discount plans for three (3) or five (5) years.

#### 1.1.3 Rates and Charges

Local Exchange Service charges are contained in Section 3 following.

## 2 MISCELLANEOUS SERVICES

### 2.1 Directory Assistance Call Allowance

Residential customers shall receive four free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

### 2.2 Optional Calling Services

#### 2.2.1 General

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

#### 2.2.2 Regulations and Limitations of Service

- 2.2.2.1 Optional Calling Services may be associated with residence and business individual line service, exclusive of Coin Telephone Service.
- 2.2.2.2 Optional Calling Services require special facilities and will be provided only where such facilities are available.
- 2.2.2.3 Call quality may be impaired when incoming calls are transferred to a location outside the Customer's local calling area or if a three-way call involves more than one toll point.
- 2.2.2.4 Monthly flat rate means the customer pays a fixed amount each month for unlimited use of the custom calling service.
- 2.2.2.5 Per-use rate means that the customer is billed each time the service is used. Per-use rates for Optional Services only apply when there is no fixed monthly charge levied to the customer for the service.

## 2.2.3 Feature Definitions

### 2.2.3.1 Call Waiting

Call Waiting permits the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The Customer may alternate between the two calls by operation of the switchhook.

### 2.2.3.2 Call Forwarding

Call Forwarding permits the Customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The Customer activates Call Forwarding by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The Customer must activate and deactivate this service from the station forwarding the calls. The Customer may still make outgoing calls while Call Forwarding is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding is active.

Call Forwarding and Select Forward (following) can be provided in combination on the same line, but may deactivate or supersede each other.

### 2.2.3.3 Caller ID Service

Caller ID is an optional central office software-based service offering which allows a Telephone Company subscriber the ability to view the calling party's telephone number on a subscriber-provided display unit. In cases where callers have either blocked their outgoing telephone number, or placed the call through an operator, the calling party's telephone number will not be displayed. In addition, Caller ID will only work when calls originate from and terminate within central offices connected by SS7 technology.

The telephone numbers that will be displayed on a Caller ID subscriber's display unit include listed, non-listed, and non-published telephone numbers.

Caller ID subscribers also have the ability to automatically reject incoming telephone calls which have been blocked. Through Anonymous Call Rejection (part of Caller ID Service), all incoming telephone calls which have the calling party's telephone number blocked will hear a recorded announcement indicating the Caller ID subscriber will not accept calls made from blocked telephone numbers; this is a free call.

#### 2.2.3.3.A Service Availability

Caller ID is offered as an optional service to single party residential subscribers, single line business and multiple incoming line trunk business subscribers. Caller ID is offered on a monthly subscription basis, and is provided only where facilities permit.

#### 2.2.3.3.B Per-Line Blocking

Customers requesting Per-Line Blocking will prevent the display of their telephone numbers on all outgoing calls. The Per-Line Blocking feature may be deactivated at any time by Customers on a call-by-call basis through the activation of a special code. Per-Line Blocking is provided free of any recurring charge, but is a special feature which must be ordered by Customers.

The Telephone Company will initially install Per-Line Blocking at no charge. Requests to remove Per-Line Blocking on Customer lines will be completed at no charge. Subsequent requests to re-install Per-Line Blocking will be completed at prevailing Telephone Company non-recurring service order rates.

Per-Line Blocking will not prevent the display of originating telephone numbers to 9-1-1 emergency service providers.

#### 2.2.3.3.C Per-Call Blocking

Per-Call Blocking will prevent the display of Customers' telephone numbers on outgoing calls. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. Per-Call Blocking is provided at no charge, and is automatically placed on all telephone lines by the Telephone Company.

Per-Call Blocking will not prevent the display of telephone numbers to 9-1-1 emergency service providers.

#### 2.2.3.4 Three-Way Calling

Three-Way Calling permits the Customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The Customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The Customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated.

#### 2.2.3.5 Speed Dialing

Speed Dialing permits the Customer to program up to eight frequently dialed numbers by dialing a one-digit code. This feature can accommodate local, toll, and long distance numbers. Customer uses a code to access the Speed Dialing feature. Customer may change list whenever necessary.

