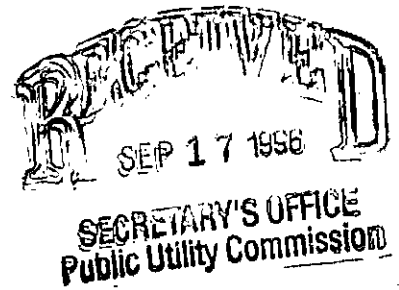


P.S.C. No. - 1 Telephone



A310470

NewChannels Hyperion Telecommunications- Partnership

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES APPLYING TO COMMUNICATIONS SERVICES WITHIN THE STATE OF NEW YORK

Issued in compliance with the Order of the New York Public Service
Commission in Case No. 9x-C-xxxx, Issued and Effective ____ x, 199_.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

TABLE OF CONTENTS

INDEX

SECTION 1 - APPLICATION OF TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

SECTION 3 - CONNECTION CHARGES

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

SECTION 5 - SUPPLEMENTAL SERVICES

SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES

SECTION 8 - SPECIAL SERVICES AND PROGRAMS

SECTION 9 - SPECIAL ARRANGEMENTS

SECTION 10 - DIRECTORY

SECTION 11 - LOCAL CALLING AREAS

SECTION 12 - EXPLANATION OF TERMS

CURRENT RATES

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

EXPLANATION OF NOTES

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX

A

	Section	Page
Abandoned Service.....	2	35
Access Service, Business.....	7	3
Access Service, Residence.....	6	3
Access to Customer's Premises.....	2	16
Adjusted Payment Schedule.....	2	33
Allowance for Service Interruptions.....	2	37
Alphabetical Directory.....	10	1
Application of Tariff.....	1	2
Application of Rates, Business.....	2	26
Application of Rates, Residential.....	2	28
Automatic Number Identification.....	2	40
Availability.....	1	2

B

Backbilling for Residential Customers	2	36
Basic Business Line Service	7	3
Blocking Service	5	20
Business Access Service	7	3
Business Network Switched Service	7	2
Business Rates - Application of	2	26
Busy Verification	5	15

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

C

	Section	Page
Calculation of Mileage.....	4	6
Call Charges.....	4	7
Centrex Service.....	7	15
Centrex Service Features.....	5	9
Changes - Telephone Number.....	2	27
Charges Associated with Premises Visit.....	3	5
Charges for Service - Responsibility for.....	2	12
Class Services Features.....	5	6
Class Services.....	5	6
Classes of Calls (IntraLATA Toll Usage).....	4	2
Computation of Mileage.....	4	6
Connection Charges.....	3	2
Credit for Interruptions.....	2	37
Custom Calling Features.....	5	3
Custom Calling Service.....	5	3
Customer Overpayments.....	2	16
Customer Owned and Operated Equipment (COCOTS).....	7	8
Customer Provided Equipment, Liability for.....	2	6
Customer's Liability for loss of or Damage to Facilities.....	2	7
Customer Requested Service Suspensions.....	5	25
Customized Number Service.....	5	23

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

	Section	Page
D		
Damage to Equipment - Customer's (Responsibility for).....	2	7
Definitions.....	12	1
Deferred Payment Agreements.....	2	34
Deposits.....	2	12
Deposits - Business.....	2	27
- Residential.....	2	31
Directories.....	10	2
Directory Assistance Service.....	5	17
Directory Information Request.....	5	17
Directory Listings.....	10	2
Discontinuance of Service for Non-Payment.....	2	19
Discounted Service For Hearing or Speech Impaired Customers.....	8	7
Dishonored Checks, Business.....	2	27
Dishonored Check, Residential.....	2	35
Disputed Bills.....	2	15
E		
Emergency Termination of Service.....	2	25
Enhanced Universal Emergency Telephone Number Service.....	8	10
Equipment for Hearing/Speech Impaired.....	8	6
Exceptions to Suspension and Termination.....	2	20
Explanation of Terms.....	12	1
F		
Features, Custom Calling, Descriptions.....	5	3
Features, Residential.....	6	3
Flexible Pricing.....	2	11

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

	G	Section	Page
General Rules and Regulations		2	all
Gross Earnings Tax Surcharge		2	17
	H		
(Reserved for future use)			
	I	Section	Page
Impaired Hearing - Equipment for Users With		8	6
Indemnification By Customer		2	6
Individual Case Basis (ICB) Arrangements		9	5
Inside Wire Maintenance and Installation		3	7
Installation Service		2	16
IntraLATA Toll Usage and Mileage Charges		4	7
Installment Billing		2	31
Interrupt Service		5	15
	J		
Joint User		2	6
	K		
(Reserved for future use)			

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

	Section	Page
L		
Late Payment Charges	2	16
Liability	2	7
Liability of Company	2	7
Liability of Customer for Loss or Damage to Equipment	2	7
Lifeline Telephone Service	8	2
Limitations on Credit Allowance	2	39
Limitations on Liability	2	7
Link Up America	8	5
Local Calling Areas	11	all
Local Measured Usage, Business	7	5
Local Measured Usage, Residence	6	5
Local Messages - Timing of	4	3
Local Service, Business	7	5
Local Service, Residence	6	5
Local Operator Service	5	18
M		
Measured Rate Service, Business	7	5
Measured Rate Service, Residence	6	5
Mileage	4	5
Minimum Period of Service	2	10
Moves, Adds and Changes	3	4
Municipal Surcharge for Local Utility Gross Revenue Taxes	2	42
N		
New York Relay Service	8	12
Nonpayment-Suspension or Termination for	2	19
Residential Requirements	2	28
Non-Routine Installation and/or Maintenance	9	5
Number Changes, Business	2	27
Number Changes, Residence	2	27

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

O

Obligation of Company	2	6
Originating Rate Center	4	5

P

	Section	Page
Payment of Charges	2	13
Payment for Services Rendered	2	13
PBX Trunk Service.....	7	9
Primary Interexchange Carrier Change Charge	3	9
Promotional Trials.....	5	14
Public Access Line Service		

R

Rate Levels	2	17
Regulations - General	2	all
Regulations and Computation of Mileage.....	4	5
Residence Service-Suspension of	2	35
Residential Features	6	3
Residential Network Switched Service	6	2
Responsibility for All Charges	2	13
Restoral Charge.....	3	4
Return Check Charge	2	16

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

S

	Section	Page
Service Interruptions	2	37
Service Territory	1	2
Service Trial	5	14
Service and Promotional Trials	5	14
Special Arrangements	9	2
Special Construction	9	2
Special Equipment for Hearing or Speech Impaired Customers	8	6
Special Services and Programs	8	all
Stand Alone Voice Mail Service	5	19
State Gross Income Tax Surcharge	2	17
Supplemental Services	5	all
Surcharges	2	17
Suspended Service	2	
Suspension - Abandonment (Residential)	2	35
Suspension - Medical Emergencies (Residential)	2	35
Suspension - Elderly, Blind or Disabled (Residential)	2	36
Suspension of Residence Service	2	19
Suspension or Termination of Service	2	19

T

Telephone Number Changes, Business	2	27
Telephone Number Changes, Residential	2	28
Telephone Surcharges	2	17
Terminating Rate Center	4	5
Termination Liability for Special Construction	9	3
Termination of Service	2	19
Termination for Cause Other than Nonpayment	2	22
Terms - Explanation of	12	all
Time Periods Defined	4	4
Timing of Calls	4	3
Trap Circuit Service	5	16
Trouble Isolation Charge	3	6

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

INDEX (cont'd)

U

	Section	Page
Universal Emergency Telephone Number Service	8	8
Use and Ownership of Equipment.....	2	7
Use of Facilities and Services	2	7
Use of Service	2	7

V

Verification of Nonpayment.....	2	21
Village or Municipal Surcharge.....	2	18

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 1 - APPLICATION OF TARIFF

	Page
1.1 Application of Tariff.....	2
1.1.1 Service Territory	2
1.1.2 Availability.....	2

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 1 - APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by NewChannels Hyperion Telecommunications, 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 New York.

