

ARMSTRONG TELECOMMUNICATIONS, INC.

of

One Armstrong Place
Butler, Pennsylvania 16001

RATES, RULES AND REGULATIONS FOR FURNISHING

INTRASTATE TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF WEST VIRGINIA

Filed with THE PUBLIC SERVICE COMMISSION
of
WEST VIRGINIA

Issued April 4, 2008

Effective for services provided on and after
May 4, 2008
, or as otherwise provided herein

Issued by authority of an Order of the
Public Service Commission of West Virginia
in Case No. 02-0423-T-CN dated
June 5, 2002 or as otherwise provided herein.

mes D. Mitchell, Vice President

Issued by Authority of an Order of the P.S.C. of W.Va. in
Case No. 08-0513-T-T Dated: 4124/08

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(N)

RATE SCHEDULES

Issued by authority of an Order of the Public Service Commission of West Virginia in
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EXPLANATION OF NOTES

- (C) Indicates Change in Text or Regulations
- (D) Indicates Rate Decrease
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (O) Indicates Omissions
- (T) Indicates Temporary Rate and/or Surcharge

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SECTION 1 - APPLICATION OF TARIFF (font' d)

1.1 APPLICATION OF TARIFF

This Tariff sets forth the regulations and rates applicable to services provided by Armstrong Telecommunications, Inc. as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of West Virginia.

1.1.1 Service Territory

Armstrong Telecommunications, Inc. will provide service in the following areas where technically feasible and facilities permit:

All exchanges in the State of West Virginia exclusive of areas served by Armstrong Telephone Company.

1.1.2 Availability

Service is available where facilities permit.

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SECTION 2 - EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

ANALOG

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

APARTMENTS

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

BIT

The smallest unit of information in the binary system of notation.

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BUILDING

A structure enclosed within exterior walls or fire walls, built, erected and framed of cQri potent parts and designed for permanent occupancy.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMPANY

ARMSTRONG TELECOMMUNICATIONS, INC., unless otherwise clearly indicated from the context.

COMMISSION

The West Virginia State Public Service Commission.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

DEMARCATIION POINT

The physical dividing point between the Company's network and the customer.

DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

ERROR

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

SECTION 2 - EXPLANATION OF TERMS (Cont'd)

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

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.

MULTI-FREQUENCY ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

PBX

A private branch exchange.

SECTION 2 - EXPLANATION OF TERMS (Cont'd)

PREMISES

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

PUBLIC SAFETY ANSWERING POINT ("PSAP")

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

RESALE

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

SAME PREMISES

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

STATION

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

T-1 SYSTEM

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company or the originating caller's primary inter-exchange carrier.

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SECTION 2 - EXPLANATION OF TERMS (Cont'd)

TWO-WAY

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

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SECTION 3 -GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE

3.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability

a. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

b. Customer-Provided Equipment

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customerprovided equipment or premises wire.

c. Use of Facilities of Other Companies

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.3 Use Of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

3.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

3.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- a. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.5 Directory Errors (Cont'd)

- b. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- c. Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
- d. Credit Limitation: The total amount of the credit provided for the preceding paragraphs a, b, and c shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- e. Definitions: As used in Paragraphs a, b, c, and d above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number.
The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- f. Notice: Such allowances or credits as specified in Paragraphs a, b, and c above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

3.1.6 Special Equipment and Service Arrangements

In cases where Customers desire a special type of service for which provision is not otherwise made, a monthly rate and charge is quoted based on the actual cost of furnishing such service, when in the judgment of the Company there is not reason for refusing to render the special service desired.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

3.3 PAYMENT FOR SERVICES RENDERED

3.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

3.3.2 Applicant or Customer Deposit

a. Definition of Applicant and Customer

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

- b. Residential applicants for service or existing residential Customers may be required to provide the Company a security deposit in an amount not to exceed one (1) month estimated billings plus any appropriate Non-Recurring Charges. Business applicants for service or existing business Customers may be required to provide the Company a security deposit in an amount not to exceed one and one half (1 ½) months estimated billings plus any appropriate Non-Recurring Charges. Any request for deposit will be in compliance with Commission Rules. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

- c. Deposits held will accrue interest at the fixed rate specified by the West Virginia Public Service Commission. Interest is credited to the customer annually, until termination of the service, or until return of the deposit by the Company.

- d. Deposits will be refunded or released within thirty (30) days after disconnection of service or after twelve (12) months of service, whichever comes first, unless the Company has issued two or more terminating notices during the twelve (12) month period, or unless the Customer has not signed a Service Agreement and operates on a month-to-month basis.

- e. No amount deposited as surety for provision of telecommunications service will be applied against any amounts owed for non-telecommunications services or items.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

3.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Upon approval of the Commission, bills may contain charges for non-telecommunications services or items. In the case of partial payments of bills rendered, such partial payments will be applied to amounts owed for telecommunications services first before being applied to amounts owed for non-telecommunications services.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

3.3.4 Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$15.00.

3.3.5 Late Payment Charges

Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the due date, a late payment charge of 1.5% per month will be applied to all amounts previously billed under this Tariff. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to West Virginia state law.

SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICES RENDERED (Cont'd)

3.3.6 Advance Payments

To safeguard its interests, the Company may require a new Customer to make an Advance Payment before services and facilities are furnished. A Residential Customer Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one (1) month's charges for the service or facility. A Business Customer Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one and one half (1 1/2) month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for up to a one (1) month period for Residential Customers, and for up to a one and one half (1 1/2) month period for Business Customers. The Advance Payment will be credited to the Customer's initial bill.