The following central office-based call management services forward the calling party's number to the terminating end, where facilities permit. The services work only on calls that originate from and terminate to appropriately equipped offices. These services provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls bases on Customer input directions to the network. These services are automatically available to any single line Customer connected to the appropriately equipped offices. The Customer has various billing and/or blocking options for the use of these services.

### 2.2.3.6 Repeat Call

This service allows a calling party to redial the last telephone dialed, provided it is a number in appropriately equipped offices. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

Residential customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the Customer pays-per-use, the usage charge applies each time the service is activated whether or not the called party answers. Business customers may subscribe to the service and incur a monthly charge for unlimited use.

Repeat Call does not work with calls made to most 700, 800 and 900 numbers.

### 2.2.3.7 Return Call

This service allows a calling party to automatically return the most recent incoming call. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

Residential customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the Customer pays-per-use, the usage charge applies each time the service is activated whether or not the called party answers. Business customers may subscribe to the service and incur a monthly charge for unlimited use.

Repeat Call does not work with calls made to most 700, 800 and 900 numbers.

### 2.2.3.8 Priority Call

This service provides one distinctive audible signal to the called Customer when receiving a call from one of up to ten (10) prespecified telephone numbers. Through an interactive dialing sequence, the Customer creates a screening list of up to ten (10) telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the pre-specified telephone numbers, the Priority Call rings distinctively. If the called Customer subscribes to call waiting, and the call arrives while the line is busy, the call waiting tone has a distinctive pattern. For calls from a dial tone line with multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

### 2.2.3.9 Select Forward

This service allows the Customer to select a maximum of ten (10) telephone numbers for forwarding. The Customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multi-line hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

Select Forward and Call Forwarding (preceding) can be provided in combination on the same line, but may deactivate or supersede each other.

#### 2.2.3.10 Call Block

This service gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of ten (10) numbers. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block customer's telephone does not ring.

For calls from a line within multi-line hunting, the call is blocked only where the main telephone number has been entered in the screening list.

#### 2.2.3.11 Call Trace

This service allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The Customer using Call Trace is required to contact the Telephone Company for further action. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

The usage charge applies each time the service is activated.

### 2.2.3.12 Personal Ringing Service

Personal Ringing Service enables an individual line subscriber to have up to two (2) telephone numbers (referred to as “dependent” numbers) assigned to one dial tone line in addition to the main number (referred to as the “master” number). Each number when dialed will result in a distinctive ring which facilitates the ability of the Customer to determine which number is being called. Where facilities permit, a distinctive call waiting tone for each telephone number will be provided for Customers who subscribe to Personal Ringing Service and call waiting. Personal Ringing Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Personal Ringing Service is only offered on a monthly subscription basis.

2.2.3.12.A Personal Ringing Service is provided only where, in the judgment of the Company, Personal Ringing Service is compatible with the type of service with which it is to be associated.

2.2.3.12.B The ringing and tone patterns associated with the master and dependent numbers shall be assigned solely at the discretion of the Company.

2.2.3.12.C When a call is in progress, any incoming calls will receive a busy signal, unless the Personal Ringing Service customer also subscribes to call waiting.

2.2.3.12.D Personal Ringing Service subscribers will be entitled to one White Pages Directory listing option per dependent number as part of the basic offering. The subscriber may choose one of the following listing options per dependent number at no additional charge:

- Listed Number
- Unlisted Number
- Non-Published Telephone Number

(NOTE: Directory Assistance Only and Non-Published Telephone Number regulations and charges for the Master number are covered in other sections of this Pricing Guide.)

