

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.8 ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	<u>Service Establishment Charge</u>	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
<u>Uniform Numbering/Automatic Alternate Routing (UN/AAR)</u>			
Common equipment	\$3000.000	\$1075.00	\$425.00
Route selection patterns*			
Per facility for Automatic Overflow to DDD**	-	15.00	-
Additions and Changes			
Additions, deletions or changes of routes or associated FRL's in existing patterns, per pattern	-	50.00	-
Additions or changes in "on- network" location code routing, per code	-	75.00	-

No charges apply for the addition or deletion of facilities to an existing route.

NOTES:

- * The charges for Route Selection Patterns apply when the UN/AAR service is initially arranged and for subsequent additions of patterns.
- ** Rates for dial tone lines apply, as appropriate, for each dedicated overflow line provided.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.8 ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	<u>Service Establishment Charge</u>	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
<u>Customer Administration and Control</u>			
Central office equipment			
Common equipment, each*	2400.00	\$1000.00	\$479.00
Facilities Administration and Control			
Common equipment, each	2400.00	175.00	107.00
Traffic Data to Customer (Pollable)			
Common equipment	2100.00	200.00	213.00
Per Queue equipped	-	75.00	2.65
Per facility group equipped	-	75.00	6.40

Premises Equipment

Customer-Provided Equipment, compatible with the serving central office common equipment is required. In addition, a customer-provided modem and a Dial Tone Line at the appropriate Tariff rate are required. This Dial Tone Line is in addition to the Dial Tone Line required for the central office equipment.

NOTE:

* In addition, a customer-provided modem and an exchange type facility are required at the appropriate Tariff rates. Only one central office common equipment is require in connection with the furnishing of either or both facilities Administration and Control and Traffic Data to Customer (Pollable)

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.9 MUSIC ON QUEUE

Music on queue is an option for use with any type of queuing, with the exception of the Centrex Attendant Console. A Special Services channel between the Centrex serving central office and the customer-provided music source at the customer's premises, and a music connection arrangement are required at rates specified in other Sections of this tariff.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common equipment, each	\$100.00	\$133.00

8.3.10 OUTGOING QUEUING ON WATS

Outgoing Queuing on WATS is an optional feature that enables station users, by dialing the appropriate access code, to have their call held in queue, if all facilities that would normally be used to complete the call are in use. The call is completed without further dialing when a WATS facility becomes available. If no facility becomes available before a predetermined queue time limit expires, the call is advanced to a preselected option. The calling station must remain off hook to retain the call in queue. This feature cannot be accessed from two-way Special Services or a data link console.

Outgoing Queuing on WATS is only provided for Outward WATS simulated facilities groups either level accessed or accessed through Automatic Route Selection-Basic (ARS-B). When used in conjunction with ARS-B, all facilities in the pattern will be scanned for an available route before the call will queue on the designated WATS facility. The maximum number of permissible routes in ARS-B is reduced to three when outgoing queuing is provided. Outgoing queuing is not available in conjunction with ETS.

The customer determines time in queue thresholds. When the threshold time expires, the call may interflow to a higher numbered WATS band queue, complete via the toll network or route to overflow tone. These options are available on a station class of service basis. In addition, these options may be provided in conjunction with specific outward WATS access codes on Non-ARS-B Centrex Systems. Appropriate class of service charges apply for station class of service rearrangements necessitated by the addition of outgoing queuing.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.10 OUTGOING QUEUING ON WATS (Cont'd)

Interflow between WATS facilities queues may be controlled by the attendant by the use of customer-provided inhibit inflow or inhibit outflow keys. The inhibit inflow CPE key prohibits the particular WATS band from accepting calls originated for a lower-numbered WATS band. The inhibit outflow CPE key prohibits calls from interflowing to a higher numbered WATS band. When the inhibit outflow CPE key is operated, the time in queue threshold feature is deactivated for existing calls in queue. These calls will remain in queue indefinitely until an idle facility associated with the queue becomes available or the call attempt is abandoned.

Interflow between WATS bands in conjunction with ARS-B preempts normal pattern selection in ARS-B.

During the time in queue, the customer may select the standard offering of silence or the options of a recorded announcement or customer-provided music source.

Priority calling may be provided on an individual station basis. Priority calls are placed in queues ahead of non-priority calls. Priority calls cannot supplant non-priority calls when the queue is full.

Outgoing Queuing on WATS cannot be provided in combination with Station Message Detail Recording to Premises.

Rates are as follows:

A Service Establishment charge of \$725.00 applies for the initial provision of the Outgoing Queuing on WATS feature on a Centrex system.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment, each	\$550.00	\$90.00
Queue, each	580.00	8.50
Queue slot, each	-	31.75
Priority queuing, per station line	5.00	-

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.10 OUTGOING QUEUING ON WATS (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment for Inhibit Inflow arrangement, each (1)	\$230.00	\$4.25
Common Equipment for Inhibit outflow arrangement, each (1)	230.00	4.25
Recorded Announcement (2)		
Music on queue (2)		

Subsequent to the initial installation, the following non-recurring charges apply for each addition, deletion, change and/or rearrangement.

	<u>Nonrecurring Charge</u>
Quantity of Queue Slots	\$150.00
Queue Threshold time limit	150.00
Inhibit Inflow arrangement	75.00
Inhibit Outflow arrangement	75.00
Overflow arrangement	80.00
Priority, per station	5.00

To change from silence to music or recorded announcement, applicable Tariff charges for the installation of the respective service apply.

NOTES:

- (1) A Metallic Channel (signal-speed up to 75 baud) is required for each inhibit inflow or inhibit outflow arrangement.
- (2) Rates appear in Paragraphs 8.3.6 and 8.3.9 preceding.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES(Cont'd)

8.3.11 ATTENDANT CONTROL OF FACILITIES (ACOF)

Attendant Control of Facilities (ACOF) provides the attendant the ability, by operating a customer-provided key, to temporarily deny station dial access to any selected private facility access code or group of access codes.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Central Office Control Equipment, per arrangement	\$30.00	\$4.25

A Metallic Channel (signal speed up to 75 baud) is required for each customer-provided key. Rates for the channel are found in the tariff.

8.3.12 CUSTOMER TRAFFIC RECORD FEATURE (CTRF)

The Customer Traffic Record Feature (CTRF) provides for the collection of traffic data which is associated with the Centrex customer's attendants, private facility groups, simulated facility groups, queues and other miscellaneous counts, in the ESS central office. This information is transmitted to the customer's premises over a dedicated Special Services channel where it may be printed on a teletypewriter or similar compatible device provided by the customer.

Within the limitations of this optional feature offering, the customer may specify the time interval and format of the CTRF informational reports. The time interval schedule includes both the days of the week and the hours during the day when the informational printout is to occur. Printouts may occur only on the hour, quarter hours, or half hour with a minimum report interval of one-half hour.

Automatic Circuit Assurance is an optional feature of CTRF and provides an informational report called Non-Usage Line Scan report or Locked-up Line Scan report on specific lines within a specified facility group(s) (except those lines provided through simulated facilities) which have been continuously idle or busy for the two hours preceding the printing of the report.

When requested, this report is transmitted to the customer via the associated CTRF dedicated facility and terminal every two hours at 15 minutes after the hour.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.12 CUSTOMER TRAFFIC RECORD FEATURE (CTRF) (Cont'd)

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment, each (1)	\$500.00	\$239.00
Per line of traffic measurement transmitted at a maximum of one hour intervals, each (2)	5.00	3.45
Per line of traffic measurement transmitted at a maximum of half-hour intervals, each (2)	5.00	5.85
Automatic Circuit Assurance Report Common Equipment, each (3)	150.00	10.65
Subsequent Additions, Changes and Rearrangements		
	<u>Nonrecurring Charge</u>	
Add, change or rearrange printout format, per occasion	\$75.00	

NOTES:

- (1) Dependent upon the serving ESS machine, traffic measurement information will be transmitted from the central office to the customer's premises via a Telegraph Grade (signal speed up to 150 baud) channel or a Voice Grade channel (with data transmission) and received by customer-provided equipment.
- (2) A line of traffic measurement information is defined as a pre-programmed configuration of the informational characters in the format agreed upon by the customer and the Telephone Company.
- (3) The customer may inhibit the printing of the Circuit Assurance Report by use of a customer-provided control key located at his premises. A Metallic Channel (signal speed up to 75 baud) between the customer's premises and the Central Office is required at rates shown in the Special Services Tariff.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES(Cont'd)

8.3.12 CUSTOMER TRAFFIC RECORD FEATURE (CTRF) (Cont'd)

Subsequent Additions, Changes and Rearrangements (Cont'd)

	<u>Nonrecurring Charge</u>
Change or rearrange printout time schedule, per occasion (1)	\$20.00
Addition of a circuit to Circuit Assurance Report, per occasion	10.00

8.3.13 DIAL STATION CONFERENCE (DSC) (2)

The Dial Station Conference feature provides any equipped unrestricted station line or non data link attendant line with the ability to establish a conference call of up to six parties (conferees) including the originator. This feature is activated by dialing the DSC access code (only when required) to seize the conference circuit. The conference is then established by placing the appropriate number of calls and operating the switch-hook after each call is answered. At least one Centrex station line of the system must remain a participant for the duration of the conference call.

This feature is available to customers with Basic Centrex service or equivalent service.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment for up to 6 conferees	\$200.00	\$106.60

NOTES:

- (1) This charge applies in lieu of the product/service charge for each line of traffic measurement at half-hour or one hour intervals when changing from one time interval to the other.
- (2) Customers served by digital technology may have conference arrangements with more than 6 conferees.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES(Cont'd)

8.3.14 ABBREVIATED DIALING

This feature enables stations within a Centrex System to dial a code(s) to reach predesignated station lines or internal facilities such as dial dictation equipment, paging, etc. Abbreviated Dialing allows a station user to dial a mixture of differing length access codes to reach similar or different facilities within the same Centrex system (Example: access code 42 and station numbers 425 and 4256 may be used on the same system).

This feature is only available from a properly equipped ESS Central Office.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Dialing Code, to add or change, each	\$150.00	\$26.65

8.3.15 CUSTOMER CONTROLLED STATION RESTRICTION

This feature permits the customer to change the status of individual Centrex station lines or groups of Centrex station lines to one or any combination of the following types of call restrictions.

- Incoming Call Restriction prevents individual or groups of selected Centrex station lines from receiving any direct inward dialed calls. When activated, the restricted calls can be routed to the Centrex attendant, a predetermined station line, or to an optional recorded intercept announcement.
- Outgoing Call Restriction prevents individual or groups of selected Centrex station lines from completing a call outside the Centrex system. When activated, restricted calls will be routed to a reorder tone.
- Station-to-Station Call Restriction prevents individual or groups of selected Centrex station lines from receiving intercommunication calls within the Centrex System. When activated, restricted calls are routed to the Centrex Common intercept announcement.

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CENTREX SERVICE

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8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.15 CUSTOMER CONTROLLED STATION RESTRICTION (Cont'd)

- Total Restriction prevents individual or groups of selected Centrex Station lines from making or receiving any calls. When activated, restricted calls are routed to a reorder tone, to the attendant, to an optional recorded intercept announcement or a predesignated station line as appropriate.

- Attendant Emergency Override allows the Centrex attendant to override the incoming call restriction imposed upon a station.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES(Cont'd)

8.3.15 CUSTOMER CONTROLLED STATION RESTRICTION (Cont'd)

Stations to be restricted can be assigned to a minimum of one and a maximum of eight Line Configuration Packages (LCP). Each LCP consists of a prearranged combination of the various restrictions as they are to apply to selected stations or groups of stations. Only one LCP can be in effect at any one time.

Customer-provided equipment is used for changes and to display or print the status of the lines. Restrictions may also be changed from the attendant console or from designated Touch-Tone Centrex Station Lines. This feature also allows the Centrex attendant to override the termination call restriction imposed upon a station.

Initial training of the customer in the use of the Customer Controlled Station Restriction feature is included at no additional charge at the time the feature is installed. Any customer training required after the initial training is at the option of the customer and a Subsequent Training charge will be applied.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>Service Establish- ment Charge</u>
Common Equipment, each	\$1,000.00	\$58.40	\$1,100.00(1)
Station Line, arranged for restriction, each	7.00	.60	
Control Equipment for each Centrex station line or console arranged to control station restrictions, each	60.00	2.15	-
Intercept Announcement for Restrictions	(2)	(2)	-

NOTES:

- (1) Only applies once per customer Centrex System regardless of the number of Common Equipment(s) utilized.
- (2) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in this Tariff.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES(Cont'd)

8.3.15 CUSTOMER CONTROLLED STATION RESTRICTION (Cont'd)

	<u>Nonrecurring Charge</u>
Subsequent translation changes additions or deletions to a Line Configuration Package, each occasion	\$200.00
Subsequent Customer Training charge applies per each occasion following initial establishment of the system	50.00
Subsequent change of faceplate/trim panel of Inquiry and Control Console, each occasion	50.00

8.3.16 SELECTIVE CUSTOMER CONTROL OF FACILITIES

This feature permits a customer to control access to a particular facility group (or simulated facility group) through activation and deactivation of a customer-provided key. One customer-provided key is associated with each facility group. All traffic, regardless of the source, is denied access to the affected facility group once Selected Customer Control of Facilities is activated. When the facility group is part of an Automatic Route Selection pattern, calls will automatically route to the next facility group in the routing pattern. If there is no alternate route, the caller will receive a reorder tone.

This feature is only available in a properly equipped ESS Central Office.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>Service Establish- ment Charge</u>
Common Equipment, per system	\$200.00	\$10.65	\$350.00
Per Facility Group to which access is desired (1)	15.00	8.50	-

NOTE:

(1) In addition the Tariff rates for one Metallic Channel (signal speed up to 75 baud), measured between the location of the customer-provided control key and the Centrex serving central office apply.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.16 SELECTIVE CUSTOMER CONTROL OF FACILITIES (Cont'd)

The rates are as follows: (Cont'd)

	<u>Non-Recurring Charge</u>
Subsequent additions or changes, per occasion.	\$120.00

8.3.17 FLEXIBLE INCOMING CALL RESTRICTION

This feature provides the ability to temporarily route incoming calls directed to selected Centrex station lines or group(s) of station lines, to other station lines of the same system, the attendant or to an optional recorded intercept announcement. This feature is activated by a customer-provided control key located at the attendant position, at selected station(s), or other customer designated locations.

The optional recorded announcement feature may not be used by the customer to store, play back, and/or forward messages relating to the customer's internal business.

Flexible Incoming Call Restriction when activated, overrides all individual station line terminating features of the stations being restricted.

This feature also provides attendant emergency override to allow an attendant to override the termination restriction imposed upon a station.

This feature is only available from a properly equipped ESS Central Office.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.17 FLEXIBLE INCOMING CALL RESTRICTION (Cont'd)

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment for each group of stations, under the control of a customer-provided key, each (1)	\$120.00	\$10.65
Station line to be restricted, each	(2)	.60
Intercept Announcement for Restriction	(3)	(3)

NOTES:

- (1) In addition, the Tariff rates for one Metallic Channel (signal speed up to 75 baud), measured between the location of the customer-provided control key and the Centrex serving central office apply.
- (2) Subsequent to the initial installation the Feature Processing Service Charge is applicable.
- (3) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in this tariff.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.18. COMMON CENTREX ARRANGEMENT (CCA)

Common Centrex Arrangement (CCA) is an optional service arrangement which permits, a Centrex Customer-of-Record (COR) to offer its Centrex usage and features for use by patrons located on the same premises. CCA may be provided to one or more Centrex systems only when located on the same premises.

CCA may only be provided to Centrex Customers-of-Record who have Basic Centrex Service arranged for Measured Business Usage service. Patrons may have Basic or Centrex Service as offered in this tariff arranged for either Flat or Measured Business Usage service.

Educational institutions and hospitals may be provided a CCA to connect the administration, students, patients and employees residing at the institution or hospital. Such service will be provided only at locations which are designated by the institution or hospital and are acceptable to the Telephone Company, in buildings or portions thereof which are under the institution's or hospital's ownership or control.

The Telephone Company is not party to and assumes no responsibility for any contractual arrangement between the COR and the CCA patrons.

CCA may be provided to one or more Centrex systems when served by the same Central Office designation code. Requests for other system arrangements may be provided at the Telephone Company's discretion with charges based on cost.

When a single Centrex system is provided for a CCA configuration:

- intercom dialing is permitted between CCA participants
- the subscriber to the CCA automatically becomes the Centrex COR and assumes responsibility for CCA and payment of Centrex system and CCA related charges.

Where multiple Centrex systems are combined into one CCA configuration:

- intercom dialing between Centrex systems is permitted,
- one Centrex system subscriber must be designated Customer-of-Record and assume responsibility for CCA and payment of CCA related charges,
- individual Centrex system identity, responsibility for payment of Centrex system charges, and responsibility for contractual arrangements and control over the manner of participation in CCA remain with the Centrex system's subscriber.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.18 COMMON CENTREX ARRANGEMENT (CCA) (Cont'd)

RATES:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Centrex Arrangement, each (1)	\$1000.00	\$104.00

- (1) Additions or deletions of lines to individual systems in the CCA arrangement will be permitted at current Tariff rates. Charges based on cost will apply to any additions or deletions of systems or system features to the CCA configurations.

8.3.19 CENTREX CUSTOMER CHANCE FEATURE (CCCF)

GENERAL DESCRIPTION

CCCF permits a CENTREX SERVICE customer to access a portion of the Centrex system program to make certain requests for line and feature activations/deactivations, changes, displays and verifications. Customer-provided equipment (terminal, printer, etc.) located on the customer's premises is used to interact with CCCF.

- a. Centrex Station Rearrangement (CSR) customers' CCCF requests to their Centrex program are transmitted between the terminal and their serving Central Office via the exchange network into a dedicated dial-up data port. Customers' access to the Centrex program is unlimited in time and contention-free. The customers' change requests are executed on an immediate basis.
- b. MACSTAR* is a shared system and serves multiple Centrex customers. Customers' requests to their Centrex program are transmitted between the terminal and the serving Central Office via the exchange network on a dial-up/dial-back basis to a predetermined telephone number. Centrex customers are permitted unlimited time on the system. However, after a period of inactivity, the Telephone Company will discontinue transmission.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.19 CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

PROVISIONS (CSR and MACSTAR)

Residence-rated patient/student lines may be equipped for CCCF activate and deactivate capability only.

If the Centrex system has the Electronic Tandem Switching (ETS) feature, all lines or group of lines equipped for CCCF capability require a Facility Restriction Level (FRL) at rates and charges shown in this Section of the Tariff.

A log on identification code will be assigned by the Telephone Company. The customer must establish their own password. These codes are used to identify authorized users. The customer is solely responsible for the administration and security of their identification code and password.

The Telephone Company reserves the right to inhibit CCCF service in the event of a service affecting condition to the Central Office or affiliated operating support system.

This service is only furnished from Central Offices where equipment needed to provide this service is available.

CSR ONLY

CSR also requires that the customer subscribes to two dial tone line type facilities (one for the CPE terminal and one for the Central Office dial-up data port). Appropriate tariff rates and charges apply for these services.

All lines of the Centrex system must be equipped for CCCF capability with the exception of the following types of lines for which CCCF cannot be provided:

- Lines associated with REAC®
- Lines in a multi-line hunt group
- Lines terminated on the attendant position
- Lines equipped with a special hardware configuration (e.g., ground start, make busy or stop hunt arrangements, registers, etc.)

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.19 CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)PROVISIONS (CSR AND MACSTAR) (Cont'd)CSR ONLY (Cont'd)

During the time between the end of the customer input command and the beginning of each line of output, an acknowledgement (nod) is provided to assure the customer that the request is being processed. The customer must advise the Telephone Company to provide either:

- 1) terminal printout (Processing) , 2) terminal space-backspace, or 3) an audible terminal arrangement. A customer requested 'nod" change can be accommodated on a charge basis per occasion.

The customer has the option of requesting a greeting to confirm system access. Customer requested greeting changes can be accomplished on a charge basis per occasion.

CSR subscribers are not permitted to change CLASSSM on Centrex features.

MACSTAR ONLY

MACSTAR requires that the customer subscribe to one dial tone line type facility for the dial up/dial back arrangement. Appropriate tariff rates and charges apply for this service.

MACSTAR subscribers are only permitted to change CLASSSM Feature Packages. Individually subscribed CLASS features may not be added, changed, dropped or rearranged via MACSTAR.

If the Company equipment and/or facilities can be adversely affected by allowing customer control of line configuration or options, those specific configurations or options will not be customer changeable. All changes to lines will be governed by switch capabilities.

TRAINING

Initial training of two customer employees in the use of the feature is included at the time CCCF is placed in service. Training of additional employees or customer requested training subsequent to the initial training session, will be on an occasion basis.

Subsequent Software Administration of CCCF by the Telephone Company at the customer's request will be charged on an occasion basis.