3.3.7 Payment Plans

The Company may offer two options for payment where indicated in the Rate Schedule.

a. Fixed Monthly Rate Plan

Under this plan the Customer pays a fixed monthly rate for a specified contract term. The Customer may choose a 1, 3 or 5 year contract. During the course of the contract, fixed rates (recurring and non-recurring) are not subject to Company initiated rate changes.

Service will continue in accordance with the specified contract term. Prior to the expiration of the initial term or in any extension thereof, the Customer shall give thirty (30) days written notice to the Company of Customer's intention to discontinue service. If no such written notice is received by the Company within this thirty (30) day period, the Customer's contract term will automatically be renewed for the same period of time as the original contract term. All termination obligations applicable under the original contract term will apply to this renewed contract term.

b. Month-to-Month Plan

Under this plan the Customer elects to pay month-to-month. Month-to-month rates (recurring and non-recurring) are subject to Company initiated rate changes.

Service will continue on a month-to-month basis until such time as the Customer cancels service or until such time as the Company discontinues service in accordance with the rules as outlined in this tariff.

SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)**3.4 SUSPENSION OR TERMINATION OF SERVICE****3.4.1 Suspension or Termination for Nonpayment****a. Non-payment Service Interruption**

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. No Basic Residential Service shall be disconnected for Local Service Charge until at least 29 days from the date of the bill.
2. No Residential Service can be disconnected for Local Service Charges unless the utility has given the affected customer a written notice of the proposed disconnection at least ten (10) days before the proposed date of disconnection. The notice must include:
 - a) The final payment date of the amount due;
 - b) The reason for the disconnection, including the unpaid balance due;
 - c) A telephone number which the customer may call for information about the proposed disconnection; and
 - d) The procedure for medical emergencies, as hereinafter described.
3. If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make at least two (2) attempts at personal notice by telephone at least twenty-four (24) hours prior to termination.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.1 Suspension or Termination for Nonpayment (Cont'd)

a. Non-payment Service Interruption (Cont'd)

4. Service shall not be disconnected for nonpayment of local service charged to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.
 - a) The Company may impose toll restriction to a residential customer who has an illness, as specified above, until payment of all charges has been made.
5. In the case of a disputed bill for Residential Basic Local Exchange Service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Commission investigate the dispute before Residential Service may be disconnected. Such request must be made within seven (7) days after the date of the disputed bill.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.1 Suspension or Termination for Nonpayment (Cont'd)

a. Non-payment Service Interruption (Cont'd)

6. No consumer may be disconnected for unpaid Residential Local Service if the consumer notifies the Company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the Company may disconnect service without further notice.
7. If a customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.1 Suspension or Termination for Nonpayment (Cont'd)

b. Disconnection With Notice

Telephone service may be disconnected after proper notice for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement including only the carriage charges of an interexchange carrier when the Company bills for those carriers.
2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements where required.

c. Telephone service may be disconnected without notice under either of the following conditions:

1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.
2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.1 Suspension or Termination for Nonpayment (Cont'd)

d. Insufficient Grounds for Disconnection

Telephone service may not be disconnected for any of the following reasons:

1. Delinquency in payment for service by a previous occupant of the premises.
2. Failure to pay for merchandise or charges for non-telecommunications service purchased from the Company.
3. Failure to pay for a different type or class of telephone service unless charges for such service are included on the same bill.
4. Failure to pay the account of another customer as guarantor thereof, unless the Company has in writing the guarantee as a condition precedent to services.
5. Failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six (6) months prior to the current billing.
6. Failure to pay charges for calls to pay-per-call information services.

e. Disconnection on Holidays or Weekends

Unless a dangerous condition exists or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting services.

f. Abandonment of Service

The Company may not abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring companies and without approval from the Commission.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Conf'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.2 Termination of Service

a. Termination of Service by the Company

1. When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraph below for termination of service by the customer apply.
2. Should service be terminated for nonpayment of charges, restoration of service will be made only as prescribed in Section 4.2.5.b of this Tariff.

b. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges.

c. Cancellation Prior to Expiration of Term

If a customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in this Tariff), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within thirty (30) days all costs, fees and expenses incurred in connection with:

1. All Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
2. Any disconnection, early cancellation or termination charges, reasonably incurred by the Company or paid to third parties by Company on behalf of Customer, as approved by the West Virginia Public Service Commission for approval, plus
3. All Recurring Charges specified in the applicable Service Order tariff for the balance of the then current terms.

SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.4 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.4.3 Temporary Disconnect

When a customer has been temporarily disconnected from service, the Company will allow access, via the customer's exchange access line, to a 911 emergency service facility, where technology permits, provided the 911 service is available to all customers served by a digital switching office.

3.5 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

3.5.1 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

3.5.2 Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

3.5.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.6 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

3.6.1 Application of Rates

Residential rates as described in Section 6 apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

3.6.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.7 AUTOMATIC NUMBER IDENTIFICATION

3.7.1 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- a. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- b. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- c. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- d. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- e. Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.7 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

3.7.1 Regulations (Cont'd)

- f. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.8 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

3.9 TAXES AND SURCHARGES

Municipal excise taxes are listed as separate line items and are not included in the quoted rates.

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges may apply to the customer's monthly bill statement.