- 2.2.3.12.E “Collect” and “bill to a third number” calls may be charged to dependent numbers. Calls charged to dependent numbers will be billed to the master telephone number. Additional charges for “collect” and “bill to a third number”, as covered in other sections of this tariff apply.
- 2.2.3.12.F Where a Customer subscribes to both Personal Ringing Service and optional calling services, the applicable services are automatically associated with master and dependent numbers. Customers do not have the option of associating other optional calling services with less than all numbers.
- 2.2.3.12.G Personal Ringing Service customers who also subscribe to call forwarding must choose one of the following call forwarding arrangements at the time of subscription:
- Calls to dependent and master telephone numbers are forwarded to the same telephone number when call forwarding service is activated.
- Calls to the master telephone number only are forwarded when call forwarding service is activated. Calls to dependent number(s) will continue to ring and may be answered at the subscriber’s premises.
- Changes in the call forwarding arrangement will be subject to a product/service charge.
- 2.2.3.12.H Personal Ringing Service will not be provided in association with lines equipped with hunting arrangements, except on the last line in a group of lines arranges for series completion hunting, provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.

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- 2.2.3.12.I Customers who subscribe to Personal Ringing Service and also subscribe to priority call, may subscribe to only one dependent number
  - 2.2.3.12.J Personal Ringing Service charges will be billed to the master number.
  - 2.2.3.12.K All charges associated with Personal Ringing Service are the responsibility of the Customer of record, including but not limited to “bill to a third number” and “collect” charges.
  - 2.2.3.12.L Additional restrictions or regulations may apply when subscribers to Personal Ringing Service forward calls to other services.

## 2.3 General Terms

The following definitions apply to terms often used to describe operation of various optional calling services.

### 2.3.1.1 Activation

Activation requires dialing a code from the Customer's line and originating (activating) the corresponding service. For usage-billed service(s) activation causes an "activation" charge to be applied at the time. No activation charge applies when the Customer subscribes to a service on a monthly basis. When the Customer uses return call, repeat call, call trace on a pay-per-use basis, activation charges apply each time the service is activated.

### 2.3.1.2 Master and Dependent Telephone Numbers

The Master Telephone Number is the main telephone number provided with the dial tone line and associated with both incoming and outgoing calls. With personal ringing service, a Customer can purchase up to two (2) Dependent Numbers that are assigned to the Master Number. The Master Telephone Number and the Dependent Numbers are on one telephone line.

### 2.3.1.3 Distinctive Ringing and Distinctive Call Waiting Tone

With personal ringing service, Distinctive Ringing and Call Waiting tone patterns are assigned to the Dependent number(s) to distinguish incoming calls from those to the master number.

### 2.3.1.4 Interactive Dialing sequence

Relates to the dialing activities performed by a Customer while programming a service for use. The dialing activities are termed interactive because the Customer's actual dialing functions are in response to messages provided by the central office.

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### 2.3.1.5 Multi-Line Hunting Group

A service arrangement that combines a group of telephone lines with individual originating and common terminating characteristics. An incoming call to the group causes the line to search for an idle line to which the call can be completed.

### 2.3.2 Rates and Charges

2.3.2.1 The Customer of record will be responsible for all rates and charges associated with optional calling 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 optional calling services are provided.

2.3.2.2 A Customer serviced 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, priority call, select forward, call block, call trace.

2.3.2.3 Rates and charges for Optional Calling Services are contained in Section 4 following.

## 2.4 Line Hunting Service

### 2.4.1 Description

Line Hunting Service provides for the uniform distribution of incoming calls in order of their arrival, to specified telephone lines.

### 2.4.2 Regulations

Line Hunting Service is offered for use with all types of telephone lines excluding lines of Centrex services, provided such telephone lines are arranged in a common multiline hunting group and served from compatible electronic type switching equipment.

### 2.4.3 Rates and Charges

Rates and charges for Line Hunting are contained in the Section 4 following

## 2.5 Direct Inward Dialing

### 2.5.1 Regulations

2.5.1.1 DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service.

When modifications to the central office equipment are required in excess of those contemplated by the rates and charges specified herein, charges based on the estimated costs of the specially constructed equipment apply if the equipment has the capability to be modified. Such charges will be determined in accordance with (a) following, unless the customer elects the alternative charges specified in (b) following, and notifies the Telephone Company of such election in writing prior to the start of such special construction.