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8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.19 CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

RATES (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
<u>CCCF-CSR</u> (2)		
Common Equipment, per system	\$3000.00	\$425.00
<u>CCCF-MACSTAR</u> (2)		
Common Equipment, per system (3)		
- 1 - 200 lines	900.00(4)	107.00
- 201 - 500 lines	900.00(4)	160.00
- 501 - 1500 lines	2200.00(4)	224.00
- 1501 lines and above	2200.00(4)	345.00
Subsequent Training/Software Administration, per occasion	470.00(5)	
Customer Requested ID/Password Greeting and/or "Nod" Change	130.00	

Notes:

- (1) Full Product/Service Charges apply upon customer requested conversion to/from CSR/MACSTAR where facilities in the Central Offices permit as determined by the Telephone Company.
- (2) Applies in addition to applicable Centrex Feature Processing Service Charge and Feature Change Charge per line as shown in this tariff.
- (3) Common Equipment line size refers to the total number of lines per Centrex system.
- (4) The Product/Service Charge applies when CCCF is initially installed. The charge does not apply as monthly rates change due to growth.
- (5) Each occasion not to exceed two half-day sessions or eight hours total.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.20 AUTOMATIC MESSAGE LINK (AML)

GENERAL DESCRIPTION

The Automatic Message Link (AML) feature enables customer-provided Voice Store and Forward (VSF) and Simplified Message Desk (SMD) systems to automatically interact and connect with Centrex Service via a data-link.

Within the Centrex system, AML is identified as special multi-line hunt group(s) with a dedicated link(s). Multi-line hunt groups may share a data-link. The data-link terminates in a customer-provided modem at the customer's premises. This modem must conform to the Electrical Industries Association (EIA) standard RS232C interface requirements and must:

- operate in a half or full duplex, asynchronous mode,
- use even parity error detection and standard ASCII code.

When a Centrex system is equipped for AML and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer, Busy Line and/or Variable and is subsequently transferred to a customer's messaging system or a call is directly placed to a messaging system, the data-link simultaneously transmits the following information:

- the called number,
- the type of Call Forwarding or direct call indication,
- the calling number, if within the Centrex system,
- the message system and message desk terminal numbers.

This information may then be used by the VSF system to activate a recorded announcement, allow the caller to leave a message simply by speaking, and place and store the message in the called party's "mailbox". This same information may be used by the live attendant on a SMD system to identify the called party, provide unique, source-related responses to the caller, and store the caller's message.

The customer-provided messaging system may be directly accessed to input new instructions or to retrieve messages. AML provides a message waiting indicator which can be activated, if provided, by the messaging system.

Additional options available to the multi-line hunt group(s) of Centrex lines include but are not limited to Uniform Call Distribution, Queuing, Recorded Announcements, Make Busy, at rates specified in other Sections of this tariff.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.20 AUTOMATIC MESSAGE LINK (AML) (Cont'd)

PROVISIONS

The customer has the responsibility for determining the quantity of Centrex lines in the multi-line hunt group(s) based on anticipated traffic and call handling capabilities of the customer's messaging system. The customer must contract for an adequate number of multi-line hunt group lines and related customer-provided premises equipment to permit the use of service without injurious effect on general telephone service.

Premier Messaging Services Interface (PMSI) is available to Centrex customers at rates and regulations as specified in this Company's Messaging Services Interface/Premier Messaging Services Interface tariff.

RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment per data link (1)	\$3,000.00	\$265.00

NOTE:

- (1) In addition, Special Services Tariff rates apply for at least one 3002 channel (for each AML data link) to the customer's modem from the central office and for the Centrex lines in the multi-line hunt group(s) accessing the customer's messaging system. The number of 3002 channels required is dependent upon the customer's configuration.

A Feature Processing Service Charge applies when adding or deleting the message waiting indicator.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.21 CENTREX CALL ARRANGEMENT

GENERAL

Centrex Call Management (CCM) is an optional feature arrangement which provides a detail record of originating calls, placed by Centrex stations, attendants and compatible Special Services users, over Foreign Exchange (FE) dial tone lines, WATS, compatible Special Services and/or the Message Telecommunications Service (MTS) toll network. Summary records are provided on local calls and directory assistance calls placed over Centrex main station lines.

CCM offers customers three types of call detail:

Unrated Detail - The call detail is provided by originating station number and includes date, time of day, calling number, called number, call duration.

Rated Detail - In addition to the level of detail provided with the Unrated Detail, Rated Detail will provide an estimated charge for originating calls. The rating will be based on standard industry rating tables. Interexchange Carrier (IXC) identification and facility type utilized in completing the call is also provided.

Managerial Reports Package - Managerial Reports provide customers with rated call detail in a report format. The standard reports package includes but is not limited to the following:

- Call Summary Reports
- Call Ranking Reports
- Call Detail Reports

LOCAL USAGE DETAIL, OPTIONAL/STAND-ALONE FEATURE

Local Usage Detail (LUD) recording may be provided as an optional feature of CCM, MDR or as a stand-alone feature. LUD is an arrangement which provides a detail record of measured local, flat rated and metropolitan calls on a per station basis. The detail record includes the calling station number, the called station number, date, time of day, length of call, call band, time of day rate classification, and amount of rate.

When provided as a Stand-Alone Feature the record of Local Usage Detail on the customer's telephone bill is provided in two formats, magnetic tape and telephone bill.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.21 CENTREX CALL ARRANGEMENT (Cont'd)

GENERAL (Cont'd)

PROVISIONS

Provision of detail records is not intended or represented to be provision of billing details. No rating or other cost allocation function is furnished on a per message basis.

In order to identify the originating location of calls originated by compatible Private Line users, a station number must be assigned for the compatible Private Line Facility group. A maximum of 24 digits can be recorded on the compatible Private Line facility detail record.

When provided with CCM the record of Local Usage Detail is provided in magnetic tape form (based on standard Industry Tables) and/or on the paper reports basis. The magnetic tape form is available only to those customers who already subscribe to CCM. The magnetic tape is in the tape density and format used by the Telephone Company Revenue Accounting Office furnishing the tape(s). If a customer requests LUD details in magnetic tape form and/or paper reports message charges for each would apply.

LUD is not available for FX lines. LUD charges are applicable in addition to usage charges.

This feature is not provided on residence-rated student or patient lines.

CCM Detail Records provided on mag tape or paper reports are available on a calendar month basis only, and are not available on a customer billing month basis.

CCM is offered only where facilities permit. Local Usage Detail is available where facilities permit.

Call Detail Records are provided where carrier record information is compatible with Centrex Call Management formatting.

The customer must designate the services (described above) and the group or groups of facilities on which CCM is to be provided and CCM detail will be provided on all such services and facilities. The Telephone Company will not be responsible for, or liable to, the customer for errors in detail which result from improper service or facility designations by the customer.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.21 CENTREX CALL ARRANGEMENT (Cont'd)

PROVISIONS (Cont'd)

Customers must subscribe to this service for a minimum contract period of three (3) months. When a CCM system is disconnected within the contract period, termination charges apply. Termination charges will not apply for CCM systems moved to a location in the same or different central office. Termination charges will be determined based on the monthly rate in effect at the time the service is disconnected and will be due for the remainder of the contract period. These termination charges will be based on the monthly rate and not on the per message rates.

The customer will be charged for the number of call records processed.

Customers who select multiple options will be charged for each of the options.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.21 CENTREX CALL ARRANGEMENT (Cont'd)

SERVICE ESTABLISHMENT CHARGES AND MONTHLY RATES

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
Service Establishment Charge, per Centrex system		
2-200 line customers	\$300.00	-
201 and over	500.00	-
Monthly Mag Tape,		
Unrated	-	\$52.00
Rated	-	52.00
	* * *	
Monthly Paper, Managerial Reports Package	\$46.00	
Weekly Mag Tape, Unrated	\$133.00	
	* * *	
Per Message,		
Unrated - 1 to 100,000 messages	-	\$0.01
over 100,000 messages	-	\$0.0050
Rated - 1 to 100,000 messages	-	\$0.015
over 100,000 messages	-	\$0.0075
Managerial Reports Packages -		
1 to 100,000 messages	-	\$0.02
over 100,000 messages	-	\$0.0075

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.21 CENTREX CALL ARRANGEMENT (Cont'd)

PRODUCT/SERVICE CHARGES AND MONTHLY RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Local Usage Detail (LUD) with MDR or CCM		
- Initial establishment of LUD		
First station line equipped for LUD	\$100.00	-
Additional station line equipped for LUD, each	7.00	-
- Adding LUD to additional station lines after the service has been established		
First station line equipped for LUD	100.00	-
Additional station line equipped for LUD	7.00	-
Stand Alone LUD (1)		
- Stand alone LUD per message on the telephone bill, each	.02	

NOTE:

(1) In addition to the per message charge, the LUD initial establishment charge is applicable.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.21 CENTREX CALL ARRANGEMENT (Cont'd)

NON-RECURRING CHARGES

Non-Recurring
Charges

Subsequent Additions and Changes

Subsequent to the initial CCM installation, this non-recurring charge applies when CCM is added to one or more of the customer's facility groups and/or to change any options (i. e. , unrated to rated reports, etc.)

2-200 Lines	\$ 75.00
201-and over	125.00

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD)

- a. Centrex Automatic Call Distribution Service is a Centrex optional feature which provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer (agent positions served by the system. The switching function and distribution of calls is performed in a Telephone Company central office. The Standard Features described in this tariff are included with this service.

Centrex ACD Service can also provide an optional data stream of call events to a compatible customer provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different ACD splits (groups) within the same Centrex ACD system and to modify their ACD system parameters (i.e. Number of calls in queue) using various customer changeable programmed instructions to the Centrex ACD system.

A Centrex ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

b. FEATURES

Standard Features

Abandoned Call Clearing
ACD Directory Number
Agent Key
Agent Log In/Log Out
Answer Agent
Answer Emergency
Automatic Overflow
Call Delay Announcement
Call Source Identification
Call Supervisor
Call Transfer/Three Way Calling to ACD
Called Number Display
Display Queue Status
Emergency Alert
Incoming Call Queue
Make Set Busy
Multi-Stage Queue Status Display
Night Service
Night Service Control
Not Ready
Position Status Display
Queue Slots (up to 30% of ACD positions)
Queue Status
Service Supervising
Zip Tone

Optional Features

Additional Secondary Directory Numbers
CompuCALL Data Stream
Management Information Data Stream
Queue Slots (in excess of 30% of ACD positions)

CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. FEATURE DEFINITIONS

Abandoned Call Clearing - provides for the removal of a call when a caller abandons either while in an agent queue or after the call is presented to an agent position.

ACD Directory Numbers - provides unique directory numbers used to receive incoming ACD calls.

Agent Key - provides the supervisor with the capability to call a specific agent.

Agent Log In/Log Out - allows the end user to assign a digital code to each individual member of an ACD group that would be used as an identification code.

Answer Agent - permits the supervisor to answer calls from agents.

Answer Emergency - supplies an emergency indication to a supervisor and optionally an automatic conference when an agent activates an emergency key.

Automatic Overflow - allows the customer to specify both the maximum number of calls that can be queued and a maximum anticipated waiting time before newly arriving calls will be sent to a customer specified route instead of being placed in queue.

Call Delay Announcement - provides announcements to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. This feature may not be used by the customer to store, playback, and/or forward messages relating to the customer's internal business.

Call Source Identification - provides for the display of the origin identification of the incoming call at the agent's position.

Call Supervisor - allows the agent to contact the supervisor quickly by depressing a single button.

Call Transfer/Three Way Calling to ACD - allows the agent to transfer calls to another ACD agent. Agents equipped with this feature can also establish calls involving three or more parties.

CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)c. FEATURE DEFINITIONS (Cont'd)

Called Number Display - Provides a display of the directory number dialed to agents using sets with display.

CompuCALL Data Stream - The CompuCALL Data Stream feature provides raw call processing and telephone network data to a customer-provided host computer system in a format determined by the Telephone Company. Also, the CompuCALL Data Stream feature provides customer-initiated call processing capability enabling customers to re-direct or transfer incoming calls, and make outbound calls.

Display Queue Status - allows a supervisor using a set with display to view the current load status statistics for an ACD split (group).

Emergency Alert - allows the agent to immediately conference a supervisor by depressing a single button. The supervisor will also receive an indication that the agent has an emergency.

Incoming Call Queue - allows incoming calls to be placed in a queue when all agents are busy.

Make Set busy - allows agents to make their positions not available to receive a new ACD or non ACD call.

Management Information Data Stream - provides raw call processing data to a customer provided management information system in a format determined by the Telephone Company. Provides customer change (reconfiguration) capability enabling customers to reconfigure their system parameters to handle incoming traffic loads.

Multi Stage Queue Status Display - allows ACD agents and supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)c. FEATURE DEFINITIONS (Cont'd)

Night Service - allows the customer to route all new incoming calls to a customer specified destination (a night announcement, another ACD group, an external directory number, etc.). Night Announcements inform callers that the call cannot be completed and to call back at a later time. Night Announcements may not be used by the customer to store, play back, and/or forward messages relating to a customer's internal business.

Night Service Control - provides the ability to activate Night Service for one or more agent splits (groups) within the same customer system.

Not Ready - allows agents to make their positions not available to receive new ACD calls. This allows agents to follow up on transactions without being interrupted by the next call.

Position Status Display - provides basic management information and status of agent positions to administrative personnel.

Queue Slots - a central office facility whereby incoming calls are held waiting the availability of an ACD position.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Queue Status - audits incoming call queues to detect overflow. A customer indicator remains on until the audit determines that the calls for that agent group have resumed normal queuing.

Service Supervising - allows the supervisor to establish a listen only path to an agent and incoming/outgoing call. Service Supervising shall be used by the customer only in the ordinary course of its business for lawful business purposes to listen to non-personal business calls. The customer shall notify its agents that Service Supervising has been installed and that calls may be listened to by supervisory employees of the customer.

Customer must comply with all Federal and State laws and regulations applicable to use of the Service Supervising feature. Customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of Customer or its agents, servants or employees to comply with Federal and State laws and regulations applicable to use of the Service Supervising feature.

Zip Tone - provides a short burst of tone sound to alert the agent that an incoming call will be immediately connected.

CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

d. PROVISIONS

- (1) Centrex ACD is an optional feature of Centrex. Customers must provide compatible premises equipment.
- (2) Centrex ACD is available under various payment plan options. Multiple payment plans per customer are permitted.
- (3) Payment plans are available on a month to month basis or for periods of 12 to 36, or 37 to 60 months in either high up-front/low monthly or low up-front/high monthly options.
- (4) The month to month minimum period is one month.
- (5) A customer must subscribe to and maintain a minimum of ten ACD service positions per Centrex ACD system.
- (6) The price of Centrex ACD is varied based on the number of ACD service positions. Prices are determined on a sliding scale. Prices for customers apply to all ACD service positions (agents, supervisors or other positions associated with the ACD system) as the quantity of ACD positions pass defined price discount levels.
- (7) Customers receive 30% queuing based on the total number of ACD service positions. Additional queuing will be available at rates and charges specified in this tariff.
- (8) Optional Centrex ACD features are only available on a month to month basis.
- (9) If Centrex ACD customers under an existing payment plan contract move or upgrade their service and retain the same or greater number of Centrex ACD service positions, Centrex ACD termination liability will not apply as long as the customer signs and fulfills the terms of the new payment plan contract of the same or greater duration. However, the customer must still pay the non-recurring charges applicable to the installation of the service. Centrex ACD termination liability charges will apply to customers who terminate or disconnect service before expiration of an existing payment plan contract or who cancel a payment plan contract before expiration of its term.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.3 CENTREX OPTIONAL FEATURES (Cont'd)8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

d. PROVISIONS (Cont'd)

Centrex ACD termination charges will be determined as follows:

Average number of ACD service positions (based on a review of actual ACD service positions in service on the second workday in February of each year) multiplied by the applicable payment plan contract multiplied by 80% multiplied by the remaining months of the payment plan contract.

- (10) Minimum Line Requirement applies to ACD customers. In each month of the contract, the customer must pay for no less than 85% of the largest number of ACD positions in service during the contract.
- (11) Suspension of Centrex ACD service is not permitted. If service is disconnected for nonpayment, termination liability charges as described in this tariff apply.
- (12) Centrex ACD Termination Liability charges do not apply for: 1) a change in the length of the payment plan, provided the customer selects a new service period equal to or longer than the former service period and for the same or greater number of Centrex ACD service positions, or 2) for moves within the same central office serving area.
- (13) Centrex Main Station Line Termination Liability applies for Centrex Main Station Lines as stated in the appropriate sections of the Centrex tariff.
- (14) Upon expiration of the payment plan contract period, customers may continue their service with either a month to month or 12-36 month payment plan at the prevailing monthly rate at that time. Customers choosing a 12-36 month extension must pay a one-time service continuation charge identified in this tariff.
- (15) Nonrecurring- charges apply when converting from a month to month to a 12-36 or 37-60 month payment plan.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

d. PROVISIONS (Cont'd)

- (16) The following call status announcements are provided with basic Centrex ACD service and are up to 15 seconds in length per announcement:
- 1 Initial Call Delay Announcement per Customer ACD system,
 - 1 secondary Call Delay Announcement per Customer ACD system,
 - 1 Night Service Announcement per Customer ACD system.
- (17) Cancellation of a payment plan contract is effective upon receipt by the Telephone Company of written notification from the customer 30 days prior to cancellation, termination or disconnection. The customer agrees to pay the premature termination liability charges as specified in this tariff as if service had been disconnected or terminated on the date such notification was received.
- (18) Centrex ACD service requires special Central Office Equipment and will only be provided where facilities permit.
- (19) Applicable tariff rates will apply for all listed directory numbers associated with this service.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. RATES AND CHARGES

Centrex ACD is available under three different payment plans. The customer may subscribe to ACD agent positions on a month to month basis, under a 'High Up-Front/Low Monthly payment plan contract or a 'Low Up-Front/High Monthly' payment plan contract.

Service agreements may be for 12 to 60 months with an option for continuation at the end of the service agreement period.

Applicable rates are:

(1) Payment Plans

(a) MONTH TO MONTH

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
ACD Service per agent position	\$50.00	\$150.00

(b) HIGH UP-FRONT/LOW MONTHLY OPTION

ACD Service per agent position		<u>Monthly Rate(1)</u>		<u>Product/ Service Charge</u>
<u>Months</u>		<u>12-32</u>	<u>37-60</u>	
Up to 100 positions		\$10.00	\$8.50	\$600.00
up to 199 positions		9.75	8.35	600.00
up to 299 positions		9.50	8.15	600.00
up to 399 positions		9.25	8.00	600.00
400 to 800 positions		9.00	7.75	600.00

NOTE:

(1) The rate for the largest number of ACD agent positions in service per ACD system applies to all agent positions in the customer's ACD system.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

e. RATES AND CHARGES (Cont'd)

(1) PAYMENT PLANS (Cont'd)

(c) LOW UP-FRONT/HIGH MONTHLY OPTION

ACD Service
per ACD position

<u>Months</u>	<u>Monthly Rate(1)</u>		<u>Product/Service Charge</u>
	<u>12-32</u>	<u>37-60</u>	
Up to 100 positions	\$27.00	\$26.00	\$50.00
up to 199 positions	26.00	25.00	50.00
up to 299 positions	25.00	24.00	50.00
up to 399 positions	24.00	23.00	50.00
More than 399 positions	23.00	22.00	50.00

(2) CENTREX ACD OPTIONAL FEATURES

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Management Information System, CompuCall Raw Data, per ACD Link (2)	\$100.00	\$200.00

NOTES:

- (1) The rate for the largest number of ACD positions in service per ACD system applies to all ACD positions in the customer's ACD system.
- (2) A suitable 9600 baud, full duplex channel as determined by the Telephone Company is required for this service. Rates can be found in the appropriate section of the tariff.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.22 CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

e. RATES AND CHARGES (Cont'd)

(2) CENTREX ACD OPTIONAL FEATURES (Cont'd)

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Queue Slots (in excess of 30% of ACD positions), per slot	\$3.00	\$15.00
Additional Secondary Directory Numbers, per Number (1)	3.00	25.00

(3) SERVICE CONTINUATION - Upon expiration of an existing Centrex ACD payment plan contract, the customer may add another 12-36 month term. The following one-time charges will apply.

	<u>Product/Service Charge</u>
Extend an existing payment plan for an additional 12-36 months	
Per System	\$100.00

(4) A Feature Processing Service charge as shown in this tariff will apply if the customer requests the Telephone Company to rearrange or change ACD service positions within the same Centrex ACD system.

NOTE:

(1) Not required for Secondary Members of a Multiple Appearance Directory Number (MADN) Group.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.23 LAST NUMBER REDIAL

The Last Number Redial feature enables subscribers to redial their last called number (up to 24 digits), by depressing a single key or by dialing an access code rather than the entire number.

The following rates will apply:

	Product/Service <u>Charge</u>	Monthly <u>Rate</u>
Last Number Redial, per line equipped	\$15.00	\$.26

8.3.24 DIAL DICTATION ACCESS

Permits access to and control of customer-owned dictation equipment. The customer accesses a dictation machine by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the customer controls the machine by dialing control digits.