3.10 ACCESS TO TELEPHONE RELAY SERVICES

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

3.11 ACCESS TO CARRIER OF CHOICE

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. ICs should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

3.12 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

3.12.1 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.

3.12.2 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.12 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

- 3.12.3 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- 3.12.4 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.
- 3.12.5 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

SECTION 3 -GENERAL RULES AND REGULATIONS (Cont'd)

3.13 ENHANCED 911 FEE

- 3.13.1 An Enhanced 911 Fee is imposed on telephone service by localities in West Virginia to offset the costs of installing and maintaining an Enhanced 911 telephone system. The Company shall act as the billing agent for the applicable Enhanced 911 Fee(s) for each county in which the Company provides local exchange telephone service, while such county has an Enhanced 911 ordinance in effect.
- 3.13.2 The Enhanced 911 Fee shall appear as a separate line item on each regularly issued local exchange service telephone bill rendered by the Company. The amount and the application of the fee shall conform to the current Enhanced 911 ordinance of the county in which the service, for which the bill is rendered, is provided. Where a single bill is rendered for multiple lines, the total applicable fee amount may appear as a single line item on the bill.
- 3.13.3 Except as specified in the applicable county Enhanced 911 ordinance, the Enhanced 911 fee shall be applied to each telecommunications line which is configured so as to receive dial tone from the end office serving the line. The following are considered telecommunications services for purposes of application of the Enhanced 911 Fee:
- a. Tariffed and special assembly access lines, both business and residence;
 - b. Semi-public telephone service access lines;
 - c. Access lines connected to customer owned public telephones;
 - d. PBX Trunks.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.13 ENHANCED 911 FEE (Cont'd)

- f. Lines used by Company for official business and Company public telephone lines shall be exempted from otherwise applicable Enhanced 911 fees.

- g. Company shall remit to the county, in the manner specified by the County Commission (e.g., mailed check, electronic fund transfer, etc.) and by the last business day of each month (unless the County Commission specifies in writing that less frequent remittance of Enhanced 911 fee revenues is acceptable), all Enhanced 911 fees collected by Company for such county during the preceding month or otherwise applicable period, less a billing and collection fee of 3% of the monies collected. The County Commission shall specify the person, agency, bank, etc. to whom or which Company shall remit the Enhanced 911 fee revenue. A county Commission may, upon 60 calendar days notice to Company, change the manner in which the frequency whereby and/or the recipient to which Company remits Enhanced 911 fee revenues to the county.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.13 ENHANCED 911 FEE (Cont'd)

- h. If a subscriber notifies Company, in writing, that he or she refuses to pay the Enhanced 911 fee, Company shall remove all fee amounts from the customer's account, shall cease billing the Enhanced 911 fee to the customer's account and shall, as soon as feasible, notify the affected county. Fee billing shall remain halted until such time as the subscriber notifies the Company that fee billing should resume. The Company shall not back bill any Enhanced 911 fee amounts which would have been billed during the period of fee billing cessation or which were removed from the customer's account, as described above. The county is responsible for collection of enhanced 911 fee amounts not billed by Company due to a subscriber's refusal to pay.
- i. Except where written refusal to pay the Enhanced 911 fee has been provided, Company shall back bill all unpaid fee amounts.
- J. Failure to pay the Enhanced 911 fee shall not constitute cause for refusal or denial of service by Company.
- k. Except where the subscriber has informed the Company, in writing, that the subscriber refuses to pay the Enhanced 911 fee, when a subscriber makes only partial payment of a phone bill, the Enhanced 911 fee shall be the first item covered by the partial remittance.
- l. A full month's Enhanced 911 fee shall be billed even for a fractional month's service.
- in. The Company shall be given a period of at least 90 calendar days in which to put into effect any change in the amount of a county's Enhanced 911 fee(s).
- n. The Company shall, for a period of time of no less than two years prior to the current date, and in accordance with generally accepted accounting principles and practices, keep full and appropriate records, by month and by county, of Enhanced 911 fee amounts billed, collected and disbursed. Such records shall be made reasonably available to appropriate county, state and Public Service Commission officials for legitimate auditing purposes.

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SECTION 3 - GENERAL RULES AND REGULATIONS (Cont'd)

3.14 BUNDLED SERVICE PACKAGES

The company will offer various bundled service packages to residential and business customers. These bundled service packages may include a combination of regulated and deregulated features, including, but not limited to, long distance telephone service, voice mail, and high speed internet access.

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SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.1 DEFINITIONS

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment and other telephone facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

- 4.1.1 Service Order Charge - Applicable for receiving information and taking action in connection with a Customer's or applicant's request.
- 4.1.2 Premises Visit Charge - Applicable for a required trip to Customer's premises in connection with establishment of service, rearrangement of service, or installation of Company owned equipment when requested by the Customer.
- 4.1.3 Central Office Network Access Charge - Applicable for testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to the protector on the Customer's premises.
- 4.1.4 Work Charge - Applicable for work done on the Customer's premises in connection with the installation, move or change of each item of company owned equipment as specified in other sections of the tariff.
- 4.1.5 Restoration Charge - Applicable for restoration of service following a temporary suspension of such service.

SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS

4.2.1 General

Service charges are applicable to the establishment or changing of service, the assumption of service by a different Customer and the move of service from one premise to another.

Changes in locations or terminations to points outside the Customer's premises are considered new installations at the new location.