1.1.1 Service Territory

NewChannels Hyperion Telecommunications will provide service in the areas located in the 140 LATA to include the following communities

Locality
Buffalo
Lancaster
North Tonawanda
Sloan
Tonawanda
Williamsville

1.1.2 Availability

Service is available where facilities permit.

CONTENTS

Section 2 - GENERAL RULES AND REGULATIONS

	Page
2.1 Use of Facilities and Services	5
2.1.1 Obligation of Company	5
2.1.2 Limitations on Liability	6
2.1.3 Use of Service	7
2.1.4 Use and Ownership of Equipment.....	7
2.1.5 Directory Errors.....	7
2.1.6 Blocking of Service	9
2.2 Minimum Period of Service	10
2.3 Flexible Pricing	11
2.3.1 General.....	11
2.3.2 Conditions.....	11
2.4 Payment for Services Rendered	12
2.4.1 Responsibility for All Charges	12
2.4.2 Deposits.....	12
2.4.3 Payment of Charges	14
2.4.4 Return Check Charge	15
2.4.5 Late Payment Charges	15
2.4.6 Customer Overpayments.....	16

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS (cont'd)

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

	Page
2.5 Installation Service.....	16
2.6 Access to Customer's Premises	16
2.7 Telephone Surcharges.....	17
2.7.1 General.....	17
2.7.2 Surcharge for State Gross Income and Gross Earnings Taxes	17
2.7.3 Village or Municipal Surcharge on Local Utility Gross Revenue Taxes.....	18
2.8 Reserved for Future Use.....	18
2.9 Suspension or Termination of Service	19
2.9.1 Suspension or Termination for Nonpayment.....	19
2.9.2 Exceptions to Suspension and Termination	20
2.9.3 Verification of Nonpayment.....	21
2.9.4 Termination for Cause Other Than Nonpayment	22
2.9.5 Emergency Termination of Service	25

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS (cont'd)

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

	Page
2.10 Additional Provisions Applicable To Business Customers	26
2.10.1 Application of Rates	26
2.10.2 Telephone Number Changes	27
2.10.3 Deposits.....	27
2.10.4 Dishonored Checks.....	27
2.11 Additional Provisions Applicable to Residential Customers.....	28
2.11.1 Application of Rates	28
2.11.2 Telephone Number Changes	28
2.11.3 Deposits.....	29
2.11.4 Installment Billing for Nonrecurring Charges	31
2.11.5 Adjusted Payment Schedule.....	33
2.11.6 Suspension or Termination for Nonpayment.....	33
2.11.7 Deferred Payment Agreements.....	34
2.11.8 Dishonored Checks.....	35
2.11.9 Suspension or Termination - Abandonment.....	35
2.11.10 Suspension or Termination - Medical Emergencies	35
2.11.11 Suspension or Termination - Elderly, Blind or Disabled.....	36
2.11.12 Backbilling for Residential Customers.....	36

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS (cont'd)

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

	Page
2.12 Allowances for Interruptions in Service	37
2.12.1 Credit for Interruptions	37
2.12.2 Limitations on Credit Allowances	39
2.13 Automatic Number Identification	40
2.13.1 Regulations	40
2.13.2 Terms and Conditions	41

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 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.

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 1946.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.2 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 customer-provided 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.3 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.

2.1.4 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.

2.1.5 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:

- 1) 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 or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.5 Directory Errors

- 2) 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.
- 3) 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. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- 4) Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 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.
- 5) Definitions: As used in Paragraphs 1, 2, 3, and 4 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.
- 6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1.6 Blocking of Service

The Company's facilities can not be used to originate calls to other telephone companies' caller-paid information services. This includes, but is not limited to, calls to NPA 900, 5'XX 976, NXX 970, and other NXXs assigned to these services. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.2 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.3 FLEXIBLE PRICING

2.3.1 General

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

2.3.2 Conditions

- a. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.
- b. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.
- c. A rate shall not be changed unless it has been in effect for at least thirty (30) days.
- d. A customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED

2.4.1 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.

2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.2 Deposits (cont'd)

a. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

b. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

c. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.3 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.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.4 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 \$10.00.

2.4.5 Late Payment Charges

- a. *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 customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.*
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.5 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit. In the case of any inconsistency with the regulations in Part 603.15 of 16 NYCRR for installation service, the rules of the Commission shall prevail.

2.6 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES

2.7.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly bill statement as outlined in 2.7.2 and 2.7.3 below. If there are surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the rate will be listed on Statement 1 which is at the end of this section.

2.7.2 Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are shown on Statement 2 which is at the end of this section. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised statement as directed or approved by the Commission.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES (cont'd)

2.7.3 Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The percentage rate of the surcharge in each locality where such a surcharge applies is listed on Statement 3 which is at the end of this section.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within 5 business days.

Introduction, cancellation, or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the change.

2.8 [RESERVED FOR FUTURE USE]

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 633 of 16 NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of back-billed amounts as outlined in 2.11.12.
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Section 631.9 and 631.10 of 16NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of back-billed amounts as outlined in 2.11.12.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment

a. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.11.7 regarding Deferred Payment Agreements.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

c. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
 - a. No charge shall apply for the period during which service had been terminated, and
 - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

d. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.9.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.10.1 Application of Rates

- a. Business rates as described in Section 7 and shown in Attachment B apply to service furnished:
 1. In office buildings, stores, factories and all other places of a business nature;
 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 3. At any location when the listing or public advertising indicates a business or a profession;
 4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 5. At any location where the customer resells or shares exchange service;
- b. Public Access Line service is classified as business service regardless of the location.
- c. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.10.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

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.

2.10.3 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.

2.10.4 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.11.1 Application of Rates

Residential rates as described in Section 6 and shown in Attachment B 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.

2.11.2 Telephone Number Changes

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

The Company reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

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.

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits

a. General

Except as provided in (b) following, the Company may require a deposit, as described in Section 2.4.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of the Company within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

b. Customers Exempt from Deposits

1. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
2. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

c. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.11.7 below.)

New deposits from a residential customer is reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.11.4 Installment Billing For Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.4 Installment Billing For Nonrecurring Charges (cont'd)

Installment billing is subject to the following restrictions:

- a. Installment billing may be used only by residential customers;
- b. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- d. More than one installment plan may be in effect for the same customer at the same time;
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- f. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- g. Installment billing payments will continue even when an account is temporarily suspended;
- h. No interest or carrying charges will be applied to the outstanding balance during the installment period.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.5 Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.11.6 Suspension or Termination for Nonpayment

- a. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- b. After issuing the written notification in accordance with 2.9.1, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
- c. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- d. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). The Company must offer an eligible customer a DPA in accordance with the Commission's order in Case 90-C-1148 issued on August 7, 1992. Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.8 Dishonored Checks

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

2.11.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.

2.11.10 Suspension or Termination - Medical Emergencies

In the event of a medical emergency as defined in 16NYCRR, Sec. 633.5, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate as defined in 16NYCRR, Sec. 633.5, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.11 Suspension or Termination - Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

- a) the customer is known to or identified to the Company as being blind or disabled, as defined in 16NYCRR, Sec. 633.5, or
- b) the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

2.11.12 Backbilling for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

2.12.1 Credit for Interruptions

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
 - i. if interruption continues for less than 24 hours:
 - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
 - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
 - ii. if interruption continues for more than 24 hours:
 - a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.1 Credit for Interruptions (cont'd)

c. (cont'd)

ii. (cont'd)

- b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.2 Limitations on Credit Allowances

No credit allowance will be made for:

- a) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d) interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- e) interruptions of service due to circumstances or causes beyond the control of the Company.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION

2.13.1 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:

- 1) 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.
- 2) *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.*
- 3) 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.1 Regulations (cont'd)

- 4) 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 in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 5) 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.