2.5.1.1.A Charges equal to the estimated costs of the specially constructed equipment apply as follows:

2.5.1.1.A.1 An initial nonrecurring charge applies at the start of service equal to the cost installed.

2.5.1.1.A.2 Monthly rates apply equal to the recurring monthly costs. For purposes of this paragraph, recurring monthly costs include the estimated costs of maintenance, depreciation, administration, taxes, return on investment and any other items of cost applicable to the specially constructed facilities, but do not include provision for depreciation, return on investment and federal income tax on any portion of the investment as to which a

nonrecurring charge applies pursuant to (1) preceding.

2.5.1.1.A.3 In the event charges are applicable pursuant to both (a) and (b) preceding, an additional monthly rate applies equal to 10% of the estimated recurring monthly costs of maintenance, administration and taxes, other than federal income tax, associated with any portion of investment as to which a nonrecurring charge applies pursuant to (a) preceding.

2.5.1.1.B As an alternative to the charges specified in (a) preceding, charges equal to the estimated costs of the specially constructed equipment apply as follows:

Any such costs, whether in the costs installed or in the recurring monthly costs, or both, shall be recovered by a monthly rate which shall include the estimated excess cost of maintenance, depreciation, administration, taxes, return on investment, federal income tax and any other items of costs applicable to the specially constructed equipment.

- 2.5.1.2 DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.
- 2.5.1.3 Switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned by unused line numbers.
- 2.5.1.4 Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.
- 2.5.1.5 DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by

the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

In the event that two or more customers in the same exchange require use of equipment constructed at customer expense for provision of the service to all such customers will be borne equitably by all such customers. Such equitable distribution of common costs may require the transfer of sums of money between customers. Discontinuance of use of DID Service shall not qualify a customer for a refund of any portion of any amount paid for noncustomer-premise equipment necessary for provision of DID Service. If any customer disagrees with the Telephone Company's decision regarding the previous referenced equitable distribution of common costs, that customer shall promptly ask the Public Service Commission of Maryland to review the matter and issue such order as is appropriate.

## 2.5.2 Rates and Charges

Rates and charges for Direct Inward Dialing Service are contained in the Section 3 following.

## 2.6 Directory Listings

### 2.6.1 Provision of Directory Listings

2.6.1.1 Listings are regularly provided in connection with all local service unless the customer subscribes to Non-Published Number Service.

2.6.1.2 Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

## 2.6.2 Additional Directory Listings

### 2.6.2 General

2.6.2.1.A The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.

2.6.2.1.B Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.

2.6.2.1.C Additional listing charges are automatically discontinued upon termination of the main service.

2.6.2.1.D Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:

2.6.2.1.D.1 A listing may be permitted under the address of a Private Branch Exchange (PBX) station or extension station installed on the premises of the customer, even though that address is different from that of the switchboard or main station using the telephone number of the primary listing.

2.6.2.1.D.2 Where a building has more than one entrance, the customer may have an additional listing showing the address of an entrance other than that included in the primary listing.

2.6.2.1.E Additional residence-type listings may be provided in the names of permanent guests or tenants of hotels, motels and apartment houses equipped with key or PBX systems, provided that written approval is obtained in advance from the hotel, motel or apartment house involved. In such circumstances:

2.6.2.1.E.1 Business additional listing rates apply; and

2.6.2.1.E.2 No separate billing will be issued.

2.6.3 Special Types of Additional Listings

2.6.3.1.A Duplicate and Reference Listings

Listings of nicknames, abbreviated names, re-arrangements of names, names which are commonly spelled in more than one way, and other names by which customers are known are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, they are not desired to secure a preferential position in the directory, or when they are not for advertising purposes. Cross-reference listings are permitted when their use will facilitate the handling of telephone calls.

2.6.3.1.B Alternate Listings

2.6.3.1.B.1 Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

2.6.3.1.B.2 The alternate number may be a number that is not the requesting customer's number. In such case, the written consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

2.6.3.1.C Foreign Listings

Foreign listings are listings appearing in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be the remaining period that the directory will be used. These charges will be paid annually in advance.