The non-recurring charge applicable for the establishment of Foreign Exchange service is the total of those non-recurring charges applicable within the local and foreign exchanges.

The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified below.

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SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.1 General (Cont'd)

Incorporated in this section is the assumption that the Customer will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the Customer insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the Customer will be charged for at the levels specified in the Rate Schedule at the end of this tariff. Other activity necessitated by requests of the Customer such as work during other than normal business hours will be charged for at levels not to exceed differential costs of labor. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff.

- a. Service charges do not apply for:
 - I. normal maintenance and repair of the Company's equipment and service including work functions which are not required due to the Customer's request.
 2. an upgrade or downgrade of class of service.
 3. company initiated orders, e.g., a number change required by a cut-over or regrade, etc.

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SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.1 General (Cont'd)

4. record orders issued for corrective purposes.
5. change or correction in name or billing address for widows or widowers only when there is no connection, disconnection, move or change in service.
6. no service charges apply for disconnection, discontinuance or removal of equipment or service.
7. no service charge applies for the re-establishment of same or equivalent service as determined by the telephone company, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new location, or for re-establishment of service at the same location for other than the previous Customer.

4.2.2 Service Order Charge

Only one (1) Service Order Charge is applicable for requests for the same Customer made at one time, for service at one premise, with the same requested completion date.

a. Primary Service Order Charge

1. Applicable only for initial connection or establishment of telephone service.

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SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.2 Service Order Charge (Cont'd)

b. Secondary Service Order Charge

1. Applicable to all other Customer requests for installing, moving, changing, or rearranging telephone service and miscellaneous Company owned equipment.

4.2.3 Premises Visit Charge

Premises Visit Charges are applicable:

- a. If a premises visit is required to complete any requested work on the Customer's premises except as provided in d. below.
- b. For visits to each premises required due to the Customer's request.
- c. For each return visit to the Customer's premises which is required due to requests of or limitations imposed by the Customer.
- d. The Premises Visit Charge does not apply for:
 1. return trips to the same premises required due to time, equipment or service limitations of the Company.
 2. removal of Company owned equipment or service.

SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.4 Central Office Network Access Charge

- a. The Central Office Network Access Charge applies to work performed in the central office and extending to the point of connection at the Customer's premises. The charge applies for work including but not limited to:
 - 1. connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines and local tie lines (one charge per item).
 - 2. number change on a local exchange central office network access or trunk (one charge per item).
 - 3. restoration of service.
- b. Charges, if any, applicable to central office work in exchanges of other companies are those applicable for that company.
- c. Central Office Network Access Charges do not apply for:
 - 1. transfer of service from one Customer to another when there is no lapse in service.

4.2.5 Work Charge

- a. A Work Charge is applicable for work done at the Customer's location in connection with the installation, move or change of each item of company-owned equipment or service as specified in other sections of the tariff.

SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.5 Work Charge (Cont'd)

- b. Work Charges do not apply when work is performed at the Company's initiative.

4.2.6 Changes in Telephone Number

- a. Requests for Changes in Telephone Number of central office lines or trunks, one (secondary) service order charge plus, for each number changed, a central office network access charge will apply.
- b. Changes in Telephone Number of other than central office lines or trunks, one (secondary) service order charge and one premises visit charge, as appropriate, will apply.
- c. The above charges do not apply when, in the judgment of the Company, Changes in Telephone Number are necessary for continuation of satisfactory service.

4.2.7 Restoration of Service

- a. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of :

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SECTION 4 - SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICATIONS (Cont'd)

4.2.7 Restoration of Service (Cont'd)

1. all charges due or, at the discretion of the Company, a portion thereof, and
 2. the (secondary) service order charge and the central office network access charge as specified.
- b. A deposit may be required prior to re-establishing service.
1. When at the request of the Customer, service is temporarily suspended, the (secondary) service order charge and a central office network access charge will apply for the subsequent restoration of that service.
 2. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premises extension line, the (secondary) service order charge, central office network access charges and premise visit charge if appropriate will apply.

4.3 RATES AND CHARGES

Service Connection Charges are contained in the Rate Schedule at the end of this tariff.

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SECTION 5 - LOCAL CALLING AREAS (Cont'd)

5.1 WITHIN THE BASE RATE AREA COMPRISING:*

5.2 LOCAL CALLING AREA*

Exchange _____ Exchanges in Local Calling Area

Refer to Section 6.4 following.

* The base rate areas and local calling areas will be updated as Armstrong Telecommunications, Inc. prepares to enter new areas. These updates will be sent to the West Virginia Public Service Commission for approval.

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.1 GENERAL

This tariff applies to local exchange telephone services furnished by Armstrong Telecommunications, Inc. in the exchanges in which Armstrong Telecommunications, Inc. has been authorized to serve under certificates of public convenience and necessity issued to it by the Public Service Commission of West Virginia. The regulations and rates contained herein are applicable to various local exchange telephone services furnished within each exchange area, and are in addition to the applicable regulations and rates specified in other parts of this tariff.

Where the provision of local exchange service may involve a carrier or carriers other than Armstrong Telecommunications, Inc., the obligation of Armstrong Telecommunications, Inc. to provide such service at local exchange rates to a particular community is contingent upon existence of an approved and effective interconnection or other agreement between the other carrier and Armstrong Telecommunications, Inc. covering the exchange of the local exchange service traffic in question. Armstrong Telecommunications, Inc. will not be required to carry such traffic at local exchange rates in the absence of such agreement. In addition, the provision of local exchange service where another carrier is involved is explicitly subject to the "Obligation of the Company" provisions of Section 3.1.1 preceding.