2.13.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Section 24, 25 and 26 of the Public Service Law.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

**STATEMENT 1
TELEPHONE SURCHARGES**

A. Gross Revenue Tax Surcharge

The Gross Revenue Tax Surcharge rates to be charged is as follows:

<u>Bill Date Period</u>	<u>Gross Revenue Tax Surcharge</u>
January 1, 1995-December 31, 1995	4.7875%
January 1, 1996-	4.5547%

B. TELEPHONE SURCHARGES

Surcharge for State Gross Income and Gross Earnings Taxes

Local Utility Gross Revenue Taxes

TAX DISTRICT

Locality	Code	Surcharge
Buffalo	6158	.02660
Lancaster	6179	.00395
North Tonawanda	6339	.005597
Sloan	6161	.00613
Tonawanda	6189	.00451
Williamsville	6153/6195	.00233

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler, Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 3 - CONNECTION CHARGES

	Page
3.1 Connection Charge	2
3.1.1 General	2
3.1.2 Exceptions to the Charge.....	3
3.2 Restoral Charge	4
3.3 Moves, Adds and Changes	4
3.4 Record Order Charge.....	5
3.5 Charges Associated with Premises Visit	5
3.5.1 Terms and Conditions.....	5
3.5.2 Trouble Isolation Charge.....	6
3.5.3 Inside Wire Maintenance and Installation	7
3.6 Primary Interexchange Carrier (PIC) Change Charge	8

Section 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

The connection Charge is comprised of two charges:

- a. Service Order;
- b. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- a. A Service Order charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- b. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. Only one charge applies per customer order.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.2.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section I of this Tariff.

	<u>Business</u>	<u>Residence</u>
Minimum:	\$ 5.00	\$ 5.00
Maximum:	\$ 40.00	\$40.00

3.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add: The addition of a vertical service to existing equipment and/or service at one location.
- Change: Change - including rearrangement or reclassification - of existing service at the same location.

Residence Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$40.00	\$40.00	\$40.00

Business Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$40.00	\$40.00	\$40.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.4 RECORD ORDER CHARGE

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- a. addition of directory listings
- b. change in listed name
- c. change of address
- d. change of billing party
- e. change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- o 2 to 6 pair inside wire
- o Faceplates
- o RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- o Staples, screws, nail, tape, connectors, etc.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.5.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	<u>Minimum</u>	<u>Maximum</u>
Per Premises Visit, Residence:	\$10.00	\$50.00
Per Premises Visit, Business:	\$10.00	\$50.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.5.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

.1 Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when a customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

.2 Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed will be based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 3 - CONNECTION CHARGES (cont'd)

3.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

Minimum: \$ 0.00

Maximum: \$ 5.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

	Page
4.1 General	1
4.1.1 Description	1
4.1.2 Classes of Calls	1
4.2 Timing of Calls	3
4.3 Time Periods Defined	4
4.4 Regulations and Computation of Mileage	5
4.4.1 Originating Rate Center	5
4.4.2 Terminating Rate Center	5
4.4.3 Calculation of Mileage	5
4.5 Call Charges	7
4.5.1 Usage Charges	7
4.5.2 Per Call Service Charges	8

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.1 GENERAL

4.1.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

4.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.2 TIMING OF CALLS

- 4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 4.2.2 *For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.*
- 4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 4.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.
- 4.2.6 All times refer to local time.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.3 TIME PERIODS DEFINED

Unless otherwise indicated in this Tariff, the following time periods apply.

4.3.1 IntraLATA Toll Time periods:

Day:	8:00 a.m. - 5:00 p.m.	Mon. - Fri.
Evening:	5:00 p.m. - 11:00 p.m.	Mon. - Fri.
Night/Weekend:	11:00 p.m. - 8:00 a.m.	all days
	8:00 a.m. - 11:00 p.m.	Saturday
	8:00 a.m. - 5:00 p.m.	Sunday
Holidays	Evening rate applies unless another lower rate applies	

4.3.2 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

4.4.1 Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE (cont'd)

4.4.3 Calculation of Mileage (cont'd)

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

4.5.1 Usage Charges

Minimum:

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

Maximum:

Mileage	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
0 - 8	\$.15	\$.05	40%	40%	65%	65%
9 - 13	\$.20	\$.06	40%	40%	65%	65%
over 13	\$.22	\$.13	40%	40%	65%	65%

* Discount from Day Rate

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES (cont'd)

4.5.2 Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card	\$0.01	\$0.60
Person to Person	\$0.01	\$3.75
3rd Number Billed	\$0.01	\$1.60
All other Operator Assistance	\$0.01	\$1.25

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

SECTION 5 - SUPPLEMENTAL SERVICES

	Page
5.1. Custom Calling Service	3
5.1.1 General	3
5.1.2 Description of Features	3
5.1.3 Rates and Charges	5
5.2. CLASS Services	
5.2.1 General	6
5.2.2 Description of Features	6
5.2.3 Rates and Charges	8
5.3. Centrex Service Features	
5.3.1 General	9
5.3.2 Description of Features	9
5.3.3 Rates and Charges	13
5.4. Service and Promotional Trials	14
5.4.1 General	14
5.4.2 Regulations	14
5.5. Busy Verification and Interrupt Service	15
5.5.1 General	15
5.5.2 Rate Application	15
5.5.3 Rates	15
5.6. Trap Circuit Service	16
5.6.1 General	16
5.6.2 Regulations	16
5.6.3 Rates	16
5.7. Directory Assistance Service	17
5.7.1 General	17
5.7.2 Regulations	17
5.7.3 Rates	17
5.8. Local Operator Service	18

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS (cont'd)

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

	Page
5.9 Stand Alone Voice Mail Service	19
5.9.1 Description	19
5.9.2 Recurring and Nonrecurring Charges	19
5.10 Blocking Service	20
5.10.1 General	20
5.10.2 Regulations	20
5.10.3 Rates and Charges	21
5.11 Customized Number Service	23
5.11.1 General	23
5.11.2 Conditions	24
5.11.3 Rates	24
5.12 Customer Requested Service Suspension	25

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

a. Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 CUSTOM CALLING SERVICE (cont'd)

5.1.2 Description of Features (cont'd)

b. Call Forwarding (cont'd)

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

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

c. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

d. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

e. Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

f. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 CUSTOM CALLING SERVICE (cont'd)

5.1.3 Rates and Charges

.1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

.2 Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$00.00

Maximum: \$20.00

.3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES

5.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

a. Call ID

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

b. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call for the customer.

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically Callbacked and the customer is notified of the connected call via a distinctive ring.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES (cont'd)

5.2.2 Description of Features (cont'd)

b. Automatic Callback (cont'd)

The following types of calls cannot be Automatically Callbacked:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

c. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

d. Call Trace

Call Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES (cont'd)

5.2.3 Rates and Charges

.1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

.2 Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$00.00
Maximum: \$20.00

.3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES

5.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.3.2 Description of Features

a. Reserved for future use.

b. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

c. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

d. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.2 Description of Features (cont'd)

e. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

f. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The pattern is based on whether the call is from within the station group, external to the station group, forwarded from the attendant position, or from a station within the Call Waiting feature.

g. Distinctive Ringing / Call Waiting Tone (Centrex only)

This feature applies a distinctive ringing or call waiting tone that enables a user to determine the source of an incoming call. The pattern is based on whether the call is from within the station group, external to the station group, forwarded or extended from the attendant position, or from a station within the Call Waiting feature.

h. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.2 Description of Features (cont'd)

i. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

j. Speed Calling Thirty (Centrex only)

This feature allows a user to dial selected numbers using two digits. Up to eight telephone numbers may be selected.

k. Terminal Group and Station Restriction (Centrex only)

This feature defines a station's network access capability, either individually within a Centrex group, or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e. intragroup only, toll restriction, etc.

l. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the *Call Forwarding Busy Line* feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.2 Description of Features (cont'd)

m. Uniform Call Distribution (Centrex only)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

n. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

o. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

p. Uniform Call Distribution

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.3 Rates and Charges

.1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

.2 Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$00.00
Maximum: \$20.00

.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 5.4, Service and Promotional Trials, below.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.4.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

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

5.5.2 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.