#### 2.6.3.1.D Indented Residence Listings

Additional listings may be furnished for the customer's or their employees' residence telephones. These additional listings will be indented under the listing of the business with which they are associated. In such cases, the party in whose name the indented residence listing is shown must have a residence primary listing or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

#### 2.6.3.1.E Listings of Residence Under Business Service

Additional listings of residences may be furnished under business service, provided the business and residence establishments are at the same address and are under the same roof. The additional listing must be in the name of the customer, a member of his/her immediate family, or of an employee or representative of the customer.

#### 2.6.3.1.F Extra Lines of Information

Listings of other information which are not required in order to efficiently handle telephone traffic is not included in the charges for service. For example, such other information may be the office hours of a business. The Company may, at its discretion, accept listings of such miscellaneous information at the rates for special types of additional listings.

### 2.6.4 Non-Published Number Service

#### 2.6.4.1 General

2.6.4.1.A Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.

- 2.6.4.1.B In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Service.
- 2.6.4.1.C The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
- 2.6.4.1.D The rate for Non-Published Service does not apply to:
- 2.6.4.1.D.1 Additional service furnished to the same customer who has other service listed in the directory at the same address.
  - 2.6.4.1.D.2 To a customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
  - 2.6.4.1.D.3 Service which is installed for a temporary period.
- 2.6.4.1.E A customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Service to the extent that the customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

## 2.6.5 Non-Listed Number Service

2.6.5.1 A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

2.6.5.2. A Service Connection Charge, as stated in Section 4.3 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

## 2.7 Operator Services

### 2.7.1 Directory Assistance

#### 2.7.1.1 Local Directory Assistance

##### 2.7.1.1.A General

A customer may obtain Directory Assistance in determining telephone numbers within its local calling area or intraLATA by calling the Directory Assistance operator. Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each residence exchange service line, residence dormitory line and residence trunk line. Call allowances or calls are not transferable between separate accounts of the same Customer. The Directory Assistance charge shall not apply for Directory Assistance calls for numbers which are non-listed or non-published. In all other cases the Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number, except as follows:

- 2.7.1.1.A.1 Calls placed from a registered main telephone exchange line where a user because of a functional disability is unable to obtain telephone numbers from a directory; a registered business main telephone exchange line of a disabled customer where assistance is otherwise not available. Disability includes, but is not limited to, the legally blind, or visually or physically handicapped as defined by The Federal Register, Volume 35, No. 126.
- 2.7.1.1.A.2 Calls placed from qualified hospitals where telephones are provided in a majority of patient rooms (includes calls placed over toll access lines or toll terminals). A hospital is considered qualified if it is currently able to meet the registration requirements of the American Hospital Association; however, it is not necessary for the hospital to be so registered.
- 2.7.1.1.A.3 Calls placed from pay telephones.
- 2.7.1.1.A.4 Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- 2.7.1.1.A.5 Calls requesting a number that is not published or not listed.
- 2.7.1.1.B Credits

A credit will be given for calls to Directory Assistance under the following circumstances:

- 2.7.1.1.B.1 The Customer experiences poor transmission or is cut off during the call; or
- 2.7.1.1.B.2 The Customer is given an incorrect telephone number.

### 2.7.1.1.C Rates and Charges

Charges for Local Directory Assistance are contained in the Section 4 following.

### 2.7.2 Operator Assistance

A customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an 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.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instruction, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

## 2.8 Integrated Systems Digital Network (ISDN)

### 2.8.1 Basic Rate Interface ISDN

#### 2.8.1.1 Description

Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN). Where technically available the Company will provide narrowband (2B+D) ISDN services. Circuit switched "B" Channel capability will be provided for voice or data transmission at speeds up to 56/64 kbps per "B" channel. Clear channel 64 kbps service may not be available at all locations. Where technically feasible, Basic Rate Interface Terminal Extension (BRITE) service will be used to provide ISDN services in areas where the central office is not ISDN equipped. Additional charges will apply for this service.

