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COMPETITIVE LOCAL EXCHANGE CARRIER

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3. SERVICE DESCRIPTIONS

3.1 Local Exchange Service

Provides customer with basic local exchange telephone service. Optional features are available at an additional charge as set forth below. All rates listed below exclude applicable taxes, surcharges, regulatory assessments and fees. Local exchange services will be offered to primarily business customers.

3.1.1 Descriptions -Optional Features

Call Block: This services gives the customer the ability to prevent future calls from specific telephone numbers.

Call Forwarding: This feature allows incoming calls to a line that is busy to be forwarded to another line specified by the customer.

Call Forwarding - Busy Line, Don't Answer: Call Forwarding-Busy Line, Don't Answer (CF-BL, DA) is a service offering that consists of two separate features, Call Forwarding-Busy Line (CF-BL) and Call Forwarding-Don't Answer(CF-DA). On a monthly basis customers may subscribe to one feature or to both features combined. This offering is available to individual line Residence and Business customers, excluding Exchange Access Lines associated with Direct Inward Dialing, WATs, Centrex.

Call Forwarding - Don't Answer: This feature allows incoming calls to a line that is not answered after a specific number of rings designated by the customer and within parameters defined by the Company to be forwarded to another line specified by the customer.

Call Forwarding Variable: Call Forwarding Variable permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. For each call forwarded, measured local use or toll charges based on the customer's class of service will apply to the line onwhich CF-BL, DA is installed.3.

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS

3.1 Local Exchange Service (contd)

3.1.1 Descriptions -Optional Features (contd)

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

Caller ID: Caller ID is an optional service which allows a customer to see the telephone number of incoming calls. The calling telephone number will be displayed on a customer-provided display unit.

Caller ID With Name: Caller ID With Name is an optional service which, in addition to providing the same capabilities as Caller ID, allows a customer to see the main listed name associated with the telephone number of incoming calls.

Call Trace: Call Trace is an optional service which permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency. Results of the trace are not available to the customer.

Home Intercom: Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line.

Intercom Plus Service (Residential Only): Intercom Plus Service provides the following capabilities in addition to the Home Intercom feature: (a) Intercom Code Dialing which permits the user to initiate intercom calls; (b) Selective Call Transfer which permits the user to transfer an outside call to an extension; (c) call Hold which permits the user to place an outside call on hold.

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS

3.1 Local Exchange Service (contd)

3.1.1 Descriptions -Optional Features (contd)

**Distinctive Ring Service:** Distinctive Ring Service enables an individual line subscriber to have up to two telephone numbers (referred to as “Dependent” numbers) assigned to one dial tone line in addition to the main number.

**Priority Call:** This service provides one distinctive audible signal to the called customer when a call from one of up to six specified telephone numbers.

**Return Call (\*69):** This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called.

**Select Forward:** This service allows the customer to select a maximum of six telephone numbers for forwarding.

**Three-way Calling:** Three-way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call.

**Supreme Forward Service:** Supreme Forward Service combines Call Forwarding Variable with remote access capability. In addition to the current Call Forwarding Variable feature access method, Supreme Forward Service provides customers access from any touch-tone signaling capable telephone.

**Line Blocking:** All calls are automatically blocked when a customer subscribes to line blocking unless the blocking feature is deactivated.

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Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS

3.2 Exchange Service Areas

For the purposes of determining an Exchange Area Dial Tone monthly rate, the Exchange Areas are classified into one of four (4) Dial Tone Line Cells. The Cell classifications are determined by the following criteria.

Dial Tone Line Cell (D.T.L Rate Group) Classification Criteria

- |   |   |
|---|---|
| 1 | All Philadelphia and Pittsburgh City Exchange Areas or Zones with working pairs per square mile greater than 9,000.                                       |
| 2 | All remaining Philadelphia and Pittsburgh City Exchange Areas or Zones.   |
| 3 | All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones and all other Central Office districts with more than 500 working pairs per square mile. |
| 4 | All remaining Exchange Areas.   |

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3. SERVICE DESCRIPTIONS

3.3 Business Local Exchange Service Rates

Customers signing a 1 year term contract qualify for a 10% discount off of the rates stated in this section.

3.3.1 Line Costs, Connections and Features

3.3.1.A Flat Rate Service

	<u>MRC</u>
Rate Group 1	\$28.80
Rate Group 2	\$29.61
Rate Group 3	\$29.61
Rate Group 4	\$29.61

3.3.1.B Reserved for future use.