5.5.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Verification Charge, each request	\$ 0.01	\$1.00
Interrupt Charge, each request	\$ 0.01	\$1.50

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 TRAP CIRCUIT SERVICE

5.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

5.6.2 Regulations

- a. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- B. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- C. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- D. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

5.6.3 Rates

Per request,

Minimum:	\$ 0.01
Maximum:	\$ 50.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. 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.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.

5.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Minimum: \$0.01

Maximum: \$0.50

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

	<u>Minimum</u>	<u>Maximum</u>
Local Operator Assistance, per call:	\$0.00	\$0.75

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE

5.9.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable section of this tariff pertaining to the associated line-based service.

5.9.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply per main billing account as described in Section 3 of this tariff. Service is offered on a month to month basis.

Per Individual Mail Address:

	<u>Residence</u>		<u>Business</u>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Charge	\$1.00	\$60.00	\$1.00	\$60.00
Recurring Charges:				
- Month to Month	\$1.00	\$10.00	\$5.00	\$25.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE

5.10.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

5.10.2 Regulations

- .1 The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- .2 Blocking Service is available where equipment and facilities permit.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges

.1 Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>Nonrecurring Charge</u>	
	<u>Minimum</u>	<u>Maximum</u>
900 and 700 Blocking		
- Residential	\$0.00	\$0.00
- Business (up to 200 lines)	\$0.00	\$20.00
900, 971, 974, and 700 Blocking		
- Residential	\$0.00	\$0.00
- Business (up to 200 lines)	\$0.00	\$20.00

The nonrecurring charge for initial request of one and two-line business customers is waived for 90 days from the customer's service establishment date.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges (cont'd)

.1 Recurring and Nonrecurring Charges (cont'd)

Third Number Billed and Collect Call Restriction	Monthly Charges	
	<u>Minimum</u>	<u>Maximum</u>
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00
Toll Restriction		
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00
Toll Restriction Plus		
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00
Direct Inward Dialing Blocking (Third Party and Collect Call)		
- Initial Activation	\$0.00	\$50.00
- Subsequent Activation (per line)	\$0.00	\$20.00

.2 Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

.3 Connection charges apply as specified in Section 3 of this tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 CUSTOMIZED NUMBER SERVICE

5.11.1 General

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. The Company reserves and retains the right:
 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
 4. The limitation of liability provisions of this tariff in Section 2.1.1 are applicable to Customized Number Service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 CUSTOMIZED NUMBER SERVICE (cont'd)

5.11.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
 1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
 2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

5.11.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Set-up Charges		
Residential Customer	\$0.00	\$50.00
Business Customer	\$0.00	\$100.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

- 5.12.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the cust

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

	Page
6.1 General.....	2
6.2 Service Descriptions and Rates.....	3
6.2.1 Measured Rate Service.....	5

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- a) place and receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES

The following Residential Network Switched Service Options are offered:

Residential Measured Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

- Three Way Calling
- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Variable
- Call Hold
- Call Waiting
- Cancel Call Waiting
- Distinctive Ringing
- Regular Multiline Hunting
- Speed Calling

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

The following CLASS features are offered to Residential Network Switched Service Subscribers:

- Call ID
- Block Caller ID
- Automatic Redial
- Automatic Call Back
- Automatic Recall
- Customer Originated Trace

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Measured charges apply to Measured Rated Service, in addition to other rate elements described above.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 10.

.1 Description

Each Measured Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Measured Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Measured Rate Facility has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pules (DP)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer:

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Measured Rate Service (cont'd)

.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion¹ of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$50.00
Monthly Recurring Charges:		
- Each Base Service Line	\$1.00	\$35.00
- Voice Mail Option, per line	\$1.00	\$15.00

¹ The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require that number portability be purchased.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Measured Rate Service (cont'd)

.2 Recurring and Nonrecurring Charges (cont'd)

Custom Calling Features
(per line, per month)

- Each feature	\$0.25	\$12.00
- Package of 3 features	\$0.75	\$15.00
- Package of 4 Features	\$0.75	\$21.00

CLASS Features
(per line, per month)

	<u>Minimum</u>	<u>Maximum</u>
- Each feature	\$1.00	\$10.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Measured Rate Service (cont'd)

.3. Local Measured Service Time Periods:

Day:	8:00 a.m. - 9:00 p.m.	Mon. - Fri.
Evening:	9:00 p.m. - 11:00 p.m.	Mon. - Fri.
Night/Weekend:	11:00 p.m. - 8:00 a.m.	Sun. - Fri.
	All day Saturday and Sunday	
	All Holidays	

Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day

.4 Usage charges

Minimum:

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

Maximum:

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.15	\$.05	40%	40%	65%	65%
B	\$.15	\$.05	40%	40%	65%	65%
C	\$.18	\$.07	40%	40%	65%	65%
D	\$.20	\$.10	40%	40%	65%	65%

* Discount from Day Rate

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

	Page
7.1 General	2
7.2 Service Descriptions and Rates	3
7.2.1 Basic Business Line Service	4
7.2.2 Public Access Lines	8
7.2.3 PBX Trunk Service	9
7.2.4 Centrex Service	15
7.2.5 Termination Charges	20

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

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

Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

- Basic Business Line Service
- Public Access Lines Service
- PBX Trunks
- Centrex Service

Basic Business Line Service ,PBX trunks Centrex service are offered with measured rate local service.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following features as described in Section 5 are available with Business Line Service for an additional charge:

- Three-Way Conference, Consultation
- Call Forwarding
- Call Hold
- Call Park
- Call Pick-Up
- Call Transfer
- Call Waiting / Cancel Call Waiting
- Speed Calling One Digit
- Speed Calling Two Digit

The following features are available with Business Line Service at no additional charge.

- Sequential Hunting
- Circular Hunting
- Uniform Hunting

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service

.1 General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

.2 Measured Rate Basic Business Line Service

.1 Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 11.

.2 Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion¹ of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$100.00
Monthly Recurring Charges:		
- Each Base Service Line	\$1.00	\$35.00
- Voice Mail Option, per line	\$1.00	\$30.00

¹ The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require number portability be purchased.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

.2 Measured Rate Basic Business Line Service (cont'd)

.2 Recurring and Nonrecurring Charges (cont'd)

Custom Calling Features:
(per line, per month)

- Each feature	\$0.25	\$15.00
- Package of 3 features	\$0.50	\$25.00
- Package of 4 features	\$0.75	\$35.00

CLASS Features (per line, per month)	<u>Minimum</u>	<u>Maximum</u>
- Each feature	\$1.00	\$15.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

.2 Measured Rate Basic Business Line Service (cont'd)

.3 Measured Usage Charges

.3. Local Measured Service Time Periods:

Day:	8:00 a.m. - 9:00 p.m.	Mon. - Fri.
Evening:	9:00 p.m. - 11:00 p.m.	Mon. - Fri.
Night/Weekend:	11:00 p.m. - 8:00 a.m.	Sun. - Fri.
	All day Saturday and Sunday	
	All Holidays	

Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day

.3 Usage charges

Minimum:

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

Maximum:

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.15	\$.05	40%	40%	.65%	.65%
B	\$.15	\$.05	40%	40%	.65%	.65%
C	\$.18	\$.07	40%	40%	.65%	.65%
D	\$.20	\$.10	40%	40%	.65%	.65%

* Discount from Day Rate

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a customer owned coin operated telephone (COCOT) to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion² of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

The COCOT Enforcement Fund Fee of \$0.25 per month will be assessed on all access lines purchased under this service³.