#### 2.8.1.2 Rates and Charges

Rates and charges for ISDN service are contained in Section 4 following.

## 2.9 Centrex Service

### 2.9.1 General

- 2.9.1.1 Centrex is a central office communications service which provides the Customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex station lines are provided for connection of Centrex-compatible station sets to the public switched telecommunications network. Centrex Service standard and optional features are described in this tariff.
- 2.9.1.2 Centrex may be provided in association with lines terminating on common control equipment, commonly referred to as key systems.
- 2.9.1.3 Centrex is offered as a Customer option and may be provided subject to the availability of facilities and equipment as determined by the Telephone Company.
- 2.9.1.4 Other special features not included in the feature packages and/or customer-specific offerings may be provided at the discretion of the Telephone Company.
- 2.9.1.5 The minimum period for Centrex Services provided under this tariff shall be one (1) year.
- 2.9.1.6 Per call blocking and per line blocking will be provided to Centrex customers at no additional charge.
- 2.9.1.7 Service connection charges apply pursuant to this tariff.

### 2.9.2 Feature Packages

The Centrex Feature Package includes:

Call Forwarding & Select Call Forwarding	Speed Call Short List
Call Park	Touch Tone Service
Call Pickup	Speed Call
Call Restriction	Return Call
Call Waiting	Call Trace
Direct Inward Dialing	Caller ID
Direct Outward Dialing	Priority Call
Hold	Call Block
Hunting	Last Number Redial
Distinctive Ringing	Paging Access
Three Way Conference	

### 2.9.3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 3.2 preceding, Promotional Offerings.

### 2.9.4 Rates and Charges

Rates and charges for Centrex Services are contained in the Section 4 following.

### 3 RATES AND CHARGES

#### 3.1 Local Exchange Services

##### 3.1.1 Residence

###### 3.1.1.A Residential Flat Rate Service

Local Service with Optional Calling Services Package \$18.00 Per Month, Single Line

Local Service with Unlimited LATA Calling Package \$22.00 Per Month, Single Line

Local Service with Unlimited LATA and Optional Calling Services Package \$25.00 Per Month, Single Line

##### 3.1.2 Business

###### 3.1.2.A Business Flat Rate Service (Applicable to business customers with more than four lines at one single location)

	<u>Month to Month</u>	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Less than 20 Lines, Per Line	\$18.00	N/A	N/A	N/A
More than 20 Lines, Per Line	N/A	\$16.20	\$14.50	\$13.00

## 3.2 Optional Calling Services

### 3.2.1 Non-Recurring Rates

3.2.1.1 The following Non-Recurring Service Charges apply to change orders for subscription optional calling services. One charge applies per line, per order regardless of the number of services being changed or added. The non-recurring product/service charge is in addition to applicable charges for other work being performed.

	<u>Non-Recurring Product/Service Charge</u>
Change orders for subscription optional calling services, per line, per order	\$5.00
Optional calling usage services service reactivation, per line #	\$5.00
Change call forwarding arrangement on personal ringing service, per change **	\$5.00
Change standard ringing and associated tone patterns or change telephone number of dependent personal ringing number, per number, per change **	\$5.00

#### NOTES:

# Applies to Customers who have previously had usage service(s) removed as per Section 3.7.5.2 preceding. These charges are not subject to any waiver stated in this or any other sections of this tariff. One charge applies per line regardless of the number of services reactivated.

\*\* Applies to Customers who have previously established personal ringing service. These charges are not subject to any waiver stated in this or any other sections of this tariff.

3.2.1.2 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 non-recurring product/service charge for the establishment of selected optional office services.

### 3.2.2 Monthly Rates (Subscription)

3.2.2.1 The following monthly rates, and the non-recurring product/service charges specified in 4.5.1.1 preceding, apply to subscription optional calling services and are in addition to the rates and charges applicable to the associated service.