3.3.1.C Reserved for future use.

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Issued: March 12, 2010

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3. SERVICE DESCRIPTIONS (cont'd)

3.3 Business Local Exchange Service Rates (contd.)

3.31.D PBX Trunks

(1) Flat Rate Service

Combination, Inward or Outward Only.

	<u>MRC</u>
Rate Group 1	\$28.80
Rate Group 2	\$29.61
Rate Group 3	\$29.61
Rate Group 4	\$29.61

3. SERVICE DESCRIPTIONS (cont'd)

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3.3 Business Local Exchange Service Rates (contd.)

3.3.1.E. Direct Inward Dialing (DID)

	<u>NRC*</u>	<u>MRC</u>
Each group of 20 working numbers	\$432.00	\$ 3.06
Each group of 20 reserved numbers	\$432.00	\$ 3.06
Each non-consecutive DID number	\$1.35	\$ 0.15
Each reserved non-consecutive DID number	\$1.35	\$ 0.15
Multifrequency Pulsing Option	\$0.00	\$ 6.75
Dual Tone Multifrequency Pulsing Option	\$0.00	\$ 6.75
Automatic Intercept Service, per number	\$14.40	\$ 0.00

3.3.1.F DID Trunk Termination

	<u>NRC*</u>	<u>MRC</u>
Each Trunk	\$45.00	\$23.40
Each combination trunk with call transfer	\$225.00	\$40.50

3.3.1.G Grouping/Hunting Service

	<u>NRC*</u>	<u>MRC</u>
Rate Group 1 (0-13,800 lines)	\$18.00	\$10.80
Rate Group 2 (13,801 - 25,100 lines)	\$18.00	\$10.13
Rate Group 3 (25,101 - 45,500 lines)	\$18.00	\$ 9.45
Rate Group 4 (45,501 - 200,800 lines)	\$18.00	\$ 9.00
Rate Group 5 (200,801 - 1,191,800 lines)	\$18.00	\$ 5.13

\* Non-Recurring Charge: Charge for installation - charge is non-recurring.

Issued: March 12, 2010

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**3. SERVICE DESCRIPTIONS (cont'd)****3.3 Business Local Exchange Service Rates (contd.)****3.3.1.H Optional Features**

	<u>NRC*</u>	<u>MRC</u>
Call Forwarding Variable	\$18.00	\$3.96
Three-way Calling <sup>1</sup>	\$18.00	\$3.96
Call Waiting	\$18.00	\$3.96
Speed Dialing - 8 code	\$18.00	\$3.96
Speed Dialing - 30 code	\$18.00	\$4.95
Call Forward Busy Line	\$18.00	\$3.47
Call Forward Don't Answer	\$18.00	\$3.47
Customer Control - CF Busy Line	\$18.00	\$6.66
Customer Control - CF Don't Answer	\$18.00	\$6.30
Call Forwarding Busy Line Multipath <sup>2</sup>	\$18.00	\$3.20
Call Forwarding Don't Answer Multipath <sup>2</sup>	\$18.00	\$3.20
Call Forwarding Variable Multipath	\$18.00	\$3.20
Remote Access - Call Forwarding Variable	\$18.00	\$8.42
Call Waiting Deluxe	n/a	n/a
Call Forwarding Don't Answer - Ring Control	\$18.00	\$3.47
Three Way Calling With Transfer <sup>3</sup>	\$18.00	\$5.40
Flexible Call Forwarding (FCF)	\$18.00	\$8.91
FCF with Audio Calling Name	\$18.00	\$9.90
FCF - Plus	n/a	n/a
FCF Plus with Audio Calling Name	n/a	n/a
Star 98 Access	\$18.00	\$1.80

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<sup>1</sup> Three way calling also available on a \$0.75 per use basis.

<sup>2</sup> Rates for Multipath features apply for each path in excess of ten paths and are in addition to rates for Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer.

<sup>3</sup> Local or toll charges apply for originator of call even after exiting call.