	<u>Minimum:</u>	<u>Maximum</u>
Connection Charge:	\$ 10.00	\$100.00
Monthly Recurring Charges:		
Line	\$5.00	\$35.00

² The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require number portability be purchased.

³ Issued in accordance with PSC Order in Case 95-C-0007, issued and effective January 23, 1995

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service

.1 General

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service (cont'd)

.2 Individual Measured Rate PBX Trunks

.1 Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Local calling areas are as specified in Section 10. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion⁴ of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$50.00
Monthly Recurring Charges:		
- Each Trunk	\$5.00	\$50.00

⁴ The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require number portability be purchased.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service (cont'd)

.2 Measured Rate Analog PBX Trunks (cont'd)

.2 Recurring and Nonrecurring Charges (cont'd)

Terminal Numbers:

1-20 lines in terminal group	\$5.00	\$15.00
100 lines in terminal group	\$10.00	\$25.00

.3 Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line and are shown in Section 7.2.1.3 above.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service (cont'd)

.3 DS1 PBX Trunk Service

.1 Description

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

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

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service (cont'd)

.3 DS1 PBX Trunk Service (cont'd)

.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Charges for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion⁵ of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

Where appropriate facilities do not exist, Special Construction charges will also apply.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge	\$250.00	\$1000.00

⁵ The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require number portability be purchased.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 PBX Trunk Service (cont'd)

.3 DS1 Trunk Service (cont'd)

.2 Recurring and Nonrecurring Charges (cont'd)

Monthly Recurring Charges:

- Facility	\$100.00	\$500.00
- Per Active Channel (DID)	\$10.00	\$25.00
- Per Active Channel (DOD)	\$10.00	\$75.00

.3 Measured Usage Charges

Measured Usage Charges for DS1 Trunks are the same as those indicated for a basic business line and are shown in Section 7.2.1.3 above.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service

.1 Description

Centrex Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex Service enables the customer to originate and receive local calls within its system at no additional charge. Local measured usage charges apply to all other local calls. Local calling areas are as specified in Section 11.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

.2 Features

The Centrex customer is provided with standard features as part of the Centrex line and can purchase optional features at an additional charge.

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 Centrex Service (cont'd)

.2 Features (cont'd)

The following Centrex features are available to the customer of Centrex Service and are included in the Centrex line charge:

STANDARD FEATURES

Three-Way Conference, Consultation,
Transfer
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Permanent Hold
Call Hold
Call Park
Call Pick-up
Call Waiting Terminating
Call Waiting Originating
Speed Calling One Digit
Speed Calling Two Digit

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 Centrex Service (cont'd)

.2 Features (cont'd)

The following Centrex features are available to the customer of Centrex Service at an additional charge:

OPTIONAL FEATURES

Hunt Group Charge

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing with Announcement per
Queue Slot

Hunting Line Charge

Sequential Hunting
Circular Hunting
Uniform Hunting

Advance Features Line Charge

Voice Messaging
6 Way Conference Per Arrangement

LASS Features Line Charge

Caller ID
Block Caller ID
Auto Callback
Auto Recall

Call Trace
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

LASS Features Useage Charge

Caller ID
Block Caller ID
Auto Callback
Auto Recall
Call Trace Per Activation
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 Centrex Service (cont'd)

.3 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Service to customers may require the purchase of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. A portion⁶ of the additional cost of these facilities will be added to the price of the recurring monthly rate of the line.

.1 Basic Centrex

Per Station Line:

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$200.00

Monthly Recurring Charges:

Term

Monthly	\$1.00	\$50.00
24 months	0%	5%
36 months Discount	5%	10%
60 months Discount	15%	20%
84 months Discount	25%	30%

Over 100 lines

Individual Case Basis

⁶ The difference between the current monthly rate of the line and the cost of the link will be added to the price of the line for those customers that require that a link be purchased from the incumbent LEC. One half of the number portability purchase price will be added to the monthly rate of the line for those customers that require number portability be purchased.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 Centrex Service (cont'd)

.3 Recurring and Nonrecurring Charges (cont'd)

.2 Optinial Centrex Features

Per Feature:

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$0	\$10,000.00

Monthly Recurring Charges:

Term		
Monthly	\$0	\$600
24 months	0	5%
36 months Discount	5%	10%
60 months Discount	15%	20%
84 months Discount	25%	30%
Voice Mail, per line per month:	\$1.00	\$20.00
Over 100 lines		Individual Case Basis

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.6 Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a *specified period of time ("term")*. If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. A customer is considered to have terminated service if a request is made to disconnect 20% or more of the lines agreed to in the term arrangement. A Customer who reduces station lines by 20% or more has the following options for the remaining period of the contract:

- a) Continue to pay an amount equal to the monthly rate for 80% of the contracted service at the monthly rate as contracted, or
- b) Pay termination charges as follow on the number of lines below the 80% level that are disconnected, and continue to pay for only the actual number of lines in service.

The termination charge is calculated as follows:

Number of lines disconnected (less 20% of the total)

times

Monthly link and port charges

times

Number of months remaining in term agreement

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

Section 8 - SPECIAL SERVICES AND PROGRAMS

	Page
8.1 Lifeline Telephone Service	1
8.1.1 Lifeline Telephone Service Options	2
8.1.2 Eligibility	3
8.1.3 Charges	4
8.2 Link Up America	5
8.3 Special Equipment For The Hearing or Speech Impaired Customer	6
8.4 Discounted Service for The Hearing or Speech Impaired Customer	7
8.4.1 General	7
8.4.2 Certification	7
8.4.3 Qualification	7
8.4.4 Billing	7
8.5 Universal Emergency Telephone Number Service	8
8.5.1 General	8
8.5.2 Regulations	8
8.5.3 Conditions of Furnishing Service	9
8.6 Enhanced Universal Emergency Telephone Number Service	
8.6.1 General	10
8.6.2 Regulations	10
8.6.3 Conditions of Furnishing Service	11
8.7 New York Relay Service	12
8.7.1 General	12
8.7.2 Regulations	12
8.7.3 Liability	13

Date issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

8.1.1 Lifeline Telephone Service Options

.1 Flat Rate Life Line Service

This service provides a full waiver of the \$3.50 federal subscriber line charge for flat rate customers.

.2 *Basic Lifeline Service*

This low priced individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

8.1.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs administered by the New York State Department of Social Services:

Aid to Families with Dependent Children (AFDC)
Food Stamps
Home Energy Assistance Program (HEAP)
Home Relief
Medicaid
Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the New York State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.1 LIFELINE TELEPHONE SERVICE (cont'd)

8.1.2 Eligibility (cont'd)

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

Life Line services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with the New York State Department of Social Services (DSS) and/or the New York City Community Development Agency (CDA).

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.1 LIFELINE TELEPHONE SERVICE (cont'd)

8.1.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 8.2, following.

Service connection charges do not apply to change existing service from:

- a. Message Rate Service to Basic Lifeline service;
- b. Basic Lifeline service to Message Rate Service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- a. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in 8.1.2, above;
- b. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- c. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

Date issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

1. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York, or
2. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 11, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

8.5.2 Regulations

- a. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- c. 911 service is furnished for incoming calls only.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

8.5.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated 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 the 911 service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.6.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- a. In addition to the following, the regulations in 8.5.2 apply.
- b. 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. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- c. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
- d. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number and address associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- e. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated 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 the 911 service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 NEW YORK RELAY SERVICE

8.7.1 General

The Company will provide access to a telephone relay center for New York Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

8.7.2 Regulations

- a. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this tariff.
- b. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- c. Calls through the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 NEW YORK RELAY SERVICE (cont'd)

8.7.3 *Liability*

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend, and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer, or by any other person, for any loss or destruction of any property whatsoever, whether covered by the customer or others, or for any personal injury or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 NEW YORK RELAY SERVICE (cont'd)

8.7.2 Regulations (cont'd)

- d. The following calls may not be placed through the Relay Service:
1. calls to informational recordings and group bridging service;
 2. calls to time or weather recorded messages;
 3. station sent paid calls from coin telephones; and
 4. operator-handled conference service and other teleconference calls.