	Individual Monthly Rates <u>Business and Residential</u>
Call Block, per line	\$1.00
Call Forwarding, per line	1.75
Call Waiting, per line*	3.50
Personal Ringing Service	1.50
Priority Call, per line	1.50
Repeat Call, per line	2.75
Return Call, per line	2.50
Select Forward, per line	1.00
Speed Call, per line	1.75
Call Trace	2.50
Caller ID	6.50
Three-Way Calling, per line	2.50

\* Per line rate includes cancel call waiting at no additional charge.

3.2.3 Usage Rates

Usage Rates

Call Trace	
Each Activation	\$1.75
Return Call	
Each Activation	.50
Repeat Call	
Each Activation	.50

3.3 Line Hunting Service

Installation Charge	\$150.00
Monthly Rates:	
Per Hunting Group	\$ 10.00

3.4 Direct Inward Dialing (DID) Service

	<u>Installation</u>	<u>Monthly</u>
First Block of 20 D.I.D. Numbers	\$250.00	\$ 3.50
Each additional group of 20 D.I.D. Numbers	\$ 25.00	\$ 3.50
D.I.D. Trunk Termination – Inward Only	\$ 18.00	\$10.00

- Note: (1) Minimum blocks of numbers will be in multiples of twenty (20).
- (2) The preceding rates and charges are in addition to any other applicable rates and charges in other sections of this tariff.
- (3) The preceding rates and charges apply to blocks of reserved numbers.

## 3.5 Directory Listings

	<u>Residence</u>	<u>Business</u>
Non-listed Telephone Number per listing	\$1.00	\$1.00
Non-published Telephone Number per listing	\$1.00	\$1.00
Foreign Listing	\$1.00	\$1.00

## 3.6 Operator Services

## 3.6.1 Directory Assistance

Local Directory Assistance, Per Call      \$0.75

## 3.6.2 Operator Assisted Surcharges

The following surcharges will be applied in addition to any other applicable rates in this tariff.

Operator Handled/Assisted	<u>Per Call</u>
Station-to-Station Calling Card	\$2.00
Station-to-Station Collect	\$2.00
Station-to-Station Bill to Third Number	\$1.75
Person-to-Person	\$4.00
Operator Handled/Assisted	<u>Per Call</u>
Coin or Collect	\$2.00
All Others	1.55
Customer Dialed/Automated	<u>Per Call</u>
Calling Card	\$0.60
Collect	\$0.60
Bill to Third Number	\$0.60
Person-to-Person	\$0.60
Sent Paid	\$0.60

### 3.7 Integrated Services Digital Network (ISDN)

#### Monthly Rate

Business            One Party Business Unlimited Rate    + \$45.00\*

\*\* (Includes local usage cap of 80 hours per month per B channel)

Residential        One Party Residential Unlimited Rate + \$45.00\*

\*\* (Includes local usage cap of 80 hours per month per B channel)

If BRITE technology is utilized, an additional \$15.00 will be added to monthly charge.

#### Installation:

Business        \$229.00 per line

Residential     \$229.00 per line

\* Assumes serving office is equipped with ISDN service. Rates are for a BRI ISDN line with dual B Channel capability - does not include end user D Channel capability.

\*\* Local usage charge of \$.14/minute per B Channel will apply on local usage in excess of 80 hours.

## 3.8 Centrex Service

	<u>Monthly Rate</u>		
	<u>1 Year</u>	<u>3 Year</u>	<u>5 Year</u>
First 1 to 6 access lines, each	\$19.15	\$17.24	\$15.52
Incremental from 7 to 24 access lines, each	\$18.50	\$16.65	\$14.99
Incremental from 25 to 48 access lines, each	\$17.15	\$15.44	\$13.90
Incremental from 49 to 75 access lines, each	\$15.50	\$13.95	\$12.56

Local UsageMessages per Month

From 350 - 500 messages, per line  
Each additional 100 messages, per line

Monthly Rate

\$ 2.00  
\$ 1.00

Additional Services - Per line equipped

	<u>Monthly Rate</u>
Common control equipment	\$10.00