6.2 REGULATIONS

6.2.1 Application of Exchange Service Rates

a. Business and Residence

- 1 The determination as to whether customer service is furnished at business or residence rates is based on the character of the use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business or residence rates apply.
2. Where the place of business is located on the same premises as a residence and separate telephone service is not installed for the business, the telephone service installed on the premises shall ordinarily be billed at the business rate if the person operating said business is required to obtain a business registration certificate for said business on said premises; and provided that the person is not exempted from paying business registration tax. In all disputed cases, however, other external indicia will be taken into account in determining whether business or residence rates should apply.

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SECTION 6 -NETWORK SWITCHED SERVICES (Cont'd)

6.2 REGULATIONS (Cont'd)

6.2.1 Application of Exchange Service Rates (Cont'd)

a. Business and Residence (Cont'd)

3. Service shall be classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in following paragraph.
4. Service shall be classified and charged for as residence service where the primary use of the service is of a domestic nature and where the business use, if any, is merely incidental, except that service may be furnished at residence rates in the residence of a physician, nurse, dentist or veterinary surgeon, or in a clergyman's study located in a church.
5. When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the preceding provisions, the Telephone Company will discontinue the service of such customer in the event the customer refuses to permit the service to be classified as business service and pay the applicable business rates.
6. Residence rates shall apply to service which is terminated in facilities or equipment of an amateur radio license, notwithstanding the fact that those facilities are not located at a residence, provided that the service is used solely for control of, and non-commercial communications through, an amateur radio communications repeater and for no purpose which would otherwise cause the service to be classified as business.

b. Trunks

Private Branch Exchange (PBX) Trunk rates apply for exchange service lines connecting the PBX common equipment and in multifunction systems where the lines are used as pooled information, dial or button access, and used in connection with direct group calling features.

Fri

SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.2 REGULATIONS (Cont'd)

6.2.2 Mixing Classes of Service on the Same Premises

Different classes of service will not be furnished to business customers on the same premises where both services are rated on the same exchange or zone, except for customers who have, for example, facsimile machines or any other special type equipment on premise that is not used to access local calling, and as otherwise specified in the Telephone Company's applicable tariffs. Access lines terminating on a multiline system cannot be mixed between classes of service. Residence customers may have different classes of service provided to the same customer or household on the same premises.

6.2.3 Reserved for Future Use

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.2 REGULATIONS (Cont'd)

Reserved for Future Use

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SECTION 6-NETWORK SWITCHED SERVICES (Cont'd)

6.3 LOCAL EXCHANGE SERVICES

6.3.1 Residence

a. Flat Rate Service

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.

Services provided under residence calling plans are not offered on a foreign zone or foreign exchange basis.

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

Deregulated services may be included in these residence calling plans.

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont' d)

6.3 LOCAL EXCHANGE SERVICES (Cont'd)

6.3.1 Residence (Cont'd)

a. Flat Rate Service (Cont'd)

Optional Calling Features available in specified residence calling plans are as follows:'

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

i Optional Calling Features may not be available in all areas.

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.3 LOCAL EXCHANGE SERVICES (Cont'd)

6.3.1 Residence (Cont'd)

a. Flat Rate Service (Cont'd)

1. Local Service with Optional Calling Services Package
 - Unlimited Local Calling
 - Optional Calling Features identified in Section 6.3.1.a preceding
2. Local Service with Unlimited LATA Calling Package
 - Unlimited Local and IntraLATA Long Distance Calling
3. Local Service with Unlimited LATA Calling and Optional Calling Services Package
 - Unlimited Local and IntraLATA Long Distance Calling
 - Optional Calling Features identified in Section 6.3.1 .a preceding
4. Local Service
 - Unlimited Local Calling

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.3 LOCAL EXCHANGE SERVICES (Cont'd)

6.3.2 Business

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

a. Flat Rate Service

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.

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.4 EXCHANGES AND ZONES OF AREA EXCHANGES

Exchange

Huntington

<u>Flat Rate Local Service Area</u>	<u>NXX</u>
Huntington Zone I	429
	521
	522
	523
	525
	526
	528
	529
	690
	691
	696
	697
	942

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SECTION 6 -NETWORK SWITCHED SERVICES (Cont'd)

6.4 EXCHANGES AND ZONES OF AREA EXCHANGES (Cont'd)

Exchange

Kenova

<u>Flat Rate Local Service Area</u>	<u>NXX</u>
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Huntington Zone IV	453
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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.4 EXCHANGES AND ZONES OF AREA EXCHANGES (Cont'd)

RESERVED FOR FUTURE USE

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SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.4 EXCHANGES AND ZONES OF AREA EXCHANGES (Cont'd)

RESERVED FOR FUTURE USE

SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.5 RATES AND CHARGES

Rates and charges for Network Switched Services are contained in the Rate Schedule at the end of this tariff.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.1 SERVICE AND PROMOTIONAL TRIALS

The Company may, from time to time and in a nondiscriminatory manner, offer specifically designated services at reduced rates and/or charges, or for no rate and/or charge, for promotional, market research, training and/or experimental purposes. Such offerings shall be of ninety calendar days or less in duration. Such offerings may be limited to specific geographic areas within West Virginia and may also be limited to specific customer types (e.g., business or residential) and/or service classifications/designations (e.g., local or toll).