The following rates will apply:

	Product/Service <u>Charge</u>	Monthly <u>Rate</u>
Centrex Dial Dictation Interface Circuit, each*	\$30.00	\$22.55

* In addition a voice grade channel and, when the make busy option is requested, a metallic channel is required.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.25 CALL FORWARDING-BUSY LINE-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line if the intended line is in use. With this arrangement, more than one station line can forward to a common station line. Call Forwarding-Busy Line-Outside is available only where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Forwarding-Busy Line-Outside, per line		\$.06
Call Forwarding-Busy Line-Outside, per system (2)		
Up to 20 station lines		.72
21 to 50 station lines		1.60
51 to 100 station lines		3.65
101 to 500 station lines		25.60
More than 500 station lines		66.60

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.26 CALL FORWARDING-BUSY LINE AND DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line. Lines arranged for both Call Forwarding-Busy Line-Outside and Call Forwarding Don't Answer-Outside must forward to the same designated line for both types of call forwarding. Call Forwarding-Busy Line and Don't Answer-Outside is available where facilities permit.

The following rates will apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Call Forwarding-Busy Line and Don't Answer-Outside, per line		\$.06
Call Forwarding-Busy Line and Don't Answer-Outside, per system (2)		
Up to 20 station lines		.72
21 to 50 station lines		1.60
51 to 100 station lines		3.65
101 to 500 station lines		25.60
More than 500 station lines		66.60

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.27 CALL FORWARDING-DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line if the intended line is unanswered, after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing. Call Forwarding-Don't Answer-Outside is available only where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Forwarding-Don't Answer-Outside, per line		\$.06
Call Forwarding-Don't Answer-Outside, per system (2)		
Up to 20 station lines		.72
21 to 50 station lines		1.60
51 to 100 station lines		3.65
101 to 500 station lines		25.60
More than 500 station lines		66.60

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.28 CALL TRANSFER-INDIVIDUAL ALL CALLS-OUTSIDE (1)

A station user may transfer any call to another station line of the system, the attendant or a station line outside the system by operating the switch-hook and dialing the intended line. On obsolete systems where All Calls is not provided, only DID calls can be transferred. Call-Transfer-Individual-All Calls is available, per line, where facilities permit.

The following rates will apply:

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
Call Transfer-Individual- All Calls-Outside, per line		\$.06
Call Transfer-Individual- All Calls-Outside, per system (2)		
Up to 20 station lines		.72
21 to 50 station lines		1.60
51 to 100 station lines		3.65
101 to 500 station lines		25.60
More than 500 station lines		66.60

8.3.29 SWITCHED REDIRECT SERVICE

This service is available to Centrex customers as an optional feature. See the tariff, for regulations and rates.

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.30 ROUTING CONTROL

a. Description

Routing Control

Routing Control directs Centrex-originated calls made to destinations outside the Centrex System to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the customer.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of the Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary Route	Alternate Route	2nd Alt. Route
466	1	A	Block	1234	5678	2345
703974	2	B		3456	7890	9876
900			Block			
	TIME			DAY		
	1 08:00-17:00			A M-F		
	2 09:00-12:00			B TU		

b. Provisions

Routing Control

Routing Control is available on outgoing calls only.

The traffic routing choices are provided by and the responsibility of the customer.

Up to three alternative routes can be specified for a call; the Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and are the responsibility of the customer.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.30 ROUTING CONTROL (Cont'd)

c. Rates

	<u>Product Service Charge</u>	<u>Monthly Rate</u>
1 to 49 Centrex Lines		
month to month	\$500.00	\$29.70
12-36 months	500.00	28.70
37-60 months	500.00	27.70
61-96 months	500.00	26.60
97-120 months	500.00	25.60
50 to 199 Centrex Lines		
month to month	500.00	97.40
12-36 months	500.00	92.30
37-60 months	500.00	87.10
61-96 months	500.00	82.00
97-120 months	500.00	76.90
200 to 399 Centrex Lines		
month to month	500.00	195.00
12-36 months	500.00	185.00
37-60 months	500.00	174.00
61-96 months	500.00	164.00
97-120 months	500.00	154.00
400 or more Centrex Lines		
month to month	500.00	410.00
12-36 months	500.00	385.00
37-60 months	500.00	359.00
61-96 months	500.00	333.00
97-120 months	500.00	308.00
Time-of-Day Routing	30.00	-
Additions, Changes and Deletions to Routing Control per Route	30.00	-

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.31 GROUND START CENTREX SERVICE

a. Description

Ground Start-Provisioned Centrex Service is a method of signaling on customer lines in which one side of the two-wire line (typically the "Ring" conductor of the Tip and Ring) is momentarily grounded to obtain dial tone.

b. Provisions

Centrex lines with ground start provisioning will be provided in accordance with the parameters stated in this tariff.

The Telephone Company assumes no liability for the limitations of CPE equipment-feature signaling due to the operating and transmission factors for ground start provisioning.

Ground start provisioning is offered where facilities permit.

All other applicable regulations for Centrex Service, as specified in this tariff.

c. Rates

The following rates apply for Ground Start-Provisioned Centrex Service:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Ground Start Provisioning, each Centrex line		\$5.00

For the associated Feature Processing Service Charge, see of this tariff.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.32 CENTREX SPLIT BILLING

a. Description

Centrex Split Billing is an optional service which permits existing Centrex customers to split their monthly Centrex bill into multiple bills for their existing Centrex lines. New Centrex customers or existing Centrex customers adding additional lines, which are to be billed separately, are not covered by this Supplement.

b. Rates

In addition to the applicable Rates and Charges in the tariff, the following rate applies for Centrex Split Billing:

	<u>Product/ Service Charge</u>
Centrex Split Billing, each separate bill rendered	\$100.00

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.33 CENTREX CUSTOMER EDUCATION SERVICES

A. Description

Centrex Customer Education Services is a service available to any Centrex customer on the use of their Centrex service at their premises.

B. Rate Schedule

	<u>Product/Service Charge¹</u>
Centrex Customer Education Services	ICB

Note 1: Rates to be established on a case-by-case basis to meet specified customer requirements.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.3 CENTREX OPTIONAL FEATURES (Cont'd)

8.3.34 CENTREX ULTRA FORWARD⁽¹⁾

A. Description

Ultra Forward allows customers to activate, deactivate, or change his or her call forwarding service from a remote location. This service is available only where facilities permit as determined by the Telephone Company.

B. Provisions

Centrex Ultra Forward provides Centrex customers with a remote access call forwarding-variable service. Centrex Ultra Forward can be accessed from any touch-tone or tone-signaling-capable telephone.

Customers dial a remote access directory number and are then guided by voice messages to enter information such as their Centrex number equipped with the Centrex Ultra Forward feature, a Personal Identification Number (PIN) , and the number to which calls will be forwarded.

Calls forwarded by this feature are subject to local or long distance message charges and are the responsibility of the customer.

Transmission performance quality cannot be guaranteed on forwarded calls.

When Centrex Ultra Forward is active, it will override all other Telephone Company central office based call forwarding services.

The remote access capability may experience occasional interruptions in service. The Telephone Company is not liable for damaged if for any reason, the service is inoperable.

C. Rates ⁽²⁾

	<u>Product/Service Charge⁽¹⁾</u>	<u>Monthly Rate</u>
Centrex Ultra Forward per line	\$10.00	\$6.00

Note:

- (1) No charge if installed initially with the associated Centrex line.
- (2) Centrex Feature Processing Charges do not apply.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.4 CENTREX ALTERNATE SERVING WIRE CENTER

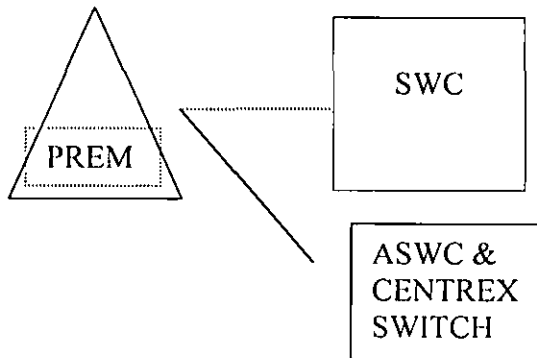
8.4.1 GENERAL

Alternate Serving Wire Center (ASWC) is an optional feature which provides a direct transmission path (via a Fiber Optic Feeder Cable) for Centrex Service between the customer's designated premises and a serving wire center separate from the normal serving wire center.

8.4.2 TERMS AND CONDITIONS

- a. The Telephone Company will designate the serving wire center to be used as the alternate. The ASWC feature is available where contiguous wire center serving areas with interconnecting fiber feeder routes exist. Where facilities are not available, special construction rates may apply. Where service is available, provisioning is based on a negotiated interval.
- b. The rate for Alternate Serving Wire Center, as specified following, applies per point of termination, and is in addition to the Station Line Rates and Charges for each Centrex Line provided over the alternate path.

Example: Rate application for a Centrex service connecting a customer premises via ASWC.



----- Normal Transmission Path
 _____ Alternate Transmission Path

<u>Rate Elements</u>	<u>Applicable Charges</u>
1 Centrex Station Line 1 ASWC	Monthly and nonrecurring Monthly

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.4 CENTREX ALTERNATE SERVING WIRE CENTER (Cont'd)8.4.2 TERMS AND CONDITIONS (Cont'd)

- c. The customer premises and the ASWC must be located in the serving territory of the Telephone Company.
- d. In addition to the limitation of availability based on interconnecting facilities, all availability conditions for the underlying Centrex service also apply.
- e. All other terms and conditions of Centrex Service apply.

8.4.3 RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER

a. Rate Provisions

- (1) All rates and charges for Local Exchange service are based on those of the alternate serving wire center providing the Centrex service.
- (2) All initial service establishment charges for Centrex service at the ASWC are applicable.
- (3) The station mileage charge is based on the airline miles for each Centrex main station line to the ASWC.
- (4) ASWC must be ordered with groups of 24 Centrex lines through the first 96 lines. After 96 lines, additional service can be ordered in any quantity required.
- (5) Any future additions, disconnects or changes may not result in less than 24 Centrex lines per group for a point of termination with 96 or less lines.
- (6) When a customer requests that facilities be routed via an ASWC to a Centrex in a different wire center, applicable FX charges for the channel mileage from the ASWC to the wire center providing the Centrex service apply.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.4 CENTREX ALTERNATE SERVING WIRE CENTER (Cont'd)

8.4.3 RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER (Cont'd)

b.	Rates	Monthly <u>Rates</u>
----	-------	-------------------------

Centrex C.O. Station Lines

- per point of termination

Up to 10 quarter miles (customer premises to ASWC)-

First 96 lines	
Each 24 line group	\$145.00

Over 96 lines	
Each line	6.00

Over 10 quarter miles (customer premises to ASWC)

First 96 lines	
Each 24 line group	24.00

Over 96 lines	
Each line	1.00

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.5 CENTREX CUSTOM PACKAGE SERVICE8.5.1 GENERAL

Centrex Custom Package Service is Centrex Service furnished from compatible electronic type switching equipment located on-Telephone Company premises and. includes the facilities necessary. for intercommunication between Centrex lines within the customer's system, Local Exchange Service (access via assumed dial 191), direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, Touch- Tone Calling Service, and intercept to the main listed number.

Centrex Custom Package Service lines sharing a common intercom arrangement and a primary Directory listing Will be considered a Centrex Custom Package Service System. A system must have a minimum of two and may not exceed a maximum of thirty Centrex Custom Package Service lines. Centrex Custom Package Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and features are not offered separately.

8.5.2 PROVISIONS

1. Explanation of Terms

Primary Location

The primary location of each Centrex Custom Packagesystem is the area served by the wire center in which the Centrex Custom Packagesystem's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

2. A Centrex Custom PackageService line includes the following features:

Call Restrictions
Intercommunication
Speed Calling Short
Station Line Hunting
Three-Way Calling

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.2 PROVISIONS (Cont'd)

3. The following Centrex features may be selected by customers at their option for each of their Centrex Custom Package lines for no additional charge:

- Automatic Callback Calling
- Call Forwarding - Busy Line - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring) Call Pickup/Call Hold
- Call Transfer - Individual - All Calls,(Inside/Outside) Call Waiting Originating
- Call Waiting Terminating (With Tone Block)
- Consultation Hold - All Calls
- Direct Inward/Outward Dialing
- Directed Call Pickup with Barge In or Non-Barge In
- Distinctive Ringing

The features Call Transfer, Three - Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer, and Call Forwarding Variable may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.2 PROVISIONS (Cont'd)

- 4. Centrex Custom PackageService customers may select one of the following line arrangements for each of their Custom Packagelines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900/Audiotex Blocked (Originating)

- 5. Local Usage Options

Standard and Valu-Pak local usage options, as described in Pa. P.U.C.Nos.-180A, 182A, 185B and 185C, are available with Centrex Custom PackageService. One local usage package per Centrex Custom Packagemain station line is available, subject to a maximum number of packages per system as stated below:

	Maximum Number of	
<u>System Size</u>	<u>Local Usage Packages Per System</u>	
Up to 20 Lines	15	(C)
21 - 30 Lines	30	

- 6. Transfers from other Centrex Service

No Product/Service Charges will apply for existing lines and features when a customer elects to change from other Centrex Service and Electronic Service Package for Small Business Customers (ESP-SB) to Centrex Custom PackageService providing they are not moving and have completed any current revenue guarantees. Any current termination liability applicable to the existing Centrex Service will apply.

- 7. Transmission Requirements

A Centrex Custom Packagemain station line is loop start with a 300-400 Hz. bandwidth. The transmission design objectives are a maximum loop resistance of 1300 ohms and no more than 5 DBMS transmission loss at 1004 Hz. Transmission requirements other than those specified may be available if facilities permit at rates developed on an Individual Case Basis.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)8.5.2 PROVISIONS (Cont'd)

8. When a customer requests a new Centrex Custom Package Service system that requires the installation of additional outside plant or central office facilities and where, in the judgement of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centrex Custom Package Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.
9. Incoming Toll Free Service Access Arrangement incoming calls on Toll Free Service access lines can be terminated on a Centrex Custom Package Service System incoming calls terminated in this manner may be transferred to other lines of the same Centrex Custom Package Service System.
10. Off-Premises Lines
Centrex Custom Package Service lines can be provided at a separate customer premises. No mileage charges apply to different lines of the same Centrex Custom Package Service system that are located at different premises but situated within the same wire center serving area. However, 2000 and 2012 channel mileage charges apply to different lines of the same Centrex Custom Package system located at different premises and situated in different wire center serving areas.
11. Centrex Custom Package Optional Central office Features
The features may be available where Telephone Company facilities permit at the rates specified in 8.5.3 following. Feature descriptions and provisions are as specified in this tariff.
12. Optional Centrex Digital Features
Centrex Digital Service will be provided at the customer's option where the Centrex is served from a compatible digital central office and where Telephone Company facilities permit at the rates specified in 8.5.3 following. Centrex Digital feature descriptions and provisions are as specified in this Section. Only those Centrex Digital Features specified in 8.5.3 following will be available under Centrex Custom Package service.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)8.5.2 PROVISIONS (Cont'd)13. Split Billing Arrangement

Split billing provides Centrex Custom Package customers with multiple bills for their Centrex Custom Package lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number may have one or more Centrex Custom Package lines. The Centrex Custom Package system fails below two lines, it is no longer considered a Centrex Custom Package system and must be converted to Business Dial Tone Lines.

Only one free Directory listing will be provided per Centrex Custom Package system, regardless of the numbers of individual billing numbers or number of bills.

Directory listings for separate, individual billing numbers will be charged at tariff rates.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

14. Custom Package customers must contact the Telephone Company to request the Anonymous Call Rejection (ACR) feature for Caller ID/Caller ID Deluxe Service.15. Rewarding Connections

Centrex Custom Package with Rewarding Connections is an account level discount plan available to Centrex customers who presubscribe all lines on an account to Bell Atlantic's IntraLATA Toll Service. Rewarding Connections offers a discount off of the Custom Package recurring monthly line rate.

CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)8.5.2 PROVISIONS (Cont'd)15. Rewarding Connections (Cont'd)

This is an account level discount plan. All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Custom Package is not altered in any way.

Customers must presubscribe all Custom Package and non-Custom Package lines on an account to Bell Atlantic's IntraLATA Toll Service. If a customer should presubscribe any line of their account to another IntraLATA toll carrier, the discount for all lines will be discontinued.

Customers with Rewarding Connections may add lines to their Custom Package system and will receive the same discount per line on the additional lines. Except as specified above, all other terms and conditions as specified in Section 2 for Centrex Custom Package service preceding apply.

All other terms and conditions for Rewarding Connections apply.

16. Customer Satisfaction Guarantee

Customers subscribing to this Centrex Custom Package Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their Custom Package Service may have their previous Bell Atlantic Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their Custom Package Service disconnected will be converted by the Telephone Company to Bell Atlantic Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which has been "Grandfathered".

CENTREX SERVICE

8.5 CENTREX CUSTOM PACKAGE SERVICE

8.5.2 PROVISIONS (Cont'd)

16. Customer Satisfaction Guarantee (Cont'd)

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and, not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.3 RATES

1. <u>Centrex Custom Package Service Lines, each</u>	<u>Per Month</u>
Exchange Access	\$ 13.50
Intercommunication Lines, each Primary/Secondary ++ Location Restricted/Unrestricted	<u>9.00</u>
Total	\$ 22.50

The amount shown includes the applicable Interstate Centrex Line Cost Charge.

++ In addition, rates and charges as specified for series 2000, type 2012 channels apply between the Centrex Custom Package System's serving wire center and the wire center serving the customer's secondary location.

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SNiP Link, LLC
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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.3 RATES (Cont'd)

2. Centrex Custom Package Optional Central Office Features*

	<u>Product/ Service Charge</u>	<u>Usage Charge</u>	<u>Monthly Charge</u>
(1) Call Block	\$10.00		\$1.50
(2) Call Trace #		\$1.00	
(3) Priority Call	10.00	-	1.50
(4) Repeat Call	10.00		1.50
(5) Return Call	10.00		1.50
(6) Select Forward	10.00		1.50
(7) Caller ID w/ Anonymous Call Rejection**			
(a) When purchased without the Feature Package	10.00		6.00
(b) When purchased with the Feature Package	10.00		5.00
Caller ID Deluxe/w/Anonymous Call Rejection**			
(a) When purchased without the Feature Package	10.00		7.00
(b) When purchased with the Feature Package	10.00		5.75
(8) Feature Package, includes Call Block, Priority Call, Repeat Call, Return Call, and Select Forward	10.00		4.00
(9) Ultra Forward	10.00		6.00

** The description and regulations for Caller ID/Caller ID Deluxe, including blocking, can be found in this tariff. Customers must contact the Telephone Company to request Anonymous Call Rejection as part of Caller ID/Caller ID Deluxe.

* Centrex feature processing charges do not apply.

Per trace attempt successfully completed. Limit one activation per attempt.

+ Not applicable if installed initially with the associated Custom Package line.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.3 RATES (Cont'd)

<u>3. Digital Non-button Set Features</u> (Non-electronic set)	<u>Product/ Service Charge</u>	
a. Call Park	\$15.00	\$.25
b. Directed Call Park	15.00	.25
c. Executive Busy Override	15.00	.25
d. Last Number Redial.	15.00	.25
e. Non-button Set Feature Package #	15.00	.50

4. Usage charges

No local calling usage allowance is included in the Centrex Custom Package Message or Measured rate schedule. Usage charges apply as specified in the Local Exchange Services Tariff.

5. Product/Service Charges

Product/Service Charges for Centrex Custom Package will be the same as those for Centrex Service as specified in this Section.

No Product/Service Charges will apply for Centrex Custom Package Digital Features if installed initially with the Centrex Custom Package System. If installed subsequent to the installation of the Centrex Custom Package System, the appropriate Product/Service Charges as specified in this Section apply.

The Feature Processing Service Charge, as described in this Section, applies to customer-requested changes, i.e., adding, dropping, changing, or rearranging features or existing Centrex Custom Package lines.

6. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service.

- o Centrex feature processing charges do not apply to Custom Package digital features.
- + Not applicable if installed initially with the associated Custom Package line.
- # Includes Call Park, Directed Call Park, Executive Busy Override and Last Number Redial.

CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.5 CENTREX CUSTOM PACKAGE SERVICE (Cont'd)

8.5.3 RATES (Cont'd)

7. Participants in the Centrex Custom Package with Rewarding Connections plan will receive a usage discount. In addition, Centrex Custom Package customers are eligible for the following monthly recurring discounts per line:

<u>Billed Revenue</u>	<u>Per Line Discount</u>
\$ 0.00 - \$ 100.00	\$0.00
\$ 100.01 - \$ 350.00	\$1.50
\$ 350.01 - \$ 500.00	\$2.00
\$ 500.01 - \$1,000.00	\$2.50
\$1,000.01+	\$3.50

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.6 CENTREX FLEXIBILITY 2000 SERVICE8.6.1 GENERAL

Centrex Flexibility 2000 is a central office service available only to customers who are served by a compatible Central Office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment, which when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations. Centrex Flexibility 2000 customers may select any of the following features for their Flexibility 2000 lines where facilities permit at no additional cost:

Automatic Callback Calling
Call Forwarding - Busy - All Calls or outside
Call Forwarding - Don't Answer Calls - All Calls or outside
Call Forwarding - Variable - All Calls w/Reminder Ring Call Hold
Call Park
Call Pick-up
Call Transfer All Calls or Inside
Call Waiting Originating
Call Waiting Terminating W/Tone Block
Conference Arrangement (1 - 6 Ports) (Per System)
Consultation Hold
Directed Call Park
Directed Call Pick-up w & w/o Barge-in
Distinctive Ringing
Executive Busy Override
Hunting (Series Completion, Circular, and Multi-line)
Intercept
Intercommunication
Last Number Redial
Line Restrictions
Night Service
Multi-Path Call Forward (up to 5 Paths)
Music On Hold Interface
Speed Call - (Individual or Shared) (Short or Long) Three-way Calling
Touch-Tone Calling
Trunk Answer from Any Station
Uniform Call Distribution w/Queuing

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS1. Explanation of Terms
Customer Satisfaction Guarantee

Customer subscribing to Centrex Flexibility 2000 Service are entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnect and may have their previous service reinstalled, at no cost, if not satisfied with their Centrex Flexibility 2000 Service, in accordance with the following terms and conditions.

The guarantee applies to the service as a whole and not individual features offered with this service.

The customer is responsible for notifying the Company to disconnect the service within thirty (30) calendar days of installation and may convert back to their previously subscribed Bell Atlantic service if dissatisfied with their Flexibility 2000 service within the thirty calendar days of the Customer Service Guarantee.

The refund of any charges directly associated with the establishment of service or monthly charges will be applied as a credit on the customer's bill.

Each customer will be entitled to the credit one time per service.

The guarantee applies to the service as a whole and not the individual features offered with this service.

Credit refunds will not be available for toll charges-incurred or E911 or other like surcharges.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

If a customer elects to have their Flexibility 2000 Service disconnected under the terms of this guarantee, and had no previous Bell Atlantic service, the Company will convert the customer to Business Dial Tone

Lines at no cost to the customer, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service.

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These terms and conditions apply to both month-to-month and contractual payment plan customers.

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CENTREX SERVICE

8.0 CENTREX SYSTEM OFFERINGS (Cont'd)

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.2 REGULATIONS (Cont'd)

2. Centrex Location

A Centrex location is defined herein as a physical premises of the customer where Centrex lines are located.

3. Centrex Flexibility 2000 System

A Centrex Flexibility 2000 system consists of the central office switching office equipment and stations connected by Centrex lines (no less than 2) . A system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single Central Office code (NNX).

4. Minimum Line Requirement

Centrex Flexibility 2000 is provided in the following capacities per system.

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	2
II	31
III	76

Centrex Flexibility 2000 Service is offered only as a complete service. The exchange access and intercommunication portions of the Centrex Flexibility 2000 Service lines are not offered separately.

5. Local Usage Options

Standard and Valu-Pak local usage option are available with Centrex Flexibility 2000 Service. One local, usage package per Centrex Flexibility 2000 main station line is available, subject to a maximum number of packages per system as stated below:

<u>Maximum Number of System Size</u>	<u>Local Usage Packages Per System</u>
Up to 20 lines	10
21 to 100 lines	20
Over 100 lines	30 (C)

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)6. Payment Options

A Centrex Flexibility 2000 customer may select either a month-to-month option or a contract period which falls between a minimum of 12 months and a maximum of 120 months for the customer's total system.

Centrex Flexibility 2000 payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

7. Centrex Line and Revenue Guarantee

Centrex Flexibility 2000 lines are subject to a one-month minimum billing. Centrex Flexibility 2000 contractual agreements for service are subject to a monthly line guarantee for the duration of the contract. The guarantee is based on 80% of the Centrex Flexibility 2000 lines in service at the time the contract is established. Should the customer fall below the minimum line guarantee or disconnect service during the contract period, the current rate per line times the number of lines in deficit will be charged.

8. Changes to a higher Line Capacity Category in the Centrex Flexibility 2000 System

A customer may change to a higher line capacity category at the current rates designed for the higher line capacity category, however, the customer will remain under the original contract period.

9. Changes to a lower Line Capacity Category in the Centrex Flexibility 2000 System

A customer may change to a lower line capacity category at the current rates designated for the lower category, however, the customer will remain under the original contract period and the original minimum line guarantees will apply throughout the original contract period.

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CENTREX SERVICE8.0 CENTREX SYSTEM OFFERINGS (Cont'd)8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)10. Synchronizing Centrex Flexibility 2000 Service with other service upgrades.

When a Centrex Flexibility 2000 customer with a payment option other than month-to-month upgrades to another Bell Atlantic service of equal or greater revenue value than their Centrex Flexibility 2000 Service, the monthly line guarantee for the Centrex Flexibility 2000 Service will not apply. The contract for the upgraded service must be of the same or greater duration as the Centrex Flexibility 2000 contract and all nonrecurring charges applicable to the installation of the new service apply.

11. Renewal Options and Request for Change in Contract Period

Prior to the expiration of an existing contract period, a customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original contract. The contract effective date will be the date the customer signs the new contract.

12. Transfer of Contractual Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex Flexibility 2000 charges for the remainder of the contract period selected may be assigned to another customer, provided there is no change of location, and the new customer is assuming substantially all the assets of the former customer and agrees to pay all amounts that would have been paid by the former customer, and the original customer remains jointly and severably liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new customer.

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex Flexibility 2000 Service under a contractual payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff may be waived and a new monthly line guarantee, for the duration of the contract period selected, will be established under the Centrex Flexibility 2000 plan.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)14. Transfer from Other Centrex Service (Cont'd)

The new contract period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original contract. No service charges except for the normal Service Order Charge per-order and the one time Common Equipment Charge shall apply to existing Centrex lines provided they are not moved or changed.

15. Disconnects

There is no termination liability for customers who have elected the Centrex Flexibility 2000 month-to-month payment option, except that all Centrex Flexibility 2000 customers with this payment option are subject to a one month minimum revenue guarantee.

When a Centrex Flexibility 2000 system under a contractual payment period, is disconnected prior to the expiration of the contract, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

16. Relocation

When the customer relocates to a different premises, the contractual obligation will remain in effect. All rates and charges applicable to the Centrex Flexibility 2000 system being relocated still apply.

17. Line Restrictions

Centrex Flexibility 2000 1100 customers may select one of the following arrangements for each of their Centrex Flexibility 2000 lines:

Unrestricted

Long Distance Message Restriction

Fully Restricted (Intercommunication Only) 700/900/Audiotax Blocked (Originating)*

*Non-recurring charges per local tariff apply.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.2 REGULATIONS (Cont'd)

18. Billing Management Services

Centrex Flexibility 2000 Service customers have available the following Billing Management Services:

(A) Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split billed accounts.

(B) Split Billing Arrangement

Split billing provides Flexibility 2000 customers with multiple bills for their Centrex Flexibility 2000 lines.

Each Individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number, must have at least 1 Centrex Flexibility 2000 line. However, if the Centrex Flexibility 2000 system falls below 2 lines, It will no longer be considered a Centrex Flexibility 2000 system, and will be converted to Business Dial Tone lines.

Only one free Directory listing will be provided Per Centrex Flexibility 2000 system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)18. Billing Management Services (Cont'd)(C) Split Billing Arrangement (Cont'd)

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

(D) Installment Billing

A customer who selects the month-to-month payment option may elect to installment bill their nonrecurring charges up to six (6) months. Customers who select a contract payment option may elect to installment bill their nonrecurring charges up to twelve (12) months, but not less than 2 months. Immediate payment of all nonrecurring charges would be assessed if the customer should disconnect their service prior to the end of the installment billing period. If the nonrecurring charges are initially billed in full, the customer may not request a rebilling in installments, installment billing is available on both initial and subsequent activity, and the minimum amount billed on installment cannot be less than \$50.00.

(E) Prepayment

The customer must have a contractual agreement and may prepay up to 100% of the monthly charges contained in Customer's Letter of Election.

The minimum monthly amount that can be prepaid is \$200.00 per month per Prepayment Agreement.

Customers can prepay at any time during their contract. however, customers must prepay for a minimum of six (6) months.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)18. Billing Management Services (Cont'd)(F) Prepayment (Cont'd)

Subscriber Line Charges are not subject to prepayment. customers are subject to normal rate increases.

Any customer who disconnects prior to the expiration of their contractual agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any, will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

19. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and rates and charges for an appropriate central office line to connect customer-provided equipment to the Telephone Company.

20. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in this Informational Tariff for Competitive Services, apply.

21. Resale of Centrex Service to Resellers

This Centrex Flexibility 2000 Service is available for resale. The monthly recurring and nonrecurring rates are based on the system size of the user for all payment options.

22. UCD Installation and System Activity Charges

Installation charges are not applicable to Uniform Call Distribution under Centrex Flexibility 2000. All System Activity charges associated with Uniform Call distribution as specified in this Informational Tariff for Competitive Services will apply.

CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features

Centrex Flexibility 2000 Standard Line Features will be provided only where adequate facilities permit.

The features Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer, Call Forwarding Variable, and Conference Arrangement may generate local, IntraLATA toll, or long distance usage charges. If generated, these charges are the responsibility of the customer.

- A. Automatic Callback Calling. This feature permits an originating Centrex Flexibility 2000 line user who attempts an intercommunication call to a busy Centrex Flexibility 2000 line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between Flexibility 2000 lines of the same Flexibility 2000 system. This feature can be cancelled by the originating station user dialing a deactivation code.
- B. Call Forwarding - Busy Line - All- Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is in use.
- C. Call Forwarding - Don't Answer - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered, after approximately three ringing cycles.
- D. Call Forwarding - Variable - All Call w/Reminder Ring. This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features (Cont'd)Reminder Ring.

Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

- E. Call Hold This feature is an arrangement which permits an in progress call to be held for extended periods or in order that another incoming call on another line may be answered.
- F. Call Park This feature allows a Centrex Flexibility 2000 station user to park a call against their own telephone number. The parked call can be retrieved from any station by dialing the feature access cods for retrieval and the station line number.
- G. Call Pickup This feature is an arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.
- H. Call Transfer Inside & Outside Calls. This feature allows an established call to be transferred to another line either within or outside the system,
- I. Call Waiting This feature is an arrangement in which calls to lines of the system which are in use, originated by lines so equipped, are "announced" by a short burst of tones (audible only to the called party) and automatically completed upon termination of the in-progress call, or If the in-progress call is placed on Call Hold by the called party.
- J. Call Waiting – Terminating w/Tone Block. This feature is an arrangement in which all incoming calls on lines already in use are announced, by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on hold. Call Waiting - Terminating can be provided on Intragroup nodes (calls originated outside the system) or All Calls made (all intended calls). Call Waiting may be temporarily dedicated prior to initiating a call or during a call in-progress. The station user can deactivate Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features (Cont'd)

- K. Conference Arrangement (1 6-ports)- This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.
- L. Consultation Hold – All Calls This feature allows A station user to place on hold an in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.
- M. Directed Call Park - This feature allows Centrex Flexibility 2000 station users to park a call against any Centrex Flexibility 2000 station number appearance. Station users may be required to enter a security code to retrieve the call if desired.
- N. Direct Call Pickup With and Without Barge-in. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system are permitted,

Barge-in. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non- Barge-in. If the call has already been answered the station user who dialed the access code receives a busy tape.

CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features (Cont'd)

- O. Executive Busy Override. This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.
- P. Common Intercept - Incoming exchange calls to unassigned and/or non-working Centrex Flexibility 2000 lines will be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned Centrex Flexibility 2000 lines will be intercepted by a standard central office recorded announcement for Centrex system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.
- Q. Intercommunications (Intercom). Station-to-station dialing. An arrangement by which station sets on the same Centrex system may communicate with each other by dialing a code without application of message units charges.
- R. Last Number Redial. This feature enables a customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.2 REGULATIONS (Cont'd)

23. Standard Line Features (Cont'd)

S. Line Restrictions- There are four types of line arrangements which customers may select for each of basic Centrex Flexibility 2000 lines.

Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction - An arrangement which permits a Centrex Flexibility 2000 line user to dial local service area calls but prevents the origination all long distance calls. In addition, this arrangement is available both with and without 'zero' dialing capability.

Fully Restricted- An arrangement that allows intercom only calling for the Flexibility 2000 basic line user.

700/900/Audiotex Blocked (Originating) -- An arrangement which denies the Flexibility 2000 basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

Multipath- Call Forwarding(1 - 5 paths), This feature allow the station user to forward simultaneous messages over one line to a destination.

U. Music On Hold This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.

V. Night Service -- This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the customer group. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basin.

CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features (Cont'd)

W. Speed Calling Short (Individual). This feature allows the user to make frequently dialed numbers by using a two digit code. A customer programmable "short" list is provided per line.

Speed Calling Long Distance. This feature allows the user to make frequently dialed numbers by using a two digit code. A customer programmable "long" list (30) is provided per line.

Speed Calling Short (Shared). This feature allows the customer to share the same speed call short list with other station users on the system.

Speed Calling Long (Shared). This feature allows the customer to share the same speed call long list with other station users on the system.

X. Station Line Hunting. Station lines may be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

Y. Three Way Calling. This feature allows a station user to establish a 3-way conference by holding any in-progress call, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

Z. Touch-Tone - All lines in a Centrex Flexibility 2000 system are equipped for Touch-Tone calling.

AA. Trunk Answer Any Station. This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three digit code.

BB. Uniform Call Distribution (UCD) w/Queuing. This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot) Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with one queue slot.

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CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)23. Standard Line Features (Cont'd)

CC. Distinctive Ringing. An arrangement which permits the station user to identify the source of incoming calls by a unique ringing pattern.

24. Optional Features

Centrex Flexibility 2000 Optional Features will be provided only where adequate facilities permit.

- A. Additional Multi-Port Conference Arrangement. This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.
- B. Digital Facilities Terminations. This feature allows the connection of High Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.
- C. MultiPath Call Forwarding (6+ paths). This feature allows the station user to forward simultaneous messages over one line to a destination.
- D. Identa Ring. This feature allows the Centrex customer to have one or two additional local numbers (dependent numbers) assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off an Identa Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.
- E. Hot Line Service. This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

CENTREX SERVICE8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)8.6.2 REGULATIONS (Cont'd)25. Rewarding Connections*

Centrex Flexibility 2000: with Rewarding Connections is an account level discount plan available to Centrex customers who presubscribe to Telephone Company's IntraLATA Toll Service. Rewarding Connections offers a discount off of the Flexibility 2000 recurring monthly line rate.

This is an account level discount plan. All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Flexibility 2000 are not altered in any way.

Customers must presubscribe all Flexibility 2000 and non-Flexibility 2000 lines within an account to the Telephone Company for IntraLATA Toll Service. If a customer should presubscribe any line to another IntraLATA toll carrier, the discount for all lines will be discontinued.

The recurring line discount is limited to the first one hundred (100) Flexibility 2000 lines per account. All lines over the initial 100 are not eligible for the recurring line discount.

Customers with Rewarding Connections may add lines to their Flexibility 2000 system and will receive the same discount per line on the additional lines up to one hundred (100) lines per account.

Except as specified above, all other terms and conditions as specified in Section 2 for Centrex Flexibility 2000 Service preceding apply.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES

One Time Common Equipment Charge \$50.00

Product/Service Charge, per line \$45.00

1. Centrex Flexibility 2000 Service Lines each+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
Month-to -Month		
Exchange Access		\$12.50
Intercommunication Lines		13.50
Unrestricted/ Restricted	I	<u>26.00</u>
Total+		
Exchange Access		\$12.50
Intercommunication Lines		12.50
Unrestricted/Restricted	II	\$25.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		12.00
Unrestricted/Restricted	III	24.50
Total+		
12 - 36 Months		
Exchange Access		\$12.50
Intercommunication Lines		10.50
Unrestricted/Restricted	I	23.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		9.50
Unrestricted/Restricted	II	22.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		9.00
Unrestricted/Restricted	III	21.50
Total+		

+ The amount shown includes the applicable Interstate Centrex Line Coat Charge.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

1. <u>Centrex Flexibility 2000 Service Lines</u> , each+		
<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
37 - 84 Months		
Exchange Access		\$12.50
Intercommunication Lines		9.50
Unrestricted/Restricted	I	22.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		8.50
Unrestricted/Restricted	II	\$21.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		8.00
Unrestricted/Restricted	III	20.50
Total+		
84 - 120 Months		
Exchange Access		\$12.50
Intercommunication Lines		8.50
Unrestricted/Restricted	I	21.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		7.50
Unrestricted/Restricted	II	20.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		7.00
Unrestricted/Restricted	III	\$19.50
Total+		

The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Telephone Companies' Tariff F.C.C. No. 1.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

2. Intercommunication Lines with ISDN, each+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	
<u>Month-to-Month</u>			(C)
Exchange Access		\$12.50	
Intercommunication Lines		13.50	
Unrestricted/Restricted	I	\$26.00	
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		12.50	
Unrestricted/Restricted	II	\$25.00	
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		12.00	
Unrestricted/Restricted	III	\$24.50	
Total+			
<u>12 - 36 Months</u>			
Exchange Access		\$12.50	
Intercommunication Lines		9.50	
Unrestricted/Restricted	I	22.00	
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		8.50	
Unrestricted/Restricted	II	\$21.00	
Total+			
Exchange Access		\$12.50	
Intercommunication-Lines		8.00	
Unrestricted/Restricted	III	\$20.50	
Total+			

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

2. Intercommunication Lines with ISDN, each+ (Cont'd)

37 - 84 Months

Exchange Access		\$12.50
Intercommunication Lines		8.50
Unrestricted/Restricted	I	\$21.00
Total+		

Exchange Access		\$12.50
Intercommunication Lines		7.50
Unrestricted/Restricted	II	\$20.00
Total+		

Exchange Access		\$12.50
Intercommunication Lines		7.00
Unrestricted/Restricted	III	19.50
Total+		

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

2. Intercommunication Lines with ISDN, each (Cont'd)+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
84 - 120 Months		
Exchange Access		\$12.50
Intercommunication Lines		9.50
Unrestricted/Restricted	I	20.00
Total+		
Exchange Access		12.50
Intercommunication Lines		119.00
Unrestricted/Restricted	II	25.00
Total+		
Exchange Access		\$12.50
Intercommunication Lines		6.00
Unrestricted/Restricted	III	18.50
Total+		

3: Optional Features	<u>Product/ service Charge</u>	
A. Additional Multi-Port Conference Bridge per 6 Port Bridge	\$15.00	\$28.00
	<u>Nonrecurring Charge</u>	
B. Digital Facilities Termination, each	\$300.00	\$300.00

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge.

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

3. Optional Features (Cont'd)

	<u>Product/ Service Charge</u>	<u>Per Month</u>
C. Multi-Path Call Forwarding, per path 6+ paths	\$15.00	\$5.00
D. Hot Line Service, per line	\$15.00	\$.85
E. Identa Ring, per dependent number	\$15.00	\$4.50

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CENTREX SERVICE

8.6 CENTREX FLEXIBILITY 2000 SERVICE (Cont'd)

8.6.3 RATES (Cont'd)

4. Product/Service Charges

Product/Service charges for Centrex Flexibility 2000 will be the same as those for Centrex Service as specified in this Tariff.

No Product/Service charge will apply for Centrex Flexibility 2000 optional features if installed initially with the Centrex Flexibility 2000 system. If installed subsequent to the installation of the Centrex Flexibility 2000 system, the appropriate Product/Service order charges as specified will apply.

No service charge will apply for Centrex Flexibility 2000 Billing Management Services for Split Billing if installed initially with the Centrex' Flexibility 2000 system. If a Split Billed account is instilled subsequent to the installation of the Centrex Flexibility 2000 system, a one-time nonrecurring charge of \$100.00 applies.

The Feature Processing Service Charge, as described in Section 2 of this tariff, applies to customer-requested changes, i.e., adding, dropping, changing, or rearranging features on existing Centrex Flexibility 2000 lines.

5. Participants in the Centrex Flexibility 2000 with Rewarding Connections plan will receive a usage discount. In addition, Centrex Flexibility 2000 customers are eligible for the following recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$1.50
\$350.01 - \$500.00	\$2.00
\$500.01 - \$1000.00	\$2.50
\$1000.01	\$3.50

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE8.7.1 GENERAL

Customers who upgrade their service to Digital Centrex Service technology must pay the applicable nonrecurring charges for the installation of the upgraded service. Customers whose present central office is upgraded to a Digital Central Office will not be liable for nonrecurring charges for reinstallation of their Centrex service in connection with the Central Office upgrade.

Digital Centrex Service is comprised of the following enhanced features and feature groups and will be provided at the customer's option where facilities and appropriate digital technology are available.

8.7.2 ENHANCED STATION SERVICE1. Provisions

All rates and charges for Digital Centrex Service are in addition to the rates and charges for all other applicable features and services shown in other sections of this Informational Tariff.