8.7.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

SECTION 9 - SPECIAL ARRANGEMENTS

	Page
9.1 Special Construction	2
9.1.1 Basis for Charges	2
9.1.2 Basis for Cost Computation	2
9.1.3 Termination Liability	3
9.2 Non-Routine Installation and/or Maintenance	5
9.3 Individual Case Basis (ICB) Arrangements	5

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 9 - SPECIAL ARRANGEMENTS

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).

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- I. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision;
 - c) transportation; and
 - d) rights of way and/or any required easements.
- II. Cost of maintenance.
- III. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)

9.1 SPECIAL CONSTRUCTION (cont'd)

9.1.2 Basis for Cost Computation (cont'd)

- IV. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- V. License preparation, processing, and related fees.
- VI. Tariff preparation, processing and related fees.
- VII. Any other identifiable costs related to the facilities provided; or
- VIII. An amount for return and contingencies.

9.1.3 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.

- 9.1.3.1 The period on which the termination liability is based is the estimated service life of the facilities provided.
- 9.1.3.2 The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)

9.1 SPECIAL CONSTRUCTION (cont'd)

9.1.3 Termination Liability (cont'd)

9.1.3.2 (cont'd)

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision;
 - c) transportation; and
 - d) rights of way and/or any required easements;
2. license preparation, processing, and related fees;
3. tariff preparation, processing and related fees;
4. cost of removal and restoration, where appropriate; and
5. any other identifiable costs related to the specially constructed or rearranged facilities.

9.1.3.3 The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.2 preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

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 Attachment. 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:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 5) Length of the agreement.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

CONTENTS

	Page
10.1 Alphabetical Directory	2
10.1.1 Main Listings.....	2
10.1.2 Composition of Listings.....	3
10.1.3 Types of Listings.....	4
10.1.4 Non-Published Service	5
10.2 Customized Number Service.....	7
10.2.1 General.....	7
10.2.2 Conditions	8
10.2.3 Rates.....	8
10.3 Directory Information Requests.....	9
10.4 Liability of the Company for Errors.....	10
10.4.1 General.....	10
10.4.2 Allowance for Errors	10

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- a. The Company contracts with an outside provider for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- b. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- c. Listings provided without charge are as follows:
 1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 2. One listing for each PBX or interconnecting system.
- d. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY (cont'd)

10.1.2 Composition of Listings

- a. Listings are limited to information essential to the identification of the listed party.
- b. Addresses
 1. Each listing normally includes the number and street name location where the telephone service is furnished. the name of a building may be shown in case of buildings commonly known by name.
 2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- c. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY (cont'd)

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge. Charges are listed in the rate attachment.

a. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

b. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

c. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form ("See . . .") in lieu of a duplicate listing.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY (cont'd)

10.1.3 Types of Listings (cont'd)

d. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

e. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

10.1.4 Non-Published Service

a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY (cont'd)

10.1.4 Non-Published Service (cont'd)

b. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies *involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.*
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.
3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

c. Rates are listed in the Rate Attachment

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.2 CUSTOMIZED NUMBER SERVICE

10.2.1 General

- a. Customized Number Service Allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing or other purposes by the Customer.
- d. When a new customer assumes an existing service which includes a Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. the Company retains the right:
 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.2 CUSTOMIZED NUMBER SERVICE (cont'd)

10.2.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
1. Requests a telephone number other than the next available number from the assignment control list, and such a requested number is placed into service within six months of the date of the request.
 2. Requests a number change from the Customer's present number to a Customized Number.
- b. The company shall not be liable to any customer for direct, indirect, or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to, or after the establishment of service. In no case shall the Company be liable to any person, firm, or corporation for an amount greater than such person, firm, or corporation has actually paid to the Company for Customized Number Service.

10.2.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
a. Set-up Charges	\$ 0.00	\$120.00
b. Monthly Charge	\$ 0.00	\$ 15.00

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for damage arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

a. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

b. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 10 - DIRECTORY

10.4 LIABILITY OF THE COMPANY FOR ERRORS (cont'd)

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 in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CONTENTS

SECTION 11 -LOCAL CALLING AREAS

Exchange	Page
Buffalo	2
Lancaster.....	3
Tonawanda.....	4
West Seneca.....	5
Williamsville.....	6

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

(BUFFALO)

A. WITHIN THE BASE RATE AREA COMPRISING BUFFALO:

The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

Measured Rate

RESIDENCE

Measured Rate
Flat Rate

B. LOCAL CALLING AREA

Calls to stations bearing the designations of the following central offices¹ are considered local from the Buffalo exchange.

AKRON	DERBY	ORCHARD PARK
ALDEN	EAST AURORA	PENDLETON
ANGOLA	EDEN	SPRINGVILLE
BOSTON	GRAND ISLAND	TONAWANDA
BUFFALO	HAMBURG	WEST SENECA
CHAFEE	HOLLAND	WILLIAMSVILLE
CLARENCE	JAVA	SANBORN
CLARENCE CENTER	LANCASTER	DARIEN
CORFU	NORTH COLLINS	

¹ Central Offices corresponds to New York Telephone's local calling areas as specified in their PSC 902 tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

(LANCASTER)

A. WITHIN THE BASE RATE AREA COMPRISING LANCASTER:

The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

Measured Rate

RESIDENCE

Measured Rate
Flat Rate

B. LOCAL CALLING AREA

Calls to stations bearing the designations of the following central offices² are considered local from the Lancaster exchange.

AKRON
ALDEN
ANGOLA
BOSTON
BUFFALO
CHAFEE
CLARENCE CLARENCE
ENTER
DERBY

EAST AURORA
GOWANDA
GRAND ISLAND
HAMBURG
HOLLAND
JAVA
NORTH COLLINS
ORCHARD PARK
SPRINGVILLE

TONAWANDA
WANAKAH
WEST SENECA
WILLIAMSVILLE

² Central Offices corresponds to New York Telephone's local calling areas as specified in their PSC 902 tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

(TONAWANDA)

A. WITHIN THE BASE RATE AREA COMPRISING TONAWANDA:

The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

Measured Rate

RESIDENCE

Measured Rate
Flat Rate

B. LOCAL CALLING AREA

Calls to stations bearing the designations of the following central offices³ are considered local from the Tonawanda exchange.

AKRON	DERBY	LOCKPORT	WANAKAH
ALDEN	EAST AURORA	NIAGARA FALLS	WEST SENECA
ANGOLA	EDEN	NORTH COLLINS	WILLIAMSVILLE
BOSTON	GASPORT	ORCHARD PARK	YOUNGSTOWN
BUFFALO	GRAND ISLAND	PENDLETON	
CHAFEE	HAMBURG	RANSOMVILLE	
CLARENCE	JAVA	SANBORN	
CLARENCE CENTER	LANCASTER	SPRINGVILLE	
	LEWISTON	TONAWANDA	

³ Central Offices corresponds to New York Telephone's local calling areas as specified in their PSC 902 tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

(WEST SENECA)

A. WITHIN THE BASE RATE AREA COMPRISING WEST SENECA:

The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

Measured Rate

RESIDENCE

Measured Rate
Flat Rate

B. LOCAL CALLING AREA

Calls to stations bearing the designations of the following central offices⁴ are considered local from the West Seneca exchange.