These offerings may be made without notice to the Commission, provided that, upon request by the Commission or an appropriate member of its Staff, the telephone company shall timely provide details, as appropriate, regarding any such offering for which information is requested.

7.2 OPTIONAL CALLING SERVICES

7.2.1 General

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

7.2.2 Regulations and Limitations of Service

- a. Optional Calling Services may be associated with residence and business individual line service, exclusive of Coin Telephone Service.
- b. Optional Calling Services require special facilities and will be provided only where such facilities are available.
- c. 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.2 Regulations (Cont'd)

- d. Monthly flat rate means the customer pays a fixed amount each month for unlimited use of the custom calling service.
- e. 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.

7.2.3 Feature Definitions

a. 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.

b. 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

c. 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.

1. 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. 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

c. Caller ID Service (Cont'd)

2. Per-Line Blocking (Cont'd)

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.

3. 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

d. 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.

e. 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.

SECTION 7 -.SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

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.

f. 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.

g. 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.

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

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

h. 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 a 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.

i. 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

j. 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.

k. 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.

SECTION 7 -.SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

1. 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.

1. 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. The ringing and tone patterns associated with the master and dependent numbers shall be assigned solely at the discretion of the Company.
3. 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.
4. 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 tariff.)

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SECTION 7 -SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

1. Personal Ringing Service (Cont'd)

5. "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.
6. 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.
7. Personal Ringing Service customers who also subscribe to call forwarding must choose one of the following call forwarding arrangements at the time of subscription:
 - a) Calls to dependent and master telephone numbers are forwarded to the same telephone number when call forwarding service is activated.
 - b) 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.3 Feature Definitions (Cont'd)

1. Personal Ringing Service (Cont'd)

8. 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.
9. Customers who subscribe to Personal Ringing Service and also subscribe to priority call, may subscribe to only one dependent number
10. Personal Ringing Service charges will be billed to the master number.
11. 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.
12. Additional restrictions or regulations may apply when subscribers to Personal Ringing Service forward calls to other services.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.4 General Terms

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

a. 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.

b. 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.

c. 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.4 General Terms (Cont'd)

d. 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.

e. 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

7.2.5 Rates and Charges

- a. 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.
- b. 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.
- c. Rates and charges for Optional Calling Services are contained in the Rate Schedule at the end of this tariff.

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SECTION 7 -.SUPPLEMENTAL SERVICES (Cont'd)

7.3 LINE HUNTING SERVICE

7.3.1 Description

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

7.3.2 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.

7.3.3 Rates and Charges

Rates and charges for Line Hunting are contained in the Rate Schedule at the end of this tariff.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.4 DIRECT INWARD DIALING (DID) SERVICE

7.4.1 Regulations

- a. 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.

- 1. Charges equal to the estimated costs of the specially constructed equipment apply as follows:
 - a) An initial nonrecurring charge applies at the start of service equal to the cost installed.
 - b) 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.
 - c) 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.4 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

7.4.1 Regulations (Cont'd)

2. 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.

- b. 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.
- c. 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.
- d. 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.

SECTION 7 - SUPPLEMENTAL SERVICES (Conf'd)

7.4 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

7.4.1 Regulations (Cont'd)

- e. 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 West Virginia to review the matter and issue such order as is appropriate.

7.4.2 Rates and Charges

Rates and charges for Direct Inward Dialing Service are contained in the Rate Schedule at the end of this tariff.

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SECTION 7 -.SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS

7.5.1 Provision of Directory Listings

- a. These rates and regulations for directory listings apply only to the information records and the alphabetical section of the directory containing the regular alphabetical list of names of customers.
- b. Listings are regularly provided in connection with all local service unless the customer subscribes to Non-Published Number Service.
- c. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- d. A listing must conform to the Company's specifications with respect to its directories.
- e. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- f. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- g. 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.

7.5.2 Primary Directory Listings

- a. Number of Listings Provided Without Charge

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.2 Primary Directory Listings (Cont'd)

b. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where 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. Residence Listings

1 Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.

2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

3. Dual name listings are available only for residence subscribers who share the same surname and reside at the same address, or where a person is known by two first names. Dual name listings may be provided as the primary listing at no recurring charge or as an additional listing at the regular residential additional listing rate.

d. At the customer's option, either the street address or post office box number may be listed. An Additional Listing Charge will be due if the customer desires both listings.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings

a. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. 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:
 - a) 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.
 - b) 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.
5. 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:
 - a) Business additional listing rates apply; and i1
 - b) No separate billing will be issued.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings (Cont'd)

b. Special Types of Additional Listings

1. 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. Alternate Listings

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

b) 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.

3. 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.

4. 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings (Cont'd)

b. Special Types of Additional Listings (Cont'd)

5. 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.

6. 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.

7.5.4 Non-Published Number Service

a. General

1. Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.
2. 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.
3. 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.

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SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.4 Non-Published Number Service

a. General (Cont'd)

4. The rate for Non-Published Service does not apply to:
 - a) Additional service furnished to the same customer who has other service listed in the directory at the same address.
 - b) 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.
 - c) Service which is installed for a temporary period.
5. 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.

7.5.5 Non-Listed Number Service

- a. 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.
- b. A Service Connection Charge, as stated in Section 4.1 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Contd)

7.5.6 Liability For Directory Listing Service

a. General

- 1 The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless from any claims, losses, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

7.5.7 Rates and Charges

a. Recurring Monthly Rate

Rates and charges for Directory Listings are contained in the Rate Schedule at the end of this tariff.