Station line features may be selected individually or as a feature package on a per line basis. All rates for these features are in addition to the Centrex main station line rate.

Feature availability is dependent on the type of station equipment provided by the customer. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

The package rate includes one of each feature. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Electronic Business Sets and Business Sets with Display Capability (Business/Display Sets) require special hardware in the central office. This hardware (interconnect) provides both the voice signals and feature control signaling information simultaneously on a single pair of wires using two separate frequency bands. Business/Display Set Interconnect does not provide ISDN electronic set service.

Customers with Business/Display sets must provide in writing the information required by the Telephone Company to perform the necessary software changes associated with user-defined keys.

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.2 ENHANCED STATION SERVICE (Cont'd)2. Description of Service

- (A) Business Set Interconnect - allows a customer-provided digital compatible electronic telephone set (not ISDN) to work with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.
- (B) Display Set-Interconnect - Allows a customer-provided digital compatible electronic telephone set with display unit (not ISDN) to operate with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

The following Display Features are included as part of the Display Set Interconnect, where compatible with customer-provided equipment and when associated features have been selected.

Display Features

Blind Transfer Recall Identification
Call Park Recall Identification
Call Forward Display
Display Called Number
Display Calling Number
Feature Display

3. Description of Display Features - (Available only on Business Sets with Display capability and are included with the Display Set Service)

- (A) Blind Transfer Recall Identification - An alphanumeric message providing the intra-Centrex user group calling party's directory number on the top line of the display and a Blind Transfer Recall message on the lower line of the display.
- (B) Associated feature: Blind Transfer Recall, which is a System feature.
- (C) Call Park Recall Identification - The user is alerted that a call is parked against his/her number by a flashing directory number key and the display of a recall message. If the Distinctive Ringing option is assigned to the customer group, the call will have a distinctive ring. If the set uses a PRK/DCPK key, the key will also flash to indicate a recalled Call Park.
- (D) Associated features: Call Park or Directed Call Park, which are Station features, and Call Park Recall Identification, which is a System feature.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION FEATURES (Cont'd)

3. Description of Display Features (Cont'd)

- (E) Call Forward Display - Displays both the intra-Centrex user group caller's telephone number and the number being called.
- (F) Display Called Number - On a business set equipped with the optional 32-character alphanumeric LCD, the Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming and feature-activation operations. The upper line of the display reflects the condition of the call and the lower line of the two-line display displays the digits as they are dialed.
- (G) Display Calling Number - When a incoming call is received, this feature provides the Business Set user with visual feedback concerning the calling number. Only intra-Centrex user group calls will be displayed.
- (H) Feature Display - For the user of a business set equipped with the 32-character display, provides a visual display of user entered data and intra-Centrex user group incoming call information during the use of other Centrex features.

CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

Business/Display-Set Features

Automatic Answerback
Automatic Dial Line
Automatic Line
Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override with Exempt Option
Group Intercom
Intercom
Key Short Hunt
Last Number Redial
Last Number Redial – Set
Make Set Busy
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Query Busy Station
Station Message Waiting with Call Request Option

Basic Set Features

Call Park
Directed Call Park
Executive Busy Override
Last Number Redial
Station Message Waiting with Stutter Tone
Station Message Waiting with Associated Lamp
Call Waiting Ringback

CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.2 ENHANCED STATION SERVICE (Cont'd)DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES

Automatic Answerback - (Available only on Business/Display Sets) - Allows incoming calls to the primary number of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit. When the calling party hangs up, the call is automatically disconnected.

Automatic Dial Line - (Available only on Business/Display Sets) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. Although the feature is assigned to the key through the Service Order system, the user is permitted to change the assigned number stored against the feature key.

Automatic Line - Automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. Also available as a feature key on a Business/Display set.

Call Park - Allows a Centrex station user to park calls against its own directory number. The parked calls can be retrieved from any station by dialing the feature access code for retrieval and the station line number against which the calls are parked.

Call Waiting Ringback - Intra-Centrex Only - Certain conditions such as another call already waiting or when the called station has activated Call Forwarding prevent a called party with the Call Waiting Terminating feature from getting a Call Waiting tone. The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the Call Waiting tone. This allows the caller to decide whether or not to wait for the called party to answer. Available only in CLASS equipped central offices.

Directed Call Park - Allows Business/Display Sets and other Centrex stations to park a call against any Centrex station directory number appearance. Stations may be required to enter a security code to retrieve the call if desired.

Executive Busy Override (EBO) - Specifies that the line can invoke an override when encountering a busy station. The station user gains access to a busy station by flashing the switchhook on a basic set and dialing a feature code or pressing the EBO button on the Business/Display set. A warning tone is emitted and a three-way call connection is established. The station invoking override can then hang up, allowing the prior conversation to continue. The station may also drop the third party from the connection, by flashing the switchhook or pressing the EBO button a second time.

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.2 ENHANCED STATION SERVICE (Cont'd)DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)Executive Busy Override (EBO) (Cont'd)

Executive Busy Override shall be used only in the ordinary course of business for lawful business purposes by the customer or persons authorized by the customer. A person using Executive Busy Override shall upon being connected to a call immediately notify the other parties to the call that he has been connected to the call. If any other party to the call states that he objects to the person using Executive Busy Override being connected to the call, the person using Executive Busy Override shall immediately terminate his connection to the call.

The customer shall notify its agents, servants and employees and other persons placing calls from stations on its Centrex System that Executive Busy Override has been installed and that calls may be accessed by another station.

The customer and other persons using Executive Busy Override must comply with all Federal and State laws and regulations applicable to use of Executive Busy Override. The customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of the customer, its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to use of Executive Busy Override.

Override Exempt (EBX) - An option of EBO that specifies that the line cannot have override activated against it.

Group Intercom - (Available only on Business/Display Sets) Enables a business set user to access a member of a predesignated subgroup by using abbreviated dialing. The call will terminate on the Group Intercom button on the dialed station. Groups may have a maximum of either 10 members, 100 members, or 1000 members. A business set may be a member of more than one group; however, each group must be represented by its own feature key. Group Intercom arrangements may be comprised of Basic sets and Business/Display sets. The Group Intercom rate applies only when this feature appears on Business/ Display sets.

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.2 ENHANCED STATION SERVICE (Cont'd)DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)

Intercom -- (Available only on Business/Display -Sets) - Allows a business set user to directly terminate on a predesignated telephone by depressing an access key.

If no directory numbers are active on the set, audible ringing is given. The called party may choose to answer by pressing the Intercom key or, after a two-second delay, an automatic connection is made. If any numbers are active, a tone is given in place of ringing, and no automatic connection is made.

Last Number Redial - Enables a subscriber to redial the last called number (up to 24 digits) by depressing a single key or by dialing an access code rather than the entire number.

Last Number Redial - Set - (Available only on Business/Display Sets) Enables a customer with multiple buttons to customize his set for use with Last Number Redial. Customers may elect to redial calls unanswered received on specific buttons or may elect to redial the last incoming unanswered call, regardless of the button which carried the call. A business set may choose to have this feature, instead of Last Number Redial, that redials the last called number from any directory number on the set.

Make Set Busy - Allows directory number appearances to be made busy to incoming calls. The made-busy set is still able to originate calls from any directory number appearance on the set or program features. Multiple Appearance Directory Number group members and Call Termination features, such as Call Waiting, Camp On and Busy Override, will not be made busy.

Make Set Busy Except Group Intercom - (Available only on Business/ Display Sets) - Allows the business set user to continue to receive Group Intercom calls over the speaker when the Make Set Busy feature is activated. Without this feature, Group Intercom calls receive a busy tone or other designated treatment (such as Call Forwarding).

Originating/Terminating Line Select - (Available only on Business/ Display Sets) - Allows line selection options for originating and terminating calls. No line selection requires the user to manually select the originating or terminating line.

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.2 ENHANCED STATION SERVICE (Cont'd)DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)

Originating Line - User may choose Idle Line Select, which automatically connects the user to an idle line when the handset is lifted.

Terminating Line - User may choose Incoming Call Select which automatically connects the user to the line receiving an incoming call when the handset is lifted.

Query Busy Station - (Available only on Business/Display Sets) - Allows the busy/idle status of a set to be monitored, and the querying set alerted when that set becomes idle. The monitored set can be a business set or a basic set. Groups of up to 128 business sets can query the status of one designated station. Up to eight simultaneous requests may be made to monitor the same station. When the station becomes idle, the lamp associated with the Query Busy Station key will flash, and an optional buzz tone-may be provided.

Key Short Hunt - (Available only on Business/Display Sets) - Permits incoming calls to a station to hunt over the directory number appearances on that station in search of an idle appearance on which to terminate. The appearances may be either standard directory numbers or MADN'S, and can include all or a subset of the numbers.

Station Message-Waiting - Permits a Centrex station user to dial a code to retrieve messages from a message center. The message center may be either an Attendant Console or a designated Business Set that has the Attendant Message Waiting feature.

An illuminated lamp on a customer-provided telephone set, a lamp associated with the Message Waiting key on a business set, or stutter dial tone is activated by the message center to indicate that there is a message for the station user.

The Station Message Waiting feature will also provide the Call Request optional feature at no additional charge.

Call Request - An option of Station Message Waiting that allows a station user to request a return call from another station. If a calling station (A) reaches an idle station (B) that doesn't answer, station A can activate the Call Request feature by flashing the switchhook and dialing the Call Request feature activation code. Station A will then hear a confirmation tone, indicating that the request is queued for station B. Station B receives a Call Request indication by means of the message waiting lamp or they hear a stutter dial tone when the handset is lifted. Station B dials the Call Request Retrieval feature code and Station A is then rung back.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

RATES

Business/Display Set

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Business Set Interconnect, per Business Set(1)(2)	\$35.00	\$2.60
Display Set Interconnect per Display Set (1)(2) (Includes Display Features where available at no additional charge)	\$35.00	\$3.60

Business/Display Set Features, each:

Automatic Answerback	\$15.00	\$.26
Automatic Dial	15.00	.26
Automatic Line	15.00	.26
Call Park	15.00	.26
Call Waiting Ringback (3)	15.00	.26
Directed Call Park	15.00	.26
Executive Busy Override with Exempt Option	15.00	.26
Group Intercom	15.00	.26
Intercom	15.00	.26
Key Short Hunt	15.00	.26
Last Number Redial	15.00	.26
Last Number Redial/Set	15.00	.26
Make Set Busy	15.00	.26
Make Set Busy Except Group Intercom	15.00	.26
Orig/Term Line Select	15.00	.26
Query Busy Station	15.00	.26
Station Message Waiting	15.00	1.30

Business/Display Set Feature Package: \$75.00 \$2.30

NOTES:

- (1) The monthly charges for Business Set and Display Set Interconnect are discounted and available for prepayment for customers with Provision I and II Pricing Options.
- (2) The Interconnect rate does not include Business/Display Sets.
- (3) Requires Distinctive Ringing and Call Waiting Terminating features.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

Business/Display Set (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Additional Features:		
Business Set as a Message Waiting Center	\$28.00	\$15.40
Special Work charges:		
Adding Display service to existing Business Set service	20.00	
Changing from Business Set service to Centrex main station line service	30.00	
Changing the central office software associated with feature/station access keys (per key)	10.00	

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

Business/Display Set (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Basic Set Features, each:		
Call Park	\$15.00	\$.26
Directed Call Park	15.00	.26
Executive Busy Override with Exempt Option	15.00	.26
Last Number Redial	15.00	.26
Station Message Waiting with Stutter Tone	15.00	1.30
Call Waiting Ringback(1)	15.00	.26
Basic Set Feature Package:(2)	35.00	1.80
Additional Features:		
Automatic Line	15.00	.26
Station Message Waiting with Associated Lamp(3)	15.00	2.55
Station Message Waiting with Associated Lamp (separate from above Feature Package)	15.00	3.75

NOTES:

- (1) Requires Distinctive Ringing and Call Waiting Terminating features.
- (2) The monthly amount for the Basic Set Feature Package is discounted and prepayment options are available for customers with Provision I and II Pricing Options.
- (3) May only be used in place of Station Message Waiting with Stutter Tone as part of the Feature Package. Monthly rate applies in addition to Feature Package rate. Nonrecurring charge does not apply when ordering Feature Package at the same time on the same line.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

PRICING OPTION DISCOUNT.

Customers who choose or already have Provision I or Provision II Pricing Option contracts will get discounted monthly rates on the following features, based on the length of their Pricing Options.

<u>Discounted Feature</u>	<u>4-6 YEAR Contract</u>	<u>7-10 YEAR Contract</u>
Business Set Interconnect	\$2.45	\$2.30
Display Set Interconnect	3.45	3.30
Basic Set Feature Package	1.70	1.55

No additional termination liability applies, based on this discount, should the customer disconnect service, and no additional contract must be signed.

PREPAYMENT OPTION

A prepayment option at a discounted rate is available to customers who have Provision I or Provision II Pricing Option contracts. Prepayment capability is available for the length or remainder of the contract period. Prepayment is available for component A only.

These features may be prepaid in groups of 20 or more features at a time. Where less than 20 are added, they must be added at monthly tariff rates shown elsewhere in this section. Customers may choose not to prepay all of these features on their system.

Should the customer disconnect service before the end of the customer's option period, the prepaid amount will not be refunded. No termination liability applies to these features.

When a customer has prepaid Component A and selects a new payment plan prior to completion of the prepaid plan period, the Telephone Company will determine the adjustment to the charges applicable under the new payment plan.

CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.2 ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

PREPAYMENT OPTION (Cont'd)

	<u>Remaining Monthly Amount</u>		
	<u>Prepayment</u>	<u>4-6 YEAR</u>	<u>7-10 YEAR</u>
	<u>Amount</u>	<u>Contract</u>	<u>Contract</u>
	(Component A)	(Component B)	
Basic Set Interconnect	\$1.50	\$.95	\$.80
Display Set Interconnect	2.00	1.45	1.30
Basic Set Feature Package	1.00	.70	.55

8.7.3 LINE APPEARANCES

GENERAL

Each Centrex station on the customer's premises must have its own Centrex main station line, at rates shown elsewhere in this Informational tariff. On an Electronic Business/Display Set, this main station line is called the Prime Directory Number and it must be located on the first button of the set. The following additional line appearances are available.

Secondary-Centrex Line - Additional Centrex line with its own directory number appearing on the same business set with a Prime Directory Number. Secondary lines are not shared appearances; they do not appear on any other sets, nor do they appear more than once on the same set.

Multiple Appearance Directory Number (MADNI) - Groups of two or more Centrex line appearances that require a unique relationship, which is provided by utilizing the same telephone directory number for all appearances. These line appearances do not appear more than once on the same set.

The first appearance of the MADN directory number to a set is designated as the primary Multiple Appearance Directory Number (MADN) member, all other appearances of the same directory number are the secondary MADN members. MADN group can be configured in either Single Call Arrangement (SCA) or Multiple Call Arrangement (MCA).

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.3 LINE APPEARANCES (Cont'd)GENERAL (Cont'd)

Single Call Arrangement (SCA) - Although the same directory number appears on, and may be used by, more than one electronic set, only one call will be originated or terminated on the directory number at any given time. Once a member has access to the MADN number, the lamps of the other members are turned on to indicate busy.

Multiple Call Arrangement (MCA) - This arrangement allows all of the line appearances to be active on simultaneous calls. Incoming calls to a MADN group are queued while the callers hear ringing. Once a MADN call is answered, and if the MADN call queue is not empty, the next call in the queue is presented to all the inactive members. This process continues until the MADN call queue is empty. The maximum number of calls, including the originated, answered, and queued calls allowed for a MADN group, is equal to the number of members in the group.

The following features are provided at no additional charge with MADN groups:

Privacy Release Option (Available only on Single Call Arrangement) Allows a MADN member to establish a conference call among MADN members and stations outside of the MADN group. The station user activates Privacy Release by dialing an access code or depressing an access key.

MADN Ring Forward - (Available only on a Single Call Arrangement) Provides the following ringing options:

- Abbreviated - line appearance rings until timer expires
- Delayed - line appearance rings after timer expires
- Always - line rings until answered or abandoned
- Never - line appearance does not ring

Secondary MADN Call Forward - Specified secondary MADN members, as well as primary members, may activate and deactivate Call Forwarding from basic or business sets.

PROVISIONS

A maximum of 15 MADN members are permitted in a MADN group.

Disconnect of the Prime Directory Number will constitute the disconnect of the station.

CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.3 LINE APPEARANCES (Cont'd)

GENERAL (Cont'd)

PROVISIONS (Cont'd)

If a Multiple Appearance Directory Number (MADN) group includes the Prime Directory Number of a station, the Centrex Main Station Line rate will apply to that appearance rather than the MADN appearance rate.

The Centrex main station line of one basic set may be a member of a MADN group. This station line must be designated as the primary MADN member.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Secondary Centrex Line, each	\$20.00	\$3.10
Multiple Appearance Directory Numbers:	\$15.00	\$.26
Single Call Arrangement, each appearance	20.00	1.55
Multiple Call Arrangement, each appearance	20.00	4.10

8.7.4 OPTIONAL FEATURES

The following four access features are provided through an interface circuit, to customer-provided equipment:

Loudspeaker Paging Access (LSP) - Allows dial access to customer-provided loudspeaker paging equipment. The paged party can be connected to a calling party by dialing an answering code from any station within the paging group that has the appropriate access -treatment. A Centrex system may have more than one paging group; however, a different access code is required for each group.

LSP is activated when a Centrex attendant or station user dials a pre-determined access code(s). If multiple paging groups are provided, each group within the customer location is assigned an associated access code. The access code associated with the paging group that the calling party desires to page is selected to activate the LSP. If the LSP Interface Circuit(s) is busy, reorder/overflow tone is returned.

When the LSP answer option is provided, the page may be answered from any station within the paging group.

CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.4 OPTIONAL FEATURES (Cont'd)

Loudspeaker Paging Access (LSP) (Cont'd)

To answer LSP, the paged party goes off-hook at a station within the paging group and dials the answer code assigned by the Telephone Company. The paging groups are defined by the customer's dialing plan by prohibiting or allowing answer codes for the paging equipment at the customer premises. When the answer code is dialed, a talking path is completed between the calling and paged parties, and the paging station is idled. The calling and paged parties are now connected over a path independent of the LSP Interface Circuit.

Dial Dictation Access - Permits access to and control of customer-owned dictation equipment. The customer accesses a dictation machine by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the customer controls the machine by dialing control digits.

Code Calling Access - Permits Centrex line access to customer-owned signaling devices (bells, gongs, horns, etc.) by dialing an access code. The customer then dials a called-party code which will activate a signaling device that will initiate a coded signal corresponding to the called-party code. The called party, upon recognizing the signal, can then be connected to the calling party by dialing an answering code from a Centrex line.

Radio Paging Access - Permits Centrex line access to customer-provided radio paging equipment. The Radio Paging Access feature may be arranged to accept and transmit rotary dial pulses, touch-tone type signals, or both. If the Radio Paging Interface Circuit is in use, busy tone is returned.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Loudspeaker Paging Interface Circuit, each (1)	\$30.00	29.70
Dial Dictation Interface Circuit, each (2)	30.00	22.55
Code Calling Interface Circuit, each (1)	30.00	29.70
Radio Paging Interface Circuit, each(1)	30.00	29.70

NOTES:

- (1) In addition, a voice grade channel is required.
- (2) In addition, a voice grade channel is required.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.4 OPTIONAL FEATURES (Cont'd)

Blind Transfer Recall - Enables a user to transfer a call to another party without waiting for the party to answer. If the other party does not answer the transferred call within a specific time-out period, the call returns to the set from which it was transferred. The caller does Not encounter a busy and have to redial the called number to leave a message. Calls that are transferred to a station that has any type of Call Forwarding activated are not recalled. This is a system feature.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Blind Transfer Recall	\$30.00	\$2.05

International Direct Distance Dialing-Via Automatic Route Selection (IDDD/ARS) - Allows Centrex customers to use their Automatic Route Selection for the fastest and most economical connections to their private network routing for international operations. This feature is incremental to Automatic Route Selection.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
IDDD/ARS Routing	\$100.00	\$2.05

Nonrecurring Charges do not apply if installing this feature at the same time as the ARS.

Music on Hold - Provides a continuous broadcast of music to callers who are waiting for connection to a called party. Music on Hold can be applied in conjunction with these Centrex features:

- Attendant UCD from Queue
- Attendant Call Hold
- Consultation Hold
- Attendant Camp-On
- Call Waiting, Originating
- Call Park
- Business Set Call Park
- Dial Call Waiting

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.4 OPTIONAL FEATURES (Cont'd)

Music On Hold (Cont'd)

This feature does not apply to Business Set Hold or Autohold. The rate is per Centrex group and assumes a customer-provided music source. Apply appropriate tariff rate for trunks, circuits, or other facilities needed to connect customer-provided equipment to the central office.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Music on Hold	\$30.00	\$25.60

Business Set Music on Hold - This feature extends the music-on-hold capability to calls that terminate on business sets. This is a system feature that may be provided optionally on a per set basis.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Business Set Music on Hold	\$30.00	\$76.90

Direct Inward System Access (DISA) - Enables a user to dial an access number from a remote central office. The DISA serving office answers the call after one-ring and provides a stutter dial tone to prompt the user to enter an authorization code. The user dials the authorization code and receives steady dial tone as a prompt to dial the destination address. Apply appropriate tariff rates for trunks, circuits or other facilities needed to connect customer-provided equipment to the central office. Charges apply per DISA arrangement.