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS (cont'd)

3.3	<u>Business Local Exchange Service Rates</u> (contd.)	<u>NRC*</u>	<u>MRC</u>
	Remote Call Forwarding (RCF)	\$13.05	\$16.65
	RCF additional path following initial installation	\$10.80	\$16.65
	Distinctive Ring I	\$18.00	\$ 7.20
	Distinctive Ring II	\$18.00	\$ 9.00

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS (cont'd)

3.3 Business Local Exchange Service Rates (contd.)

3.3.1.I CLASS Features

	<u>NRC*</u>	<u>MRC</u>
Call Return	\$18.00	\$ 4.68
Repeat Dialing	\$18.00	\$ 4.46
BusyConnect, per activation	\$0.75	
Call Selector	\$18.00	\$ 4.46
Preferred Call Forwarding	\$18.00	\$ 4.46
Call Block	\$18.00	\$ 4.46
Call Trace	\$18.00	\$ 4.95
Caller ID - Basic	\$18.00	\$ 8.15
Caller ID - Deluxe	\$18.00	\$ 9.00
Anonymous Call Rejection (ACR)	n/a	\$ 3.96
Enhanced Caller ID with ACR	\$18.00	\$14.36
Enhanced Caller ID with Call Management	\$18.00	\$15.26

\* Non-Recurring Charge: Charge for installation - charge is non-recurring.

3.3.1.J Reserved for future use.

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Issued: March 12, 2010

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3. SERVICE DESCRIPTIONS (cont'd)

3.3 Business Local Exchange Service Rates (contd.)

3.3.1.K Line Connection Charges

	<u>NRC*</u>
First Line, per request	\$65.70
Additional Line, each	\$19.80

3.3.1.L Line Change Charge

	<u>NRC*</u>
First Line, per request	\$43.20
Additional Line, each	\$12.60

3.3.1.M Secondary Service Charge

Applies per customer request for the receiving, recording and processing of customer requests to change services or add new or additional services.

Per request      \$18.00

\* Non-Recurring Charge: Charge for installation - charge is non-recurring.

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3. SERVICE DESCRIPTIONS (cont'd)

3.3 Business Local Exchange Service Rates (contd.)

3.3.1.N TouchTone

Applies when added subsequent to establishment of service.

<u>NRC*</u>	<u>MRC</u>
\$18.00	\$2.70

3.3.1.O Premise Work Charge

	<u>NRC*</u>
First 15 minute or fraction thereof	\$27.00
Each Additional 15 minute increment or fraction	\$12.60

3.3.1.P Toll Restriction

Provides blocking of 1+, 101XXXX, 976, 900 and screening information to prevent operator assisted calls from being billed to subscriber's line.

	<u>NRC*</u>	<u>MRC</u>
Selective Class of Call Screening		
per line	\$18.00	\$1.13
per PBX trunk	\$18.00	\$7.38

3.3.1.Q Directory Listings

Non-recurring charge applies to customer requested changes in directory listings, except for changing from non-published/non-listed to a listed number.

	<u>NRC*</u>	<u>MRC</u>
Non-listed	\$18.00	\$1.64

3. SERVICE DESCRIPTIONS (cont'd)

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3.3 Business Local Exchange Service Rates (contd.)

Non-Published	\$18.00	\$3.15
Additional Listings	\$18.00	\$1.62

3.4 Reconnection Charge

\$30.00 per occurrence.

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Issued: March 12, 2010

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3. SERVICE DESCRIPTIONS (cont'd)

3. SERVICE DESCRIPTIONS (Cont'd)

3.5 Toll Presubscription

3.5.1 Toll Presubscription Description

- (a) Toll Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll presubscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IXC, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other services.

An IXC must use Feature GroupD (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS (Cont'd)

3.5 Toll Presubscription

3.5.1 Toll Presubscription Description

Selection of toll presubscription provider by an end user is subject to the terms and conditions following:

- (b) At the option of the IXC(s), the nonrecurring charge for a change in toll presubscription, as provided herein, may be billed to the IXC(s), instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC), as specified in C.1 following.

3.5.2 Presubscription Charge Application

- (a) End user choices for toll presubscription:

Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXC(s) service. End users are not required to choose the same IXC for intraLATA and interLATA toll presubscription. Other nonpresubscribed IXC(s) are accessed by dialing 10XXX, 101XXXX, or other required codes.

Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXC(s).

- (b) If a new customer cannot decide upon presubscription IXC(s), the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a 'No-PIC' and must dial an access code to make toll calls.