AKRON
ALDEN
ANGOLA
BOSTON
BUFFALO
CHAFEE
CLARENCE
CLARENCE CENTER

DERBY
EAST AURORA
EDEN
GRAND ISLAND
HAMBURG
HOLLAND
JAVA
LANCASTER
NORTH COLLINS

ORCHARD PARK
PENDLETON
SPRINGVILLE
TONAWANDA
WANAKAH
WEST SENECA
WILLIAMSVILLE

⁴ Central Offices corresponds to New York Telephone's local calling areas as specified in their PSC 902 tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

(WILLIAMSVILLE)

A. WITHIN THE BASE RATE AREA COMPRISING WILLIAMSVILLE:

The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

Measured Rate

RESIDENCE

Measured Rate
Flat Rate

B. LOCAL CALLING AREA

Calls to stations bearing the designations of the following central offices⁵ are considered local from the Williamsville exchange.

AKRON	EAST AURORA	SPRINGVILLE
ALDEN	GRAND ISLAND	TONAWANDA
ANGOLA	HAMBURG	WANAKAH
BOSTON	HOLLAND	WEST SENECA
BUFFALO	JAVA	WILLIAMSVILLE
CHAFEE	LANCASTER	
CLARENCE	NORTH COLLINS	
CLARENCE CENTER	ORCHARD PARK	
CORFU	PENDLETON	
DERBY		

⁵ Central Offices corresponds to New York Telephone's local calling areas as specified in their PSC 902 tariff.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - 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.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes. down for a period (night service).

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.

ASCII

American Standard Code for Information Interchange. An eight level code for data transfer adopted by the American Standards Association.

ASYNCHRONOUS

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

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.

BUILDING

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

CALL INITIATION

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

CHANNEL CONVERSION

The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

CHANNEL SERVICE UNIT ("CSU")

The equipment located at the customer s premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

COLLEGE

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

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable of two-way communications between subscriber provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

COMPANY

NewChannels Hyperion Telecommunications ("NHT"), unless otherwise clearly indicated from the context.

COMMISSION

The New York State Public Service Commission.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes services 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DEMARCATIION POINT

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

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

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.

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 oppose(l to the continuously variable signal of analog technologies.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets.

EMERGENCY SERVICE NUMBER ("ESN")

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, obligations and payment of bills in connection with the provision of E911 service.

ERROR

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

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.

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

GROUND START

Describes the Signalling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

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" 3843, 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" 109-111, American Medical Association. 1971

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

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.

INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

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.

INTEROFFICE MILEAGE

The segment of a line which extends between the central offices serving the originating and terminating points.

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 I of the Tariff.

KILOBIT

One thousand bits.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LEASED CHANNEL

An non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

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.

LOOP START

Describes the signalling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

LOOPS

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

MEGABIT

One million bits.

MEASURED RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the timed usage of the local network.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - 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 Signalling between telephone company switches, or between telephone company switches and PBX/key systems.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

NODE

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

PBX

A private branch exchange.

PORT

A connection to the switching network with one or more voice grade communications channels. each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

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 ACCESS LINE SERVICE

Service providing facilities for a customer owned coin operated telephone ("COCOT").

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.

RESALE OF SERVICE

The subscription to communications services and facilities by one entity and the reoffering of communications services 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

SHARING

An arrangement in which several users collectively use communications services and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

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.

SUSPENSION

Suspension of service for non-payment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters or events.

T-1 SYSTEM

A type of digital carrier system transmitting voice or data at 1.544 Mbps (DS-1). 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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Section 12 - EXPLANATION OF TERMS (cont'd)

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

TONE DIAL SIGNALING ("TD")

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

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.

Date Issued: May 26, 1996

Date Effective: June 26, 1996

Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

CURRENT RATES

SECTION 3 - CONNECTION CHARGES

3.2 RESTORAL CHARGE

Residence	\$32.40
Business	\$71.10

3.3 MOVES, ADDS AND CHANGES

Residence Move - Per Order	\$16.00
Residence Add - Per Order	\$10.00
Residence Change - Per Order	\$16.00
Business Move - Per Order	\$56.00
Business Add - Per Order	\$35.90
Business Change - Per Order	\$56.00

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.2 Trouble Isolation Charge

Residence	\$19.00
Business	\$19.00

3.4.3 Inside Wire Maintenance and Installation *

Business	
Each Additional 1/4 Hour or Fraction	\$19.00
Residence	
Each Additional 1/4 Hour or Fraction	\$12.25

* Charges include materials

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

SECTION 3 - CONNECTION CHARGES (cont'd)

3.5 PRIMARY INTEREXCHANGE or intraLATA Toll CARRIER CHANGE CHARGE \$5.00

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.5 CALL CHARGES

Mileage	Day		Evening		Night	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
0 - 8	\$.134	\$.036	\$.08	\$.022	\$.047	\$.013
9 - 13	\$.174	\$.053	\$.104	\$.032	\$.061	\$.018
over 13	\$.180	\$.140	\$.140	\$.084	\$.063	\$.049

4.5.2 Per Call Service Charges

Customer Dialed Calling Card	\$.45
Person to Person	\$3.49
3rd Number Billed	\$1.33
All other Operator Assistance	\$1.48

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

.1 Monthly Rates

Current rates for this service are located in the Rate Schedules for Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

.2 Connection Charges \$0.00

5.2 CLASS SERVICES

Rates

Current rates for this service are located in the Rate Schedules for Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

5.3 CENTREX SERVICE FEATURES

Rates

Current rates for this service are located in the Rate Schedules for Section 7, Business Network Switched Service.

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request \$1.48
Interrupt Charge, each request \$1.48

5.6 TRAP CIRCUIT SERVICE

Per request \$35.00

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE

Per query \$.47

5.8 LOCAL OPERATOR SERVICE

Local Operator Assistance, per call:

Customer Dialed Calling Card	\$.45
Person to Person	\$3.49
3rd Number Billed	\$1.33
All other Operator Assistance	\$1.48

5.9 STAND ALONE VOICE MAIL SERVICE

Per Individual Mail Address (up to 100 Mail Addresses):

	Residence	Business
Nonrecurring Charge	\$TBD	\$TBD
Recurring Charges:	\$6.49	\$6.95

Over 100 Mail Addresses:

individual case basis

CURRENT RATES

Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE

	Nonrecurring Charge
900 and 700 Blocking	
- Residential	\$0.00
- Business (up to 200 lines)	\$0.00
900, 971, 974, and 700 Blocking	
- Residential	\$0.00
- Business (up to 200 lines)	\$0.00
	Monthly Charges
Third Number Billed and Collect Call Restriction	
- Residential	\$0.00
- Business (up to 200 lines)	\$0.00
Toll Restriction	
- Residential	\$0.00
- Business (up to 200 lines)	\$0.00
Toll Restriction Plus	
- Residential	\$0.00
- Business (up to 200 lines)	\$0.00
Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	\$0.00
- Subsequent Activation (per line)	\$0.00
.2 Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.	
.3 Connection charges apply as specified in Section 3 of this tariff.	

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 CUSTOMIZED NUMBER SERVICE

Set-up Charges

Residential Customer	\$0.00
Business Customer	\$0.00

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2.1 Message Rate Service

Nonrecurring Connection Charge:	\$55.00	
Monthly Recurring Charges:		
- Each Base Service Line	\$10.60	
- Voice Mail Option, per line	\$6.49	
Custom Calling Features (per line, per month)		
- Three Way Calling/Call Hold	\$4.15	
- Call Forwarding	\$4.15	
- Call Waiting/Cancel Call Waiting	\$5.19	
- Distinctive Ringing 1 Additional Number	\$4.15	
- Regular Multiline Hunting	\$1.06	
- Speed Calling	\$4.15	
- Package of 3 features	\$10.64	
- Package of 4 features	\$13.76	
CLASS Features (per line, per month)		
	Monthly	Per Use
- Call ID	\$5.50	
- Automatic Redial	\$2.50	\$0.26
- Automatic Recall	\$2.50	\$0.26
- Customer Originate Trace (per use)		\$1.26

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2.1 Measured Rate Service (cont'd)