With the DISA feature, the customer must also have the Station Message Detail Recording feature and Authorization Codes.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.4 OPTIONAL FEATURES (Cont'd)

DISA Optional Third Dial Tone - If the DISA user then dials an access code (and if the Centrex system dialing plan normally provides dial tone at this point), this feature will provide the user another dial tone. Charges apply per DISA Arrangement.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Direct Inward System Access	\$30.00	\$2.05
Optional 3 rd Dial Tone	30.00	13.30

Night Service - The following alternative method may be used to provide Night Service on consoles or business sets used as consoles in place of Fixed or Flexible Night Service:

Alerting Device - An incoming call activates a customer-provided alerting device (i.e., a bell or buzzer). Any station in the customer group may answer the incoming call by dialing a code. (Also known as Trunk Answer Any Station feature.) Apply appropriate tariff rates for facilities when appropriate to connect customer provided equipment to the central office.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Night Service – Alerting Device	\$30.00	\$1.00

Call Park Recall Identification - Enables a station user to distinguish Call Park (PRK) or Directed Call Park (DCPK) recalls from other types of calls. This capability allows the user to respond appropriately. Provided on a System basis at no additional charge. Call Park Recall ID is an option for customers with Call Park or Directed Call Park. Depending on the type of set and features, users are recalled in the following ways:

- a. Flashing PRK/DCPK key, flashing directory number key, Distinctive Ring, and display of Call Park Recall.
- b. Same as above with no display if not available on set.
- c. Same as above with no Flashing PRK/DCPK key if Call Park feature is accessed through dialed code.
- d. Distinctive Ring for sets without display or PRK/DCPK key.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.5 CONFERENCE ARRANGEMENTS

Station-Controlled Conference - Provides any equipped Centrex main station line with the ability to establish a conference call without the assistance of the attendant. The conferees can include lines in the same Centrex group, lines from outside the Centrex, and stations reached through trunks.

A conference code is used to establish the conference and add conferees. A release code is used to drop a conferee from the conference call.

When the station-controlled conference has more than six conferees, one conferee is transferred from the primary conference bridge to a secondary conference bridge. The secondary conference bridge is then connected to the primary conference bridge through the port on the primary conference bridge that was used by the transferred conferee.

A maximum of seven bridges can be assigned to a station controlled conference. These bridges allow the following members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

The following rates apply: (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Primary Bridge	\$30.00	\$28.70
Additional Bridges, each (maximum of 6 additional)	30.00	30.75

Pre-Set Conference - Allows a predesignated station user or Console Attendant to originate a conference call with up to 25 conferee (which includes the conference originator).

Dialing the Pre-Set conference number initiates simultaneous ringing of the pre-selected conferees. A pre-selected, second-choice number may be rung to locate the conferee after a specified time if the conferee does not answer at the first number.

NOTE

(1) These rates apply per conference arrangement.

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CENTREX SERVICE8.7 DIGITAL CENTREX SERVICE (Cont'd)8.7.5 CONFERENCE ARRANGEMENTS (1) (Cont'd)Pre-Set Conference (Cont'd)

An additional Centrex main station line at Informational Tariff rates is required for this service.

Conference bridges allow the following members: (1) six, (2) ten, (3) fifteen, (4) twenty, and (5) twenty-five.

The following rates apply: (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Primary Bridge	\$30.00	\$28.70
Additional Bridges, each (maximum of 4 additional)	30.00	30.75
Additional conferees within an existing level	30.00	

Attendant Controlled Conference - Allows the attendant to establish a conference call and release it from the console.

The attendant establishes a two-way call between the person requesting the conference and the destination. The attendant then operates the conference key which moves the call to a Primary conference bridge. Activation of the conference key enables the attendant to add additional conferees. The attendant may talk privately to each conferee as they are called. To add the last conferee, the attendant operates the hold key. By pressing the release key, the call is released from the loop and the console.

A maximum of seven bridges can be assigned to Attendant Controlled Conference. These bridges allow the following members: (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

NOTE:

- (1) These rates apply per conference arrangement.

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CENTREX SERVICE

8.7 DIGITAL CENTREX SERVICE (Cont'd)

8.7.5 CONFERENCE ARRANGEMENTS (1) (Cont'd)

Attendant Controlled Conference (Cont'd)

The following rates apply: (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Primary Bridge	\$30.00	\$28.70
Additional Bridges, each (maximum of 6 additional)	30.00	30.75

Meet-Me Conference-Arrangement - Allows conferees to hold a conference by each of them dialing a directory number at a specified time. Conferees must be notified of the directory number, date and time prior to the meeting.

Each Centrex system may have up to 16 conference directory numbers. Meet Me Conferences may be held simultaneously, subject to the availability of six-port conference circuits. The member who owns the Meet Me conference number for the meeting must remain as a member of the conference.

A maximum of seven bridges per conference can be assigned to Meet Me Conference. These bridges allow the following members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty. Each conference directory number constitutes a Primary Bridge. Additional bridges may serve more than one Meet Me Conference.

The following rates apply: (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Primary Bridge	\$30.00	\$28.70
Additional Bridges, each (maximum of 6 additional)	30.00	30.75

NOTE

(1) These rates apply per Conference Arrangement.

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CENTREX SERVICE

8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE

8.8.1 GENERAL

Digital Compatible Console Interconnect(1) - Provides Central Office interaction with customer provided Digital Compatible (not ISDN) Attendant Consoles. This service is required per console, and allows the Attendant Console to answer calls placed to a specific number, dial '0' calls from within the customer group, intercept calls and station don't answer recalls. The attendant can also originate calls and complete incoming calls.

8.8.2 PROVISIONS

This service requires 3 Attendant Access Lines per Attendant Console. These Access Lines are rated the same as Centrex Main Station Lines shown elsewhere in this tariff.

Customers may be required to install or convert to compatible Consoles due to Central Office conversion. Customers are responsible for all nonrecurring charges applicable to installation of the console service and features.

Customers are responsible for providing in writing the information required by the Telephone Company to perform the necessary central office software changes associated with user-defined keys.

The availability of all offered features is dependent on feature interaction and customer selected station equipment.

A. STANDARD FEATURES

Attendant UCD from Queue	Lockout
Automatic Recall	Multiple Listed Directory Number
Autodial	Position Busy
Console Release	Night Service
Console Test	Secrecy
Call Selection	Serial Call
Call Transfer	Trunk Group Busy Indicator
Delayed Operation	Through Dialing
Flexible Console Alerting	Two Way Splitting
Interposition Calls and Transfer	Wild Card Key

NOTE:

- (1) Does not include console, central office to customer premises facilities, or any special conditioning which may be required.

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CENTREX SERVICE8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)8.8.2 PROVISIONS (Cont'd)A. STANDARD FEATURES (Cont'd)

Standard Feature Package - Consists of standard features that provide basic attendant service. The customer is required to purchase this feature package, for console service; however, one package will provide service for up to seven consoles. The activation of features and mode of operation may vary according to the type of Attendant Console purchased by the customer. These features may not be purchased individually. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

B. DESCRIPTION OF STANDARD FEATURES

Attendant Uniform Call Distribution (UCD) from Queue - Provides for a uniform distribution of calls from attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

Automatic Recall - Enables attendant to transfer calls to stations. When a recall timer expires, the unanswered transferred call is queued for an attendant console. The attendant can then retransfer the call or release it.

Autodial - Allows attendant to dial frequently called numbers by depressing the autodial feature key, which can be programmed by the Attendant to dial that number. Each Autodial key can have only one number assigned to it at a time, but the console can have as many as 42 feature keys set up as Autodial keys. Depressing the key/button has the same result as dialing the number manually.

Console Release - Allows attendant to transfer a call via special services facilities, then release the call after the dialing is completed and before the transfer of the digits dialed to the special service facility is completed. This allows the attendant to release one call in order to handle another call quickly.

Console Test - Allows attendant or maintenance person to test the functional operations of a console. The attendant can test the working condition of the lamps, the keys on the console, and hardware components that affect the console such as memory, etc.

Call Selection - Enables attendant to answer incoming calls in the order they are received, regardless of incoming call type, or to manually select a specific call type (i.e., Toll Free service, tie lines, etc.).

Call Transfer - Allows a call transferred by a station user to the attendant (by either depressing the switch-hook or dialing zero) to be queued on a first-in, first-out basis.

CENTREX SERVICE8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)8.8.2 PROVISIONS (Cont'd)B. DESCRIPTION OF STANDARD FEATURES (Cont'd)

Delayed Operation - Allows attendant to place a call for a calling station user while that station user waits on-hook. When the called station answers, the attendant can recall the calling station user by depressing the signal source key.

Flexible Console Alerting - Alerts attendant to a call requiring special attention by an alert tone that is sent through the headset, not the console speaker.

Interposition Calls and Transfer - Allows attendant to call and speak to another attendant and to transfer a call to another attendant.

Lockout - Restricts attendant from reentering a call in progress unless recalled by a station user or by automatic recall.

Multiple Listed Directory Number - Allows a customer to have many Listed Directory Numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) Lamp which enables the attendant to answer appropriately.

Night Service - Choice of

Fixed - Calls that are normally routed to an attendant during the day are routed to predesignated locations for night service. The predesignated route can be an individual directory number or a hunt group.

Flexible - Allows attendant to program the night service routes for each Incoming Call Identification Classification assigned to the Centrex group.

Position Busy - Allows a member of an Attendant UCD group to make the console unavailable to additional calls from queue.

Secrecy - Allows attendant to talk to the called party without the calling party hearing the conversation. When the attendant releases from the call, the calling and called parties are connected.

Serial Call - Allows attendant to complete incoming calls to more than one Centrex station without the calling party going on-hook and redialing the attendant between calls.

Trunk Group Busy Indicator - Allows for the display of trunk group status information on the attendant console. Lamp indicators associated with a trunk group show when one or more trunks in the group are idle, or when all trunks in the group are busy.

CENTREX SERVICE

8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

8.8.2 PROVISIONS (Cont'd)

B. DESCRIPTION OF STANDARD FEATURES (Cont'd)

Through Dialing - Allows attendant to select a trunk facility for a station and send dial tone to that station user. This feature is used to override station restrictions in the group.

Two Way Splitting - Allows attendant to talk privately with either the calling or called party. The attendant can alternate between the calling and called parties as required.

Wild Card Key - Allows special feature access not directly available through a feature key on the console.

C. ENHANCED FEATURES

Attendant Call Park	Display of Incoming Queued Calls With Key
Attendant Camp On	Notification of Priority Queued Calls
Attendant Message Waiting, per console	Station Busy Verification
Attendant Loudspeaker Paging Access	Trunk Group Access Control, per Trunk Group
Attendant Speed Call List, per List	Trunk Busy Verification

Enhanced Console Package - Package of features that provides enhanced attendant service. The activation and operation of features depend on the type of Attendant Console purchased by the customer. These features are available individually or as a package. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

D. DESCRIPTION OF ENHANCED FEATURES

Attendant Call Park - Allows attendant to park calls against any station line in the Centrex system. The parked call can be retrieved from any station by dialing the feature-access code and the directory number.

Attendant Camp On - Allows attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Attendant Message Waiting Service - Allows the Attendant Console to be used as the message center to receive messages for calls forwarded to the message center convey messages to called stations on request, and activate/deactivate message waiting service for Centrex stations.

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CENTREX SERVICE8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)8.8.2 PROVISIONS (Cont'd)D. DESCRIPTION OF STANDARD FEATURES (Cont'd)

Attendant Paging Access - Allows attendant to gain access to customer-provided loudspeaker paging equipment. The feature also provides a preempt capability, allowing an attendant to force-release a calling party from loudspeaker access.

Attendant Speed Call - List (Up to 70 Numbers) - Enables attendant to dial frequently called numbers by pressing a speed-call key and dialing one or two digits instead of all digits in the number. The console may have one Speed Call Long List (as provided with this feature). It may also have one Speed Call Short List and be a user of a long list (these are provided separately). Therefore, a console can gain access to three lists. Each list must be assigned to a separate speed-call key.

Display of Incoming Queued Calls with Key - Provides a visual indication of the number of calls queued to be answered.

Notification of Priority Queued Calls - Allows an attendant to be alerted to calls made to emergency numbers when they are queued, either by the flashing of an emergency ICI lamp or by an optional tone.

Station Busy Verification - Allows attendant to determine whether stations are busy or idle. When busy, the attendant can barge in; when idle, the attendant can ring it; when not in service, the attendant receives a reorder tone.

Trunk Group Access Control - Provides special keys to serve as a common interface for Trunk Group Busy Indication and Trunk Group Access Control for all trunk groups allocated to the customer group. These two functions can be assigned to a Wild Card Key on the console.

Trunk Busy Verification - Allows attendant to determine whether trunks are busy or idle. When busy, the attendant can barge in to request the stations hang up in order to place a more important call.

CENTREX SERVICE8.8 DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)8.8.3 RATES

The following rates apply:

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>
Digital Compatible Console Interconnect, per console(1)	\$110.00	\$235.75
Standard Feature Package, (one required per seven consoles)	110.00	30.75
Enhanced Features, each:		
Attendant Call Park	28.00	.50
Attendant Camp On	28.00	13.30
Attendant Message Waiting, per console	28.00	15.40
Attendant Loudspeaker Paging Access	28.00	10.25
Attendant Speed Call List, per List	28.00	.80
Display of Incoming Queued Calls With Key	28.00	2.05
Notification of Priority Queued Calls	28.00	.80
Station Busy Verification	28.00	1.30
Trunk Group Access Control, per trunk group	28.00	1.05
Trunk Busy Verification	28.00	.80
Enhanced Console Package(2)	110.00	35.90
Changing Central Office software associated with feature/station access keys (per key)	20.00	-

NOTES:

- (1) All rates and charges for the Digital Compatible Console Interconnect are in addition to the rates and charges for any other features and services shown elsewhere in this tariff.
- (2) The Enhanced Console Package includes one unit of each feature listed under Enhanced Features on this sheet. Should the customer require additional appearances of some features, these additional features must be selected on an individual basis.

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ADDITIONAL SERVICES**9.1 TELECOMMUNICATIONS RELAY SERVICE****9.1.1 GENERAL**

The Pennsylvania Telecommunications Relay Service is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with normal hearing and speech disabilities who must use a text telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc. In addition to the charges provided in this tariff and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by the Company. This surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Relay Service Surcharge each year and notify the local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year. The Commission may revise the surcharge at its discretion.

9.1.2 TELECOMMUNICATIONS RELAY SERVICE RATES

	<u>Monthly Charge</u>
Per residence access line	\$0.06
Per business access line	\$0.12

Centrex lines will be assessed on an equivalency basis as determined by the Commission.

ADDITIONAL SERVICES

9.2 LINK UP AMERICA

9.2.1 GENERAL

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers.

9.2.2 REGULATIONS

- a. Link Up America is available to residence customers who meet the following eligibility criteria:
- (1) The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.
 - (2) Applicant must participate in any of the following programs:
 - Aid to Families with Dependent Children (AFDC)
 - Categorically Needy Medical Assistance (Blue Card)
 - Food Stamps
 - General Assistance (GA)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Medically Needy Only Medical Assistance (Green Card)
 - State Blind Person
 - Supplemental Security Income (SSI)
 - (3) Applicants who do not participate in any of the above programs may be eligible under the Pennsylvania Telephone Association low income guidelines which are based on Pennsylvania state taxable income.

ADDITIONAL SERVICES9.2 LINK UP AMERICA (Cont'd)9.2.2 REGULATIONS (Cont'd)

The applicant must self-certify the requirement set out in a. (1). The requirement set out in a.(2) must be certified by the Pennsylvania Department of Public Welfare (DPW). Participation by DPW is subject to execution of an agreement signed by the Telephone Company and DPW. The requirement set out in a.(3) must be certified by the Pennsylvania Department of Revenue (DOR). Participation by DOR is subject to execution of an agreement signed by the Telephone Company and DOR.

- b. The Link Up America discount is applicable to one access line (Dial Tone Line) when it applies to the installation or relocation of main service at a customer's principal residence.
- c. Link Up America applicants are not exempt from Company deposit requirements.
- d. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link Up America discount.

The Link Up America discount does not apply to applicants who are full time students living in university or college controlled housing.

9.2.3 RATES

The Link Up America Program provides for a 50% discount on the Line Connection Charge associated with the connection of a new residence exchange access line (Dial Tone Line). The total amount of the discount may not exceed \$30 and the remaining charges will be billed to the Link Up America customer in monthly installments.

ADDITIONAL SERVICES9.3 LIFELINE SERVICE9.3.1 DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations.

9.3.2 REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - a. Residence Dial Tone Line with Touch Tone.
 - b. Lifeline Service Residence Local Usage Options available: 1) Local Area Standard Usage Option, or 2) Local Area Unlimited Option.
 - c. Directory Listings (standard only)
 - d. Non-Published or Non-Listed Telephone Number Service (only when a customer need has been determined by the Telephone Company).
 - e. Access to Directory Assistance Service.
 - f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - g. Access to Operator Services.
 - h. Lifeline Service - Voluntary Toll Restriction Option.
 - i. Link Up America (mandatory for Lifeline Service).
 - j. Access to 800/700 Services.
 - k. Access to Call Trace.
 - l. Access to Alerting and Reporting Systems (9-1-1 dialing).
 - m. Access to the Pennsylvania Telecommunications Relay Service.
 - n. Caller ID Per-Call Blocking and Line Blocking.

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ADDITIONAL SERVICES9.3 LIFELINE SERVICE (Cont'd)9.3.2 REGULATIONS (Cont'd)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs or be able to provide proof of income which is at or below the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Applicants who wish to be certified for Lifeline Service via the low income option will need to provide the following proof of eligibility: 1) currently filed State Income Tax Form; 2) currently filed Federal Income Tax Form, or 3) other equivalent documentation as prescribed by Bell Atlantic - Pennsylvania. Recertification of Lifeline Service participants will be conducted biennially by Bell Atlantic - Pennsylvania. Lifeline customers have the responsibility to notify the Telephone Company if they no longer qualify for Lifeline Service.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * General-Assistance (GA)
- * Supplemental Security Income (SSI)
- * Temporary Assistance For Needy Families (TANF)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i. e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

ADDITIONAL SERVICES9.3 LIFELINE SERVICE (Cont'd)9.3.2 REGULATIONS (Cont'd)

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B-3. above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by the Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 9.3.2 above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.
5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
6. All existing tariffed Dial Tone Line Miscellaneous Charges apply to Lifeline Service customers.
7. Lifeline Service customers are required to apply for the Link Up America benefit when applicable. The balance of the Dial Tone Line Product/ Service Charge (i.e., non-recurring installation charge for Dial Tone Line) will not apply for Lifeline customers.

ADDITIONAL SERVICES9.3 LIFELINE SERVICE (Cont'd)9.3.2 REGULATIONS (Cont'd)

8. Customer requested temporary suspension of Lifeline Service is not permitted.
9. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
10. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
11. Lifeline customers are subject to all Residence service regulations in this and other tariffs of SNiP.
12. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
13. Any Lifeline customer who has a past due balance of \$20.00 or more in Toll Charges will be automatically restricted from access to toll services until the outstanding balance is paid. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral.

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ADDITIONAL SERVICES9.3 LIFELINE SERVICE (Cont'd)9.3.2 REGULATIONS (Cont'd)

14. Qualified Lifeline Service customers can choose to receive the Lifeline Service - Voluntary Toll Restriction Option which includes the following features at no charge (the Toll Restoral Charge of this tariff applies to Lifeline Service customers):

Calls which Will Be Completed

0 (Calling Card with valid number)
 0 + 10 Digital Local
 7 digit Local
 1 + 7 Digit Local
 1 + 10 Digit Local
 N11 (Service Codes, i.e., 911, 611)
 1 + Toll Free
 Local Directory Assistance
 950 (Feature Group B)

Calls Which Will Be Blocked

00 (Includes 00-/00+)
 Collect Calls
 01 +
 011 +
 10XXX or 101XXXX
 0 + 7 Digit Toll
 0 + 10 Digit Toll
 Non-Local Directory Assistance
 1 + 900
 1 + 700
 7 Digit Toll
 1 + 7 Digit Toll
 1 + 10 Digit Toll
 556 and 976
 Connect ReQuestSM
 Busy Line Verification
 Emergency Interrupt
 Time of Day (0)
 Third Number Billing Requests

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ADDITIONAL SERVICES9.3 LIFELINE SERVICE (Cont'd)9.3.3 LIFELINE SERVICE APPLICABLE RATES

1. Applicable Residence Dial Tone Cell monthly rate minus \$2.90(1).
2. Lifeline Service customers will pay the applicable FCC Subscriber Line Charge monthly rate minus \$3.50(1).
3. Lifeline Service customers will pay the monthly rate associated with their selected Local Usage Package Option minus \$2.60(1).
4. Lifeline Service - Voluntary Toll Restriction Option (No charge,).
5. Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable tariff rates, charges; surcharges and regulations.