3. SERVICE DESCRIPTIONS (Cont'd)

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3.5 Toll Presubscription (cont'd)

- (c) If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

Following the IXC's discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

- (d) An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided at the end of this section. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

3.5.3 End User Charge Discrepancy

- (a). When a discrepancy is determined regarding an end user's designation



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3. SERVICE DESCRIPTIONS (Cont'd)

3.5 Toll Presubscription (cont'd)

3.5.3 End User Charge Discrepancy (contd)

of a presubscription IXC, the following applies depending upon the situation described:

-A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

-When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.

-If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.

(b) Verification of Orders for Telemarketing

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order

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3. SERVICE DESCRIPTIONS (Cont'd)

3.5 Toll Presubscription (cont'd)

has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

3.5.4. PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

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3. SERVICE DESCRIPTIONS (Contd.)

3.5.4. PIC Switchback Option-Business/Residence (contd)

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

3.6 Additional Caller ID Service Information

3.6.1 General

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

3.6.2 Caller ID Blocking

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line).

(a) Caller ID Blocking - Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access

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COMPETITIVE LOCAL EXCHANGE CARRIER

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3. SERVICE DESCRIPTIONS (Contd.)

3.6 Additional Caller ID Service Information (contd.)

3.6.2 Caller ID Blocking (contd.)

lines by dialing \*67 (1167 from a rotary phone) prior to placing the call. Per the FCC Caller ID order, Caller ID Blocking-Per Call is provided to all customer at no charge.

Per FCC Docket 91-281, per call blocking will be provided on calls originating from public, semi-public or other pay stations used by the general public and party lines.

(b) Caller ID Blocking - Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge for victims of domestic violence, domestic violence programs, social welfare agencies, health and counseling centers, public service hotlines, law enforcement agencies and staff thereof. In addition, all customers call request per line blocking at no charge. Per line blocking call be deactivated by dialing \*67 (1167 from a rotary phone) prior to placing the call.

3.6.3 Special Conditions for Caller ID

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

The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscriber to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.

The caller's data will not be displayed if the called party answers the

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COMPETITIVE LOCAL EXCHANGE CARRIER

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3. SERVICE DESCRIPTIONS (Contd.)

3.6 Additional Caller ID Service Information (contd.)

3.6.3 Special Conditions for Caller ID (contd)

incoming call during the first ring interval.

Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.

Caller ID Service cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.

The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.

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Issued: March 12, 2010

Effective: March 13, 2010

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3. SERVICE DESCRIPTIONS (Contd.)

3.63 Additional Caller ID Service Information (contd.)

3.6.3 Special Conditions for Caller ID (cont'd)

The calling party has activated blocking.

Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

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

If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI

ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.

Caller ID services are available on all long distance calls where technically feasible.

All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.

All calling data will be passed, even for customer who do not subscribe to Caller ID.

Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per Call Blocking.)

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Issued: March 12, 2010

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3. SERVICE DESCRIPTIONS (Contd.)

3.7 Additional Call Trace Service Information

3.7.1 General

This service enables the customer to initiate a trace of the last incoming call completed by dialing an activation code (\*57) immediately after terminating the call, thus enabling the Company's equipment to record the incoming call detail (not the conversation). Call trace information will only be given to law enforcement agencies and not to the subscriber. Incoming call detail includes: The calling number, the time the trace was activated, and in some locations, the time the traced call was received. The customer is required to contact the telephone company business office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call trace detail will be retained by the company and made available to the local law enforcement for ten business days after the trace has been initiated. Only calls from locations with compatible signaling services are traceable using Call Trace. Call Trace is available on a usage sensitive basis only.

3.8 Call Blocking

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

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

3.8.1 900 and 976 Blocking - allows the subscriber to block all calls beginning with the prefixes 900 and 976 from being placed.

(a) The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.

3. SERVICE DESCRIPTIONS (Contd.)

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Issued: March 12, 2010

Effective: March 13, 2010

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3.8 Call Blocking (contd)

- (b) The Company may charge an NRC for each subsequent request for blocking or unblocking pay-per-call services.
- (c) A Customer who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
- (d) Requests by Customers to remove pay-per-call blocking must be in writing to the Company.

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3. SERVICE DESCRIPTIONS (Contd.)

3.8 Call Blocking (contd.)

3.8.2 Voluntary 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 911 (Emergency) or 1+8XX (Toll Free) calls.

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

Blocking Service is available where equipment and facilities permit.

Changes to blocking options made subsequent to the initial configuration of service will be subject to nonrecurring change charges. No charge applies to initial requests.

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