Measured Usage Charges

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.090	\$.00	40%	40%	65%	65%
B	\$.086	\$.024	40%	40%	65%	65%
C	\$.121	\$.037	40%	40%	65%	65%
D	\$.149	\$.048	40%	40%	65%	65%

* Discount from Day Rate

Issued: May 26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.1 Basic Business Line Service (cont'd)

.2 Message Rate Basic Business Line Service

Nonrecurring Connection Charge: \$95.45

Monthly Recurring Charges:

- Each Base Service Line \$21.78

- Voice Mail Option, per line \$6.95

Custom Calling Features:
(per line, per month)

- Three Way Calling/Call Hold \$5.61

- Call Forwarding \$7.94

- Call Waiting/Cancel Call Waiting \$10.51

- Distinctive Ringing

1 Additional Number \$5.61

- Regular Multiline Hunting \$.95

- Speed Calling \$5.61

- Package of 3 features \$16.12

- Package of 4 features \$18.22

CLASS Features
(per line, per month)

	Monthly	Per Use
- Call ID	\$6.75	

- Automatic Redial	\$3.60	\$0.26
--------------------	--------	--------

- Automatic Recall	\$3.60	\$0.26
--------------------	--------	--------

- Customer Originate Trace (per use)		\$1.26
--------------------------------------	--	--------

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.1 Basic Business Line Service (cont'd)

.3 Measured Rate Basic Business Line Service (cont'd)

Measured Usage Charges

Per Message

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.090	\$.00	40%	40%	65%	65%
B	\$.086	\$.024	40%	40%	65%	65%
C	\$.121	\$.037	40%	40%	65%	65%
D	\$.149	\$.048	40%	40%	65%	65%

* Discount from Day Rate

Issued: May26, 1996
Issued By: Randolph S. Fowler
Vice President
Main Place Tower, Suite 2410
350 Main Street
Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.3 PBX Trunk Service

.2 Message Rate PBX Trunks

Trunks (Message Rate)	RECURRING CHARGES - TERM					NRC	
	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
DID Service	\$38.26	\$38.26	\$38.26	\$38.26	\$38.26	\$0.00	\$0.00
DOD Service	\$13.80	\$13.80	\$13.80	\$13.80	\$13.80	\$0.00	\$0.00
DID/DOD Combination Service	\$38.26	\$38.26	\$38.26	\$38.26	\$38.26	\$0.00	\$0.00
Each DID Trunk Group	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$316.16	\$0.00
EUCL	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$106.05	\$50.05

Numbers							
Each group of 20 numbers	\$3.09	\$3.09	\$3.09	\$3.09	\$3.09	\$0.00	\$0.00
Each group of 100 numbers	\$15.50	\$15.50	\$15.50	\$15.50	\$15.50	\$0.00	\$0.00

Message Usage Charges

- Per Message Charge

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.090	\$.00	40%	40%	65%	65%
B	\$.086	\$.024	40%	40%	65%	65%
C	\$.121	\$.037	40%	40%	65%	65%
D	\$.149	\$.048	40%	40%	65%	65%

* Discount From Day Rate

Issued: May26, 1996
 Issued By: Randolph S. Fowler
 Vice President
 Main Place Tower, Suite 2410
 350 Main Street
 Buffalo, NY 14202

Effective: June 26 1996

.5 Digital PBX Trunk Service

Nonrecurring Connection Charge: \$

Monthly Recurring Charges:

Switched T1 Message Rate:	RECURRING CHARGES - TERM					NRC	
	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
DID Service	TBD						
DOD Service	TBD						
DID/DOD Combination Service	TBD						

Message Usage Charges

- Per Message Charge

Band	Day		Evening *		Night *	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute	First Minute	Each Additional Minute
A	\$.090	\$.00	40%	40%	65%	65%
B	\$.086	\$.024	40%	40%	65%	65%
C	\$.121	\$.037	40%	40%	65%	65%
D	\$.149	\$.048	40%	40%	65%	65%

* Discount From Day Rate

Issued: May26, 1996
 Issued By: Randolph S. Fowler
 Vice President
 Main Place Tower, Suite 2410
 350 Main Street
 Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.5 Centrex Service

Per Station Line:

	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
Centrex Line Charge							
Message Rate Line	\$12.21	\$11.80	\$11.64	\$10.51	\$9.66	\$50.40	\$50.40
EUCL							
Airline Mileage for Main Station Line (Measured from Network Interface to serving C.O.)							
Up to 2 1/2 Miles	\$6.55	\$6.52	\$6.44	\$6.26	\$6.05	\$0.00	\$0.00
Greater than 2 1/2 Miles	\$1.64	\$1.63	\$1.61	\$1.57	\$1.51	\$0.00	\$0.00
Standard Features - Per Centrex IDP Group							
Three-Way Conference, Consultation, Transfer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Forwarding Variable	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Forwarding Busy Line	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Forwarding Don't Answer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Permanent Hold	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Hold	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Park	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Pick-up	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Waiting Terminating	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Call Waiting Originating	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Speed Calling One Digit	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Speed Calling Two Digit	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Issued: May26, 1996
 Issued By: Randolph S. Fowler
 Vice President
 Main Place Tower, Suite 2410
 350 Main Street
 Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.5 Centrex Service (cont'd)

Per Station Line:

	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
Standard Features - Per Line							
Three-Way Conference, Consultation, Transfer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Forwarding Variable	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Forwarding Busy Line	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Forwarding Don't Answer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Permanent Hold	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Hold	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Park	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Pick-up	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Waiting Terminating	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Call Waiting Originating	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.91	\$6.91
Speed Calling One Digit	\$0.49	\$0.49	\$0.49	\$0.49	\$0.49	\$6.91	\$6.91
Speed Calling Two Digit	\$0.49	\$0.49	\$0.49	\$0.49	\$0.49	\$6.91	\$6.91
Tiered Features							
Any 3 Standard Features	TBD						
Any 4 Standard Features	TBD						
Any 5 Standard Features	TBD						
Any 6 Standard Features	TBD						
Any 7 Standard Features	TBD						
Any 8 Standard Features	TBD						
Any 9 Standard Features	TBD						
Any 10 Standard Features	TBD						

Issued: May26, 1996
 Issued By: Randolph S. Fowler
 Vice President
 Main Place Tower, Suite 2410
 350 Main Street
 Buffalo, NY 14202

Effective: June 26 1996

CURRENT RATES

Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.2.5 Centrex Service (cont'd)

Per Station Line:

	Monthly	2 Year	3 Year	5 Year	7 Year	First	Additional
Hunt Group Charge							
Sequential Hunting	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54
Circular Hunting	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54
Uniform Hunting	\$19.85	\$19.85	\$17.76	\$14.72	\$13.08	\$0.00	\$50.40
Queuing with Announcement per Queue Slot	\$24.73	\$24.73	\$24.73	\$24.73	\$24.73	\$50.40	\$50.40
Hunting Line Charge							
Sequential Hunting	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54	\$6.54
Circular Hunting	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54	\$6.54
Uniform Hunting	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95	\$95.45	\$95.45
Advance Features Line Charge							
Voice Messaging	\$6.95	\$6.95	\$6.95	\$6.95	\$6.95	\$50.40	\$50.40
6 Way Conference Per Arrangement	\$82.22	\$79.43	\$76.62	\$63.54	\$56.30	\$46.72	\$46.72
LASS Features Line Charge							
Caller ID	\$6.75	\$6.75	\$6.75	\$6.75	\$6.75	\$50.40	\$50.40
Block Caller ID	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$50.40	\$50.40
Auto Callback	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$50.40	\$50.40
Auto Recall	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$50.40	\$50.40
Call Trace	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.40	\$50.40
Selective Call Acceptance	TBD						
Selective Call Forwarding	TBD						
Selective Call Rejection	TBD						

Issued: May26, 1996
 Issued By: Randolph S. Fowler
 Vice President
 Main Place Tower, Suite 2410
 350 Main Street
 Buffalo, NY 14202

Effective: June 26 1996