NOTE:

- (1) The Dial Tone Line, Federal Line Cost Charge and Local Usage Option monthly rate discounts will be reduced to the extent that, the application of the full discount would not result in rates that are less than zero.

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ADDITIONAL SERVICES9.4 INTRALATA TOLL PRESUBSCRIPTION9.4.1 APPLICATION

IntraLATA Presubscription is a procedure whereby a Customer that designates to the Company the IntraLATA Toll Provider ("ITP") that the Customer wishes to be the Carrier of choice for intraLATA toll Calls. Such Calls are automatically directed to the designated Carrier without the need to use carrier access codes or additional dialing to direct the Calls to the designated Carrier. IntraLATA presubscription does not prevent a Customer who has presubscribed to an IntraLATA toll Carrier from using carrier access codes or additional dialing to direct Calls to an alternative intraLATA 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 a Customer selects a carrier as its preferred intraLATA toll provider, only one access code of that Carrier may be incorporated into the switching system of the Company, thus permitting access to that Carrier by the Customer without dialing an access code. Should the same Customer wish to use other services of the same Carrier, it will be necessary for the Customer to dial the necessary access code(s) to reach that Carrier's additional service(s).

An ITP must use Feature Group D ("FGD") Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Company. ITPs must submit an Access Service Request ("ASR") prior to the intraLATA toll presubscription conversation date or prior to the date on which the Carrier proposes to begin participating in intraLATA toll presubscription, unless prior arrangements have been made with the Company.

Selection of an intraLATA toll provider by a Customer is subject to the following terms and conditions.

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ADDITIONAL SERVICES9.4 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)9.4.2 FREE INITIAL PRESUBSCRIPTION SELECTION PERIODS

1. Existing Customers

The Company has no existing customers, as all of its Customers will have subscribed for the Company's local exchange service after the presubscription implementation date.

2. New End User Customers

New end user Customers or Customers that order an additional line will be asked to select a primary ITP when they place an order for the Company's Local Exchange Service. If a customer cannot decide upon an intraLATA toll carrier at the time, the Company may extend a 30-day period following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the Customer will be assigned a "No-PIC" status and will have to dial an access code to make intraLATA toll Calls.

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ADDITIONAL SERVICES9.4 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)9.4.2 FREE INITIAL PRESUBSCRIPTION SELECTION PERIODS (Cont'd)

2. New End User Customers (Cont'd)

Initial free selections available to new end user Customers are:

Designate an ITP as their primary Carrier, thereby requiring no access code to access that ITP's service. Other Carriers are accessed by dialing 10XXX, 101XXX, or other required codes.

Choose no Carrier as a primary Carrier, thus requiring 10XXX or 101XXX code dialing to access all ITPs. This choice can be made by directly contacting the Company. In addition, new end user Customers that do not select a preferred Carrier will be assigned a "No-PIC" status.

Following a new end user Customer's initial free selection, any subsequent selection made following implementation of intraLATA toll presubscription is subject to a nonrecurring charge as set forth in Section 6.4.2 herein.

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ADDITIONAL SERVICES9.4 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)9.4.3 ITP FEATURE GROUP D DISCONTINUANCE

If an ITP elects to discontinue FGD service after implementation of the intraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred intraLATA toll provider. The ITP must inform its end user customers that it is canceling its FGD service, request that the end user customer select a new ITP, and state that the canceling ITP will pay the PIC change charge in accordance with the provisions of this tariff. The ITP must provide written notification to the Company that this activity has taken place.

Following the ITP's discontinuance of service, the Company will bill the canceling ITP a change charge for each end user customer that is designated to the ITP at the time of its discontinuance of service.

9.4.4 UNAUTHORIZED PIC CHANGE CHARGES

An unauthorized PIC change is a change in the presubscribed intraLATA toll provider that the end user Customer denies authorizing. PIC disputes for end user Customers are resolved through an investigative process similar to that set forth in Section 2.10 of this tariff.

If an unauthorized change in intraLATA presubscription occurs, the ITP making the unauthorized change will be assessed a charge for unauthorized change in presubscription to compensate the Company for costs incurred. In addition, the ITP will be assessed the applicable PIC Change Charge for returning the end user to their preferred intraLATA toll provider.

If an unauthorized change in intraLATA toll presubscription and interLATA presubscription occurs at the same time, on the same line, and the presubscribed ITP is the same carrier for intraLATA and interLATA, unauthorized and PIC Change Charges as provided herein and in the Company's corresponding F.C.C. Tariff will apply.

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ADDITIONAL SERVICES9.4 INTRALATA TOLL PRESUBSCRIPTION (Cont'd)9.4.5 EQUAL ACCESS RECOVERY CHARGE

The Equal Access Recovery Charge is a charge to recover the costs that the Company has directly incurred in connection with the implementation of intraLATA toll presubscription. The Equal Access Recovery Charge is billed on a competitively-neutral basis to all intraLATA toll providers.

9.4.6 END USER CUSTOMER CHARGE DISCREPANCY

When a discrepancy is determined regarding an end user Customer's designation of a preferred intraLATA toll Carrier, the following rules will apply, depending upon the situation described:

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

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

9.4.7 VERIFICATION OF ORDERS

Neither the ITP nor the Company shall submit a PIC change order generated by outbound telemarketing or other sales practices unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

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SPECIAL ARRANGEMENTS10.1 SPECIAL CONSTRUCTION10.1.1 BASIS FOR CHARGES

Where the Company arranges for 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 and may include:

- A) non-recurring type charges;
- B) recurring type charges;
- C) termination liabilities; or
- D) combinations thereof.

10.1.2 TERMINATION LIABILITY

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

- A) The termination liability period is the estimated service life of the facilities provided.
- B) The amount of the maximum termination liability is equal to the estimated amounts for:

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SPECIAL ARRANGEMENTS10.1 SPECIAL CONSTRUCTION (Cont'd)10.1.2 TERMINATION LIABILITY (Cont'd)

B) (Cont'd)

- 1) Cost to the Company of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - (a) equipment and materials provided or used,
 - (b) engineering, labor and supervision,
 - (c) transportation,
 - (d) rights-of-way, and
 - (e) services obtained from other telecommunications carriers;
- 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.

SPECIAL ARRANGEMENTS10.1 SPECIAL CONSTRUCTION (Cont'd)10.1.2 TERMINATION LIABILITY (Cont'd)

- C) The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in the section preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in the section preceding shall be adjusted to reflect the predetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

10.2 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. All ICB Arrangements shall be filed in this Tariff in compliance with Commission rules and regulations.

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SERVICE AREAS AND MAPS11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES

The central office district and zone boundaries are shown on the maps made a part of this tariff, as indicated below:

<u>Philadelphia Zones</u>	<u>Page No.</u>
1	282
2	283
3	284
4	285

Issued: March 16, 2000

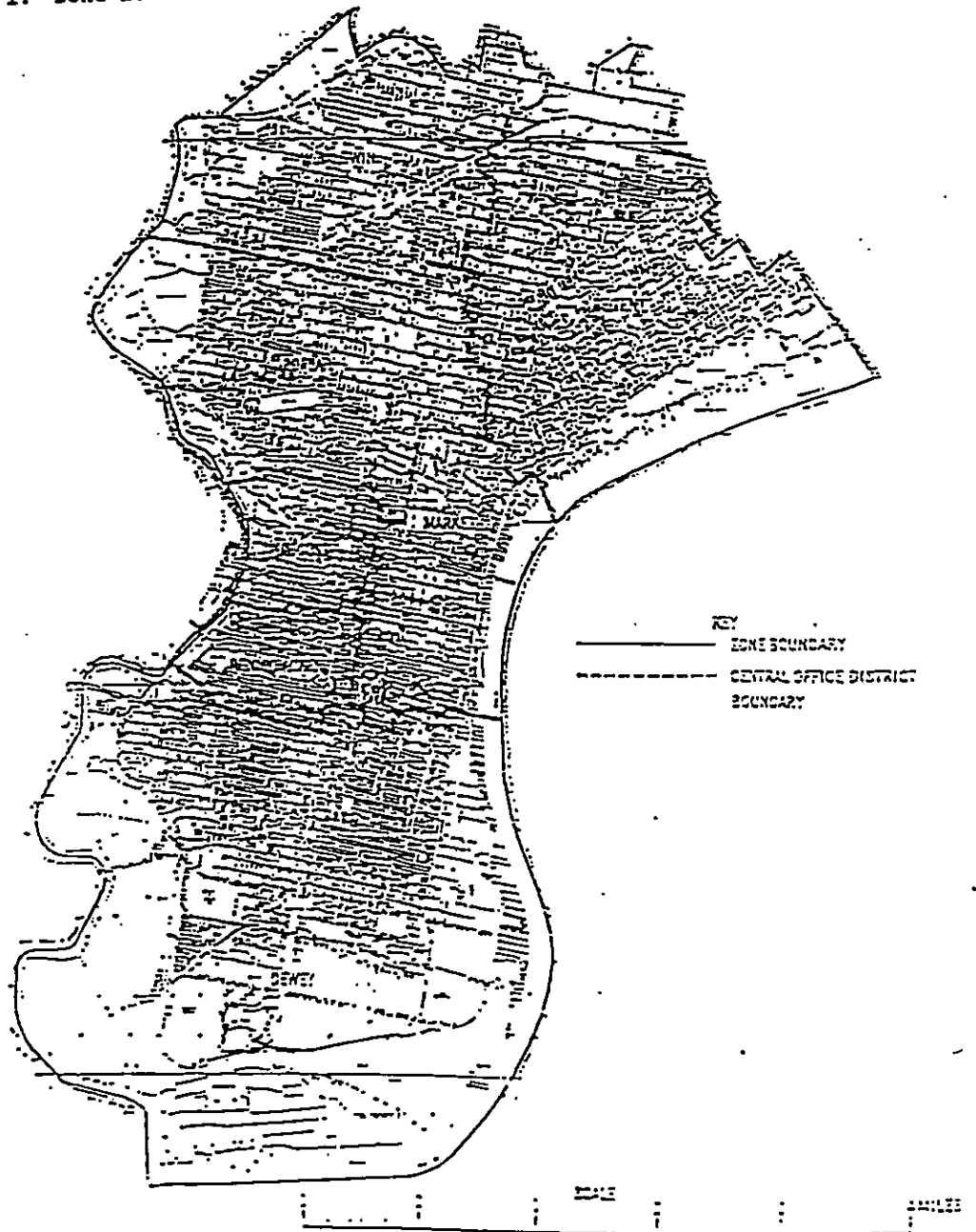
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

1. Zone 1.



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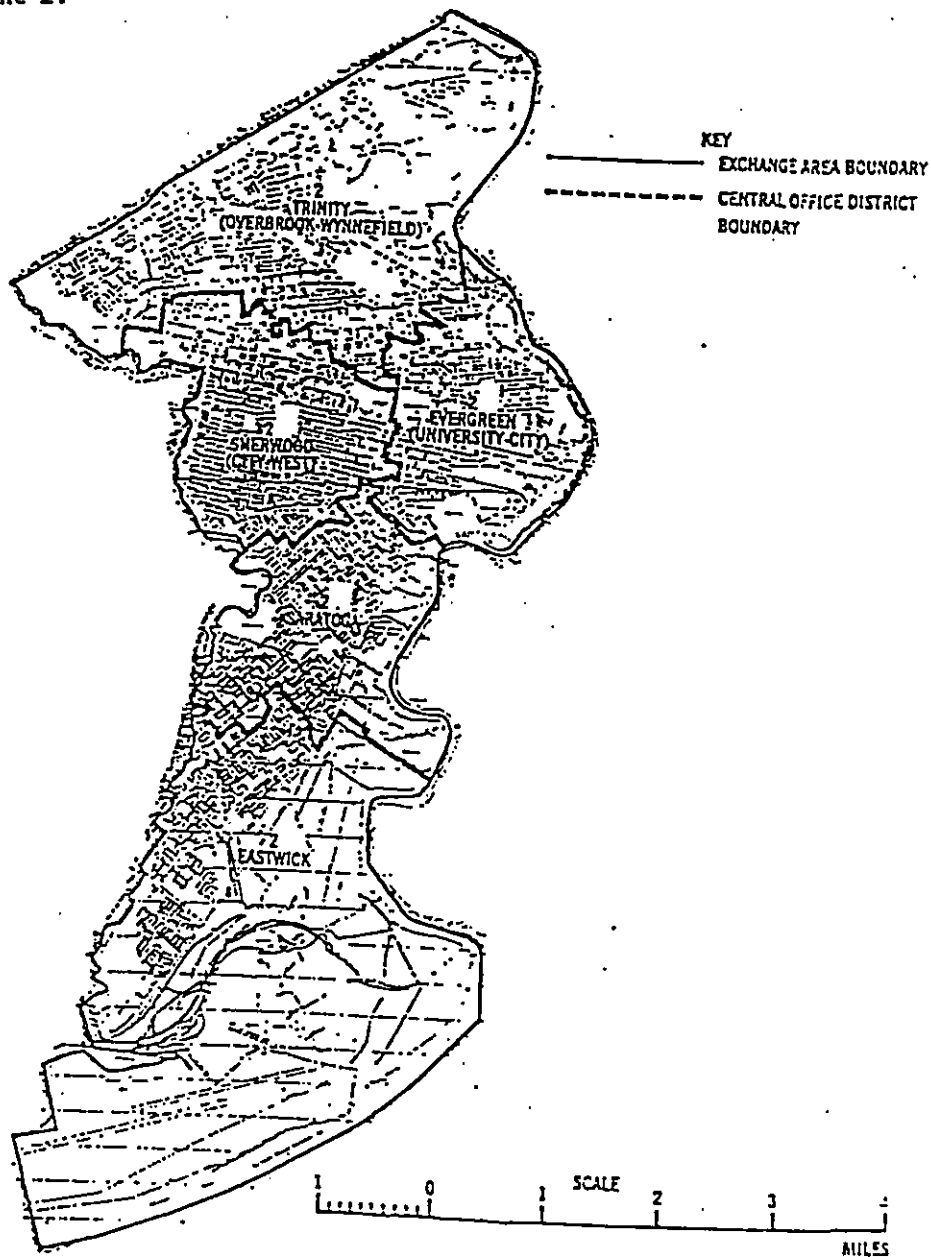
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

2. Zone 2.



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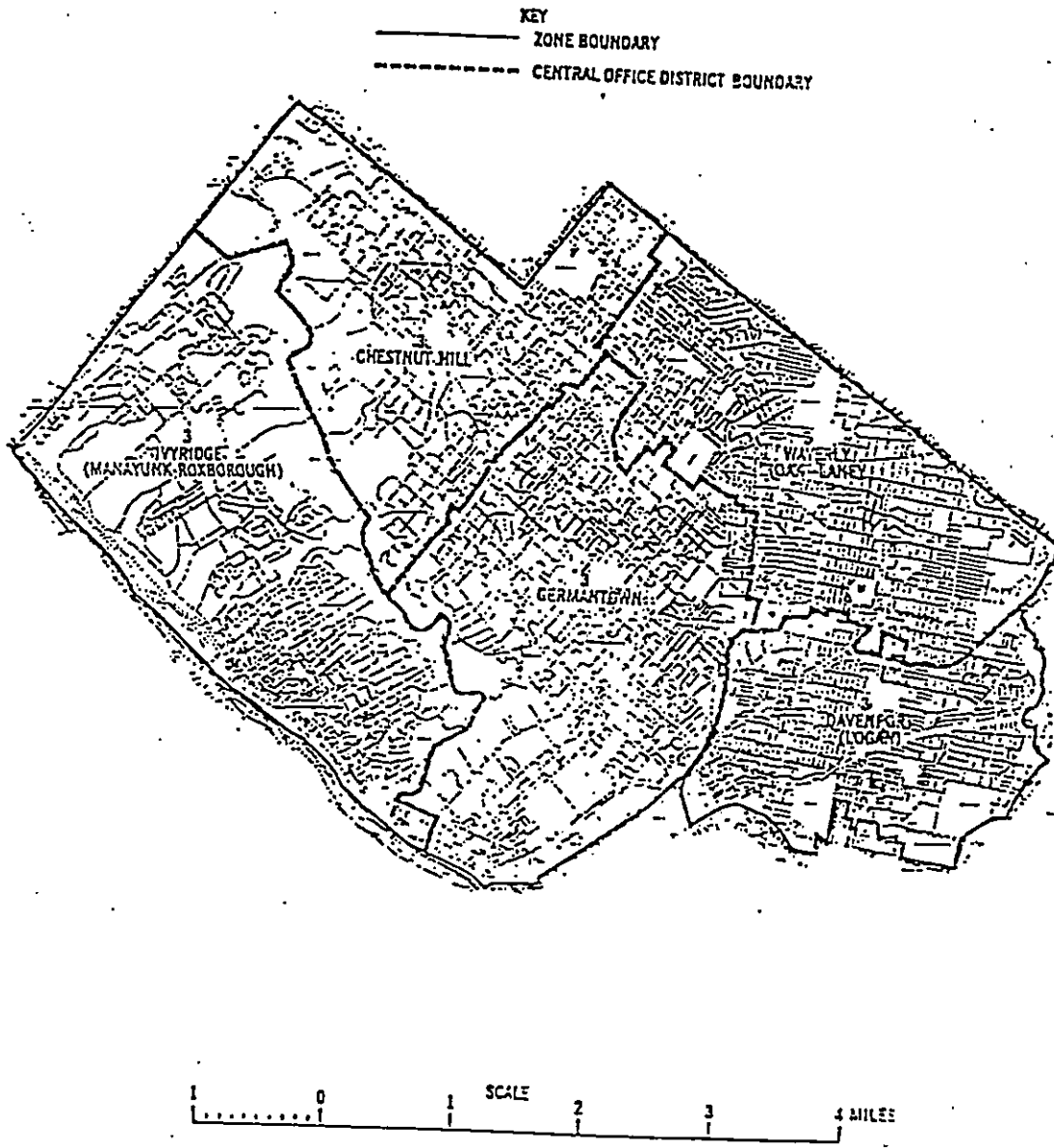
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

3. Zone 3.



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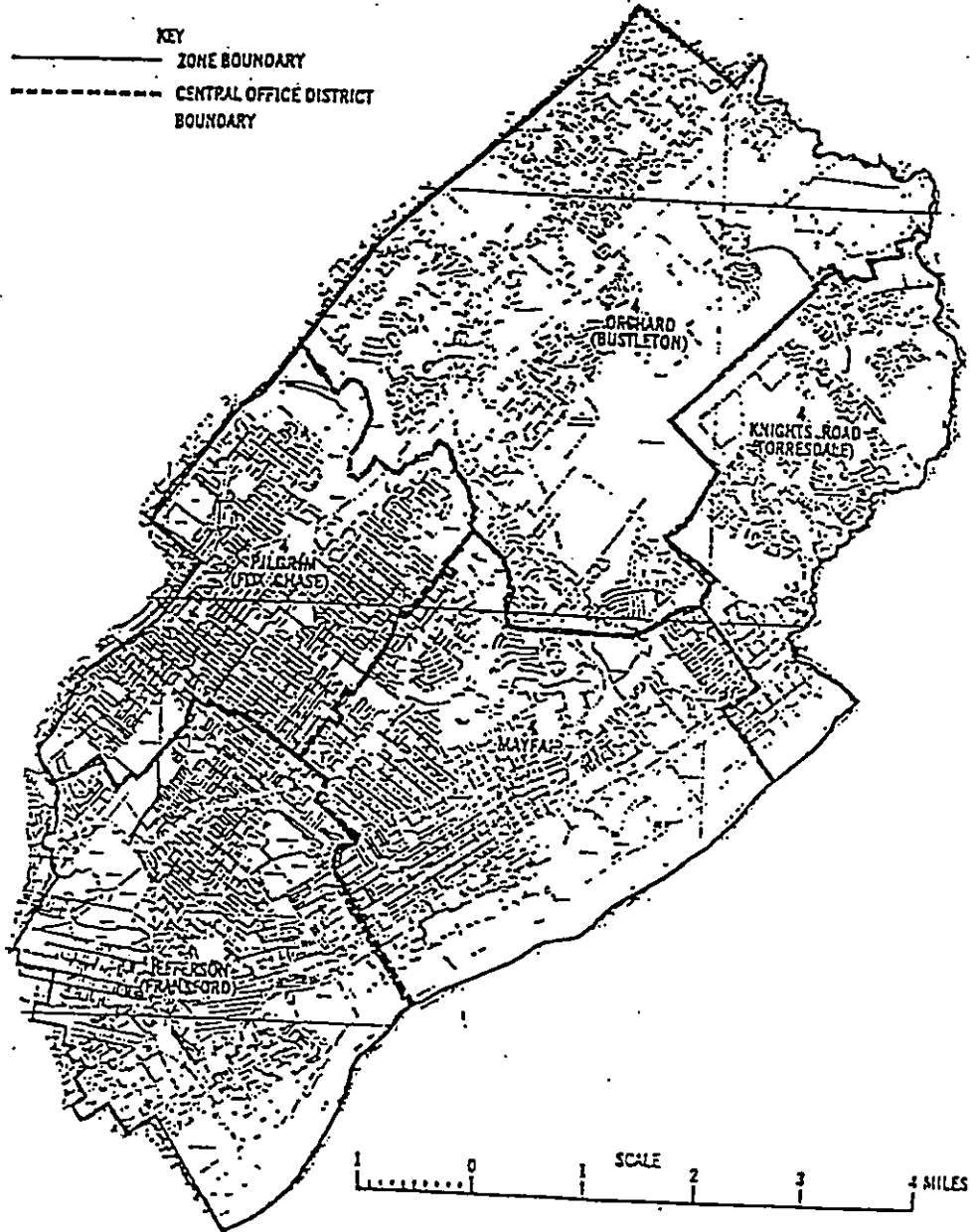
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

4. Zone 4.

KEY
 ——— ZONE BOUNDARY
 - - - - - CENTRAL OFFICE DISTRICT
 BOUNDARY



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SERVICE AREAS AND MAPS11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

The central office district and zone boundaries are shown on the following maps made a part of this tariff.