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.7 Rates and Charges

b. Service Charges

1. See Section 4 of this Tariff for applicable Connection Charges. A Connection Charge applies for additions or changes in directory listings.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

7.5.8 Provision and Ownership of Directories

One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.

Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 3.1.5 of this Tariff.

If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.

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SECTION 7 -.SUPPLEMENTAL SERVICES (Cont'd)

7.6 BLOCKING - "900" INFORMATION SERVICE

7.6.1 General

Where central office facilities permit, "900" Information Service Blocking provides Customers the capability to block origination of direct dialed calls to a "900" Information Service Number (900-NXX-XXXX).

7.6.2 Regulations

- a. Blocking is available on individual lines for residence and business customers.
- b. When the blocking is activated, direct dialed calls to all "900" service numbers are blocked.
- c. Initial blocking is provided at no charge upon Customer request. Subsequent requests for "900" Information Services Blocking will be provided at the rates referenced below.
- d. Blocking Service may not be available with certain multi-line business arrangements.
- e. There is no charge to remove "900" Information Service Blocking.

7.6.3 Rates and Charges

Rates and charges for 900 Blocking Service are contained in the Rate Schedule at the end of this tariff.

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SECTION 8 - OPERATOR SERVICES (Cont'd)

8.1 DIRECTORY ASSISTANCE

8.1.1 Local Directory Assistance

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:

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. 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.
3. Calls placed from pay telephones.
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.
5. Calls requesting a number that is not published or not listed.

SECTION 8 - OPERATOR SERVICES (Cont'd)

8.1 DIRECTORY ASSISTANCE (Cont'd)

8.1.1 Local Directory Assistance (Cont'd)

b. Credits

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

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

c. Rates and Charges

Charges for Local Directory Assistance are contained in the Rate Schedule at the end of this tariff.

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SECTION 8 - OPERATOR SERVICES (Cont'd)

8.2 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.

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SECTION 8 - OPERATOR SERVICES (Cont'd)

8.3 BUSY VERIFICATION AND INTERRUPT SERVICE

8.3.1 General

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

8.3.2 Rate Application

- a. A Verification Charge will apply when:
 1. The operator verifies that the line is busy with a call in progress, or
 2. The operator verifies that the line is available for incoming calls.
- b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

8.3.3 Rates and Charges

Rates and charges for Busy Verification and Interrupt service are contained in the Rate Schedule at the end of this tariff.

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SECTION 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a. Nonrecurring charges;
- b. Recurring charges;
- c. Termination liabilities; or
- d. Combinations of a, b, and c.

SECTION 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd).

9.1.2 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

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SECTION 9 - SPECIAL ARRANGEMENTS (Cont'd)**9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE**

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Schedule. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- a. LATA and type of switch
- b. The V&H distance from the central office to the customer's premises
- c. Service description
- d. Rates and charges
- e. Quantity of circuits
- f. Length of the agreement.

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SECTION 10 - INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

10.1 BASIC RATE INTERFACE ISDN

10.1.1 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.

10.1.2 Rates and Charges

Rates and charges for ISDN service can be found in the Rate Schedule at the end of this tariff.

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SECTION 1 I - CENTREX SERVICE (Cont'd)

11.1 CENTREX SERVICE

11.1.1 General

- a. 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.
- b. Centrex may be provided in association with lines terminating on common control equipment, commonly referred to as key systems.
- c. 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.
- d. Other special features not included in the feature packages and/or customer-specific offerings may be provided at the discretion of the Telephone Company.
- e. The minimum period for Centrex Services provided under this tariff shall be one (1) year.
- f. Per call blocking and per line blocking will be provided to Centrex customers at no additional charge.
- g. Service connection charges apply pursuant to this tariff.

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SECTION 11 - CENTREX SERVICES (Cont'd)

11.2 CENTREX SERVICE FEATURES

11.2.1 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	

11.3 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 7.1, Service and Promotional Trials.

11.4 RATES AND CHARGES

Rates and charges for Centrex Services are contained in the Rate Schedule at the end of this tariff.

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ABBREVIATED DIALING – N11 SERVICE

(N)

12. 511 Service12.1 General

(A) 511 service is a three-digit dialing arrangement available in specified areas for delivery of general information via voice grade facilities. Pursuant to FCC Orders and Rules adopted in CC Docket 92-105, the 511 code is assigned to travel information service. In addition, the subscriber must comply with any orders adopted by the FCC.

- (1) The Local Calling Area of 511 Service Subscriber will be the basic Local Calling Area as defined in Section 5 of this Tariff as facilities permit.
- (2) 511 Service is provided in the Telephone Company's territory only. To provide access to a 511 number to end users in any other Telephone Company territory within the Local Calling Area, the 511 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
- (3) Directory listings may be provided for 511 Service at the rates and regulations specified in Section 7 of this Tariff. The phrase "Charges Will Apply", if applicable, will be included in the 511 Service listing at no additional charge.
- (4) 511 Service will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller ID Service, as available.
- (5) The 511 subscriber is prohibited from selling or transferring their 511 number to any entity either directly or indirectly.
- (6) 511 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Telephone Company sufficient time for provisioning.
- (7) The 511 subscriber must comply with any or all rules pertaining to 511 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).
- (8) 511 Service will be provided only to those customers approved by the West Virginia Public Service Commission.
- (9) 511 can be delivered via regular exchange access lines (by individual business lines, PBX, trunks, etc.).
- (10) Limitations and use of this service as stated in this and other Telephone Company tariffs apply.