Zones

- 10 Chester Heights
- 11 Chester
- 12 Media
- 13 Swarthmore
- 14 Darby-Ridley Park-Shannon Hill
- 17 Upper Darby
- 21 Havertown Manoa
- 22 Broomall-Newton Square
- 23 Cynwyd-Narberth
- 24 Ardmore
- 25 Bryn Mawr
- 26 Wayne
- 28 Paoli-Malvern-Berwyn
- 29 Valley Forge
- 30 Norristown
- 31 Conshohocken
- 32 Flourtown
- 33 Ambler
- 34 Cheltenham-Elkins Park-Jenkintown
- 37 Bethayres-Huntingdon Valley
- 38 Willow Grove
- 39 Hatboro
- 40 Feasterville-Churchville
- 41 Eddington-Cornwells Heights
- 42 Bristol
- 43 Langhorne
- 44 Levittown
- 45 Warrington

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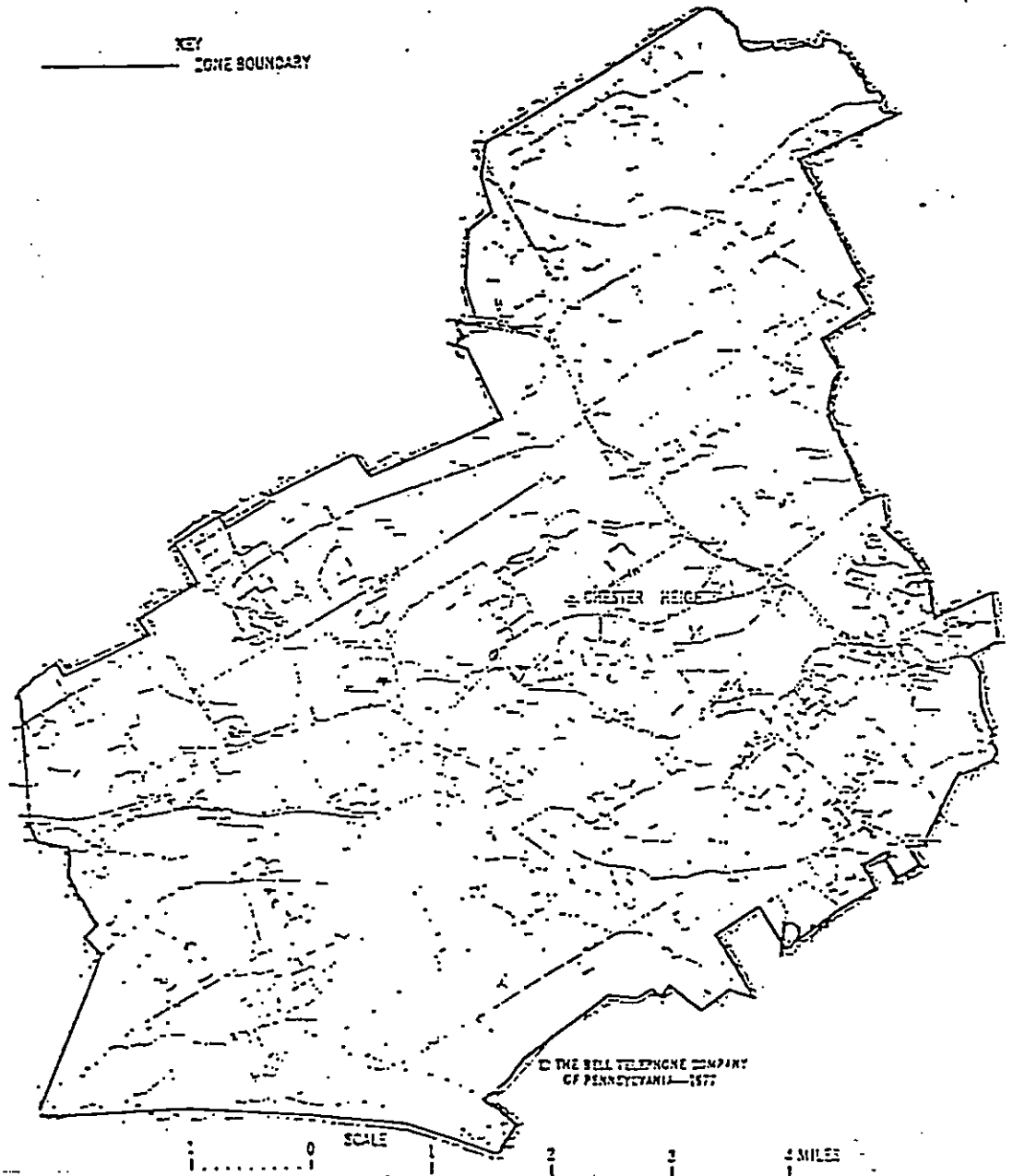
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

1. Zone 10 Chester Heights



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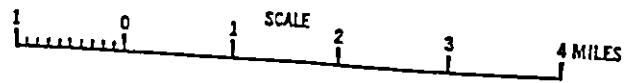
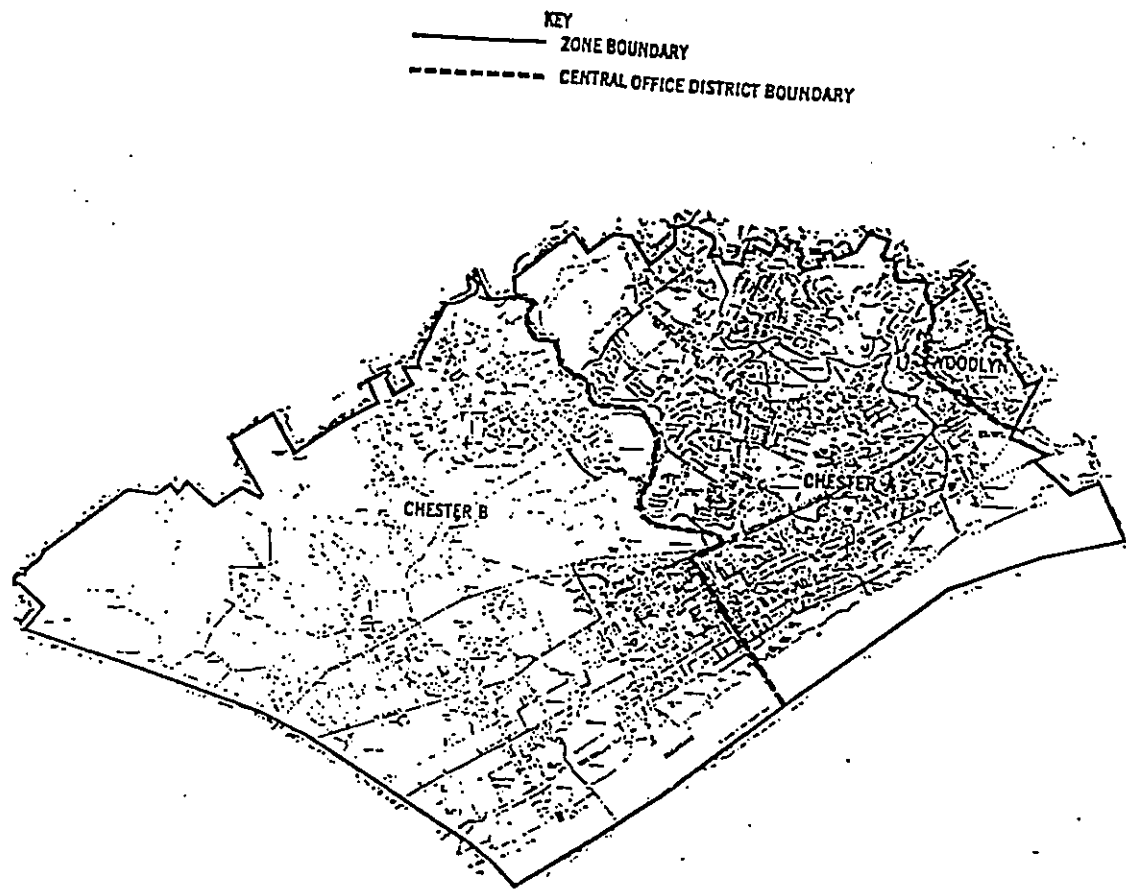
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

2. Zone 11 Chester



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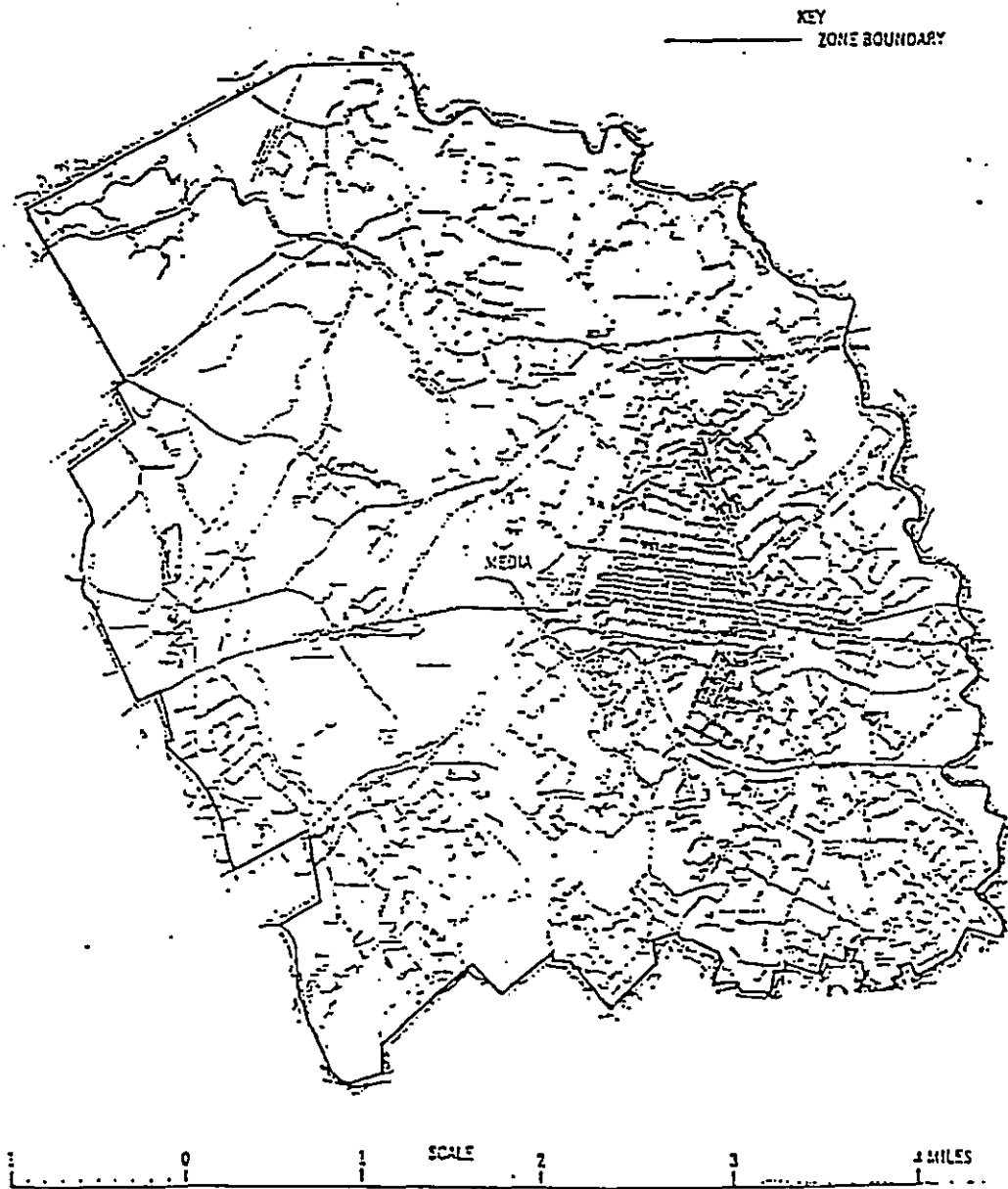
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

3. Zone 12 Media



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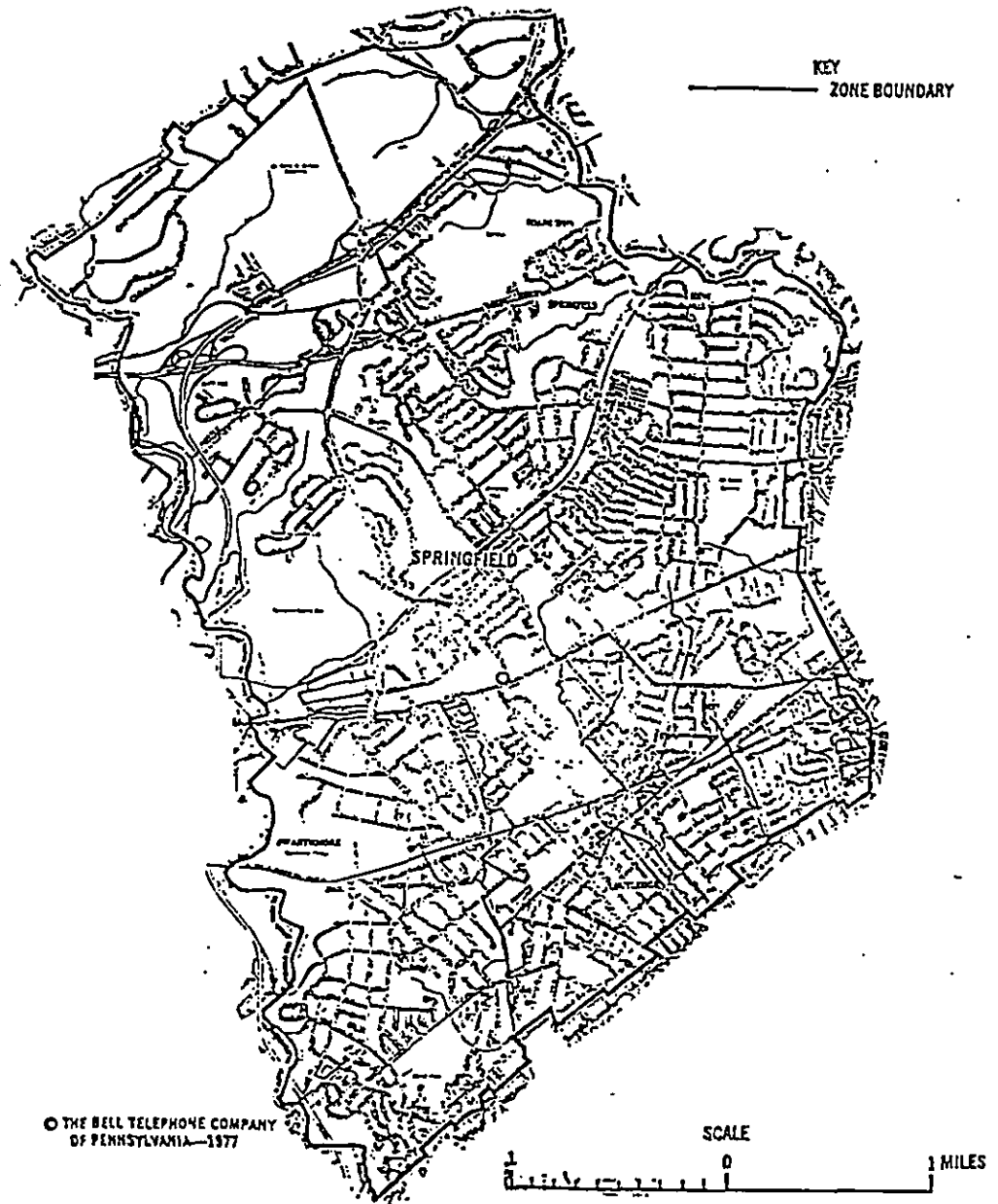
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

4. Zone 13 Swarthmore

* * *



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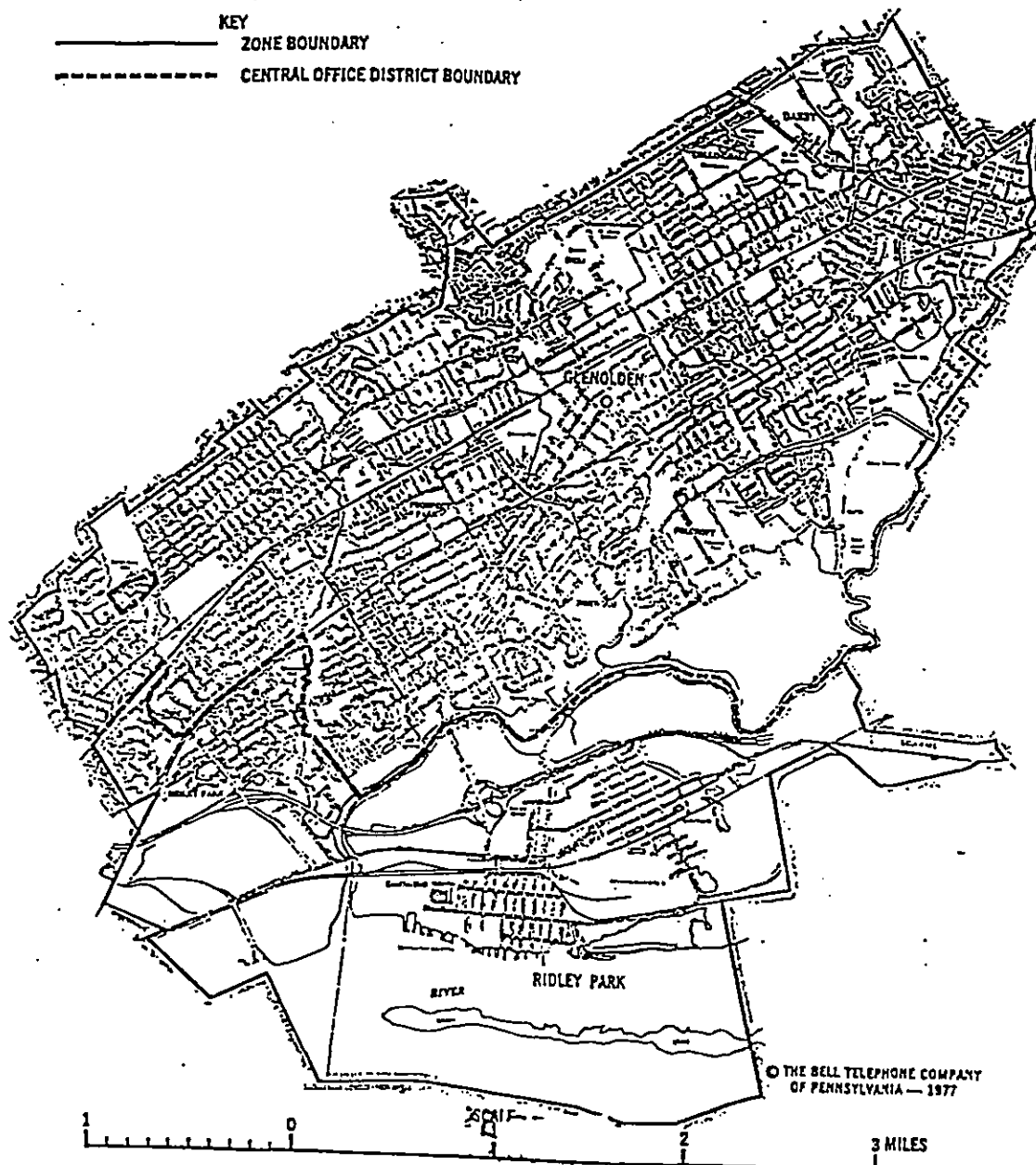
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

5. Zone 14 Darby-Ridley Park-Sharon Hill

KEY
 _____ ZONE BOUNDARY
 - - - - - CENTRAL OFFICE DISTRICT BOUNDARY



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