(N)

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ABBREVIATED DIALING – N11 SERVICE (CONT'D)

(N)

12. 511 Service (Cont'd)12.2 Regulations

- (A) The 511 Service is provided where facilities permit. Only one seven (7) or ten (10) digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must point to the same 7 or 10 digit
- (B) The 511 subscriber should work with cellular companies to ascertain whether Type 1 cellular customers will be able to reach 511. The 511 subscriber should work separately with Competitive Local Exchange Carriers (CLECs) to ascertain that its end users will be able to reach travel information services provided by 511.
- (C) 511 Service will be provided under the following conditions:
- (1) The 511 subscriber is liable for and shall indemnify and protect the Telephone Company against all suits, actions, claims, demands and judgments and of all costs, expenses and counsel fees incurred on account thereof resulting directly or indirectly from the service in connection therewith.
 - (2) The Telephone Company has full authorization to discontinue 511 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.
 - (3) The 511 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 511 Service or type of service.
- (D) In no event shall the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Telephone Company, or its employees, or agents in connection with this Tariff. The Telephone Company shall neither be responsible for calls that cannot be completed as a result of repair or maintenance, nor on equipment owned or leased by the subscriber.

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ABBREVIATED DIALING – N11 SERVICE (CONT'D)

(N)

12. 511 Service (Cont'd)

12.3 Rates

- (A) A Service Order Establishment shall apply for each 511 number per local calling area.
- (B) A Central Office activation charge will apply per Central Office switch translation to the lead number.
- (C) A change charge will apply to change the point-to-number translation at the subscriber's request.
- (D) Service Order Charges as specified in Section 4 of this Tariff apply, in addition to the rates contained in the Rate Schedule at the end of this tariff.

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CURRENT RATES

SECTION 4 - SCHEDULE OF CHARGES

1.	Service Order Charges - Business and Residential	
	a. Primary, each	\$20.00
	b. Secondary, each	15.00
2.	Premises Visit Charge, each	
	a. Business	\$25.00
	b. Residential	20.00
3.	Central Office Network Access Charge, each	
	a. Business	\$15.00
	b. Residential	10.00
4.	Work charge, each 15 minute segment or fraction thereof of billable time required to complete the work	12.75
Other Charges:		
1.	Changes in Telephone Number	31.25
2.	Restoration of Service	22.25

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CURRENT RATES

SECTION 6 - NETWORK SWITCHED SERVICES

6.3.1 Residence

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
Local Service	\$15.00 Per Month, Single Line

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CURRENT RATES

SECTION 6 - NETWORK SWITCHED SERVICES (Cont'd)

6.3.2 Business

Business Flat Rate Local Service

	<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

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CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES

7.2 OPTIONAL CALLING SERVICES

1. Non-Recurring Rates

- a. 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 7.2.5.b 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.

CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (cont'd)

1. Non-Recurring Rates (Cont'd)
 - b. 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.
2. Monthly Rates (Subscription)
 - a. The following monthly rates, and the non-recurring product/service charges specified in 7.2.1 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.

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CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.2 OPTIONAL CALLING SERVICES (Cont'd)

3. Usage Rates

	<u>Usage Rates</u>
Call Trace	
Each Activation	\$1.75
Return Call	
Each Activation	.50
Repeat Call	
Each Activation	.50

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CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.3 LINE HUNTING SERVICE

Installation Charge \$150.00

Monthly Rates:

Per Hunting Group \$ 10.00

7.4 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.

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CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS

	<u>Residence</u>	<u>Business</u>
Primary Service Listing	N/C	N/C
Additional Name Listings in alphabetical section only	\$1.50	\$1.50
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

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CURRENT RATES

SECTION 7 - SUPPLEMENTAL SERVICES (Cont'd)

7.6 BLOCKING - "900" INFORMATION SERVICE

Rates

`900" Information Service Blocking

<u>Residence</u>	<u>Service Charges</u>
Initial Request	No Charge
Subsequent Request	*
For each additional line equipped	**
<u>Business</u>	
Initial Request	No Charge
Subsequent Request	*
For each additional line equipped	**

* The Secondary Service Order and Central Office Network Access Charge both apply and are identified in Section 4 of this tariff.

** The Central Office Network Access Charge applies and is identified in Section 4 of this tariff.

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CURRENT RATES

SECTION 8 - OPERATOR SERVICES

8.1 DIRECTORY ASSISTANCE

Local Directory Assistance, Per Call \$0.75

8.2 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

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CURRENT RATES

SECTION 11- 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
Incremental 76 access lines and above, each	ICB *	ICB *	ICB *

*Individual Case Basis Customer specific pricing

Local Usage

<u>Messages per Month</u>	<u>Monthly Rate</u>
From 350 - 500 messages, per line	\$ 2.00
Each additional 100 messages, per line	\$ 1.00

Additional Services - Per line equipped

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

SECTION 12- ABBREVIATED DIALING – N11 SERVICE

<u>Charges applicable to the 511 Subscriber</u>	<u>Nonrecurring Charge</u>
511 Service Order Establishment, Per 511 Service Number, Per Local Calling Area (LCA)	\$115.00
Central Office Activation, per office	\$128.00
Translation Change of Point-to-Number	\$25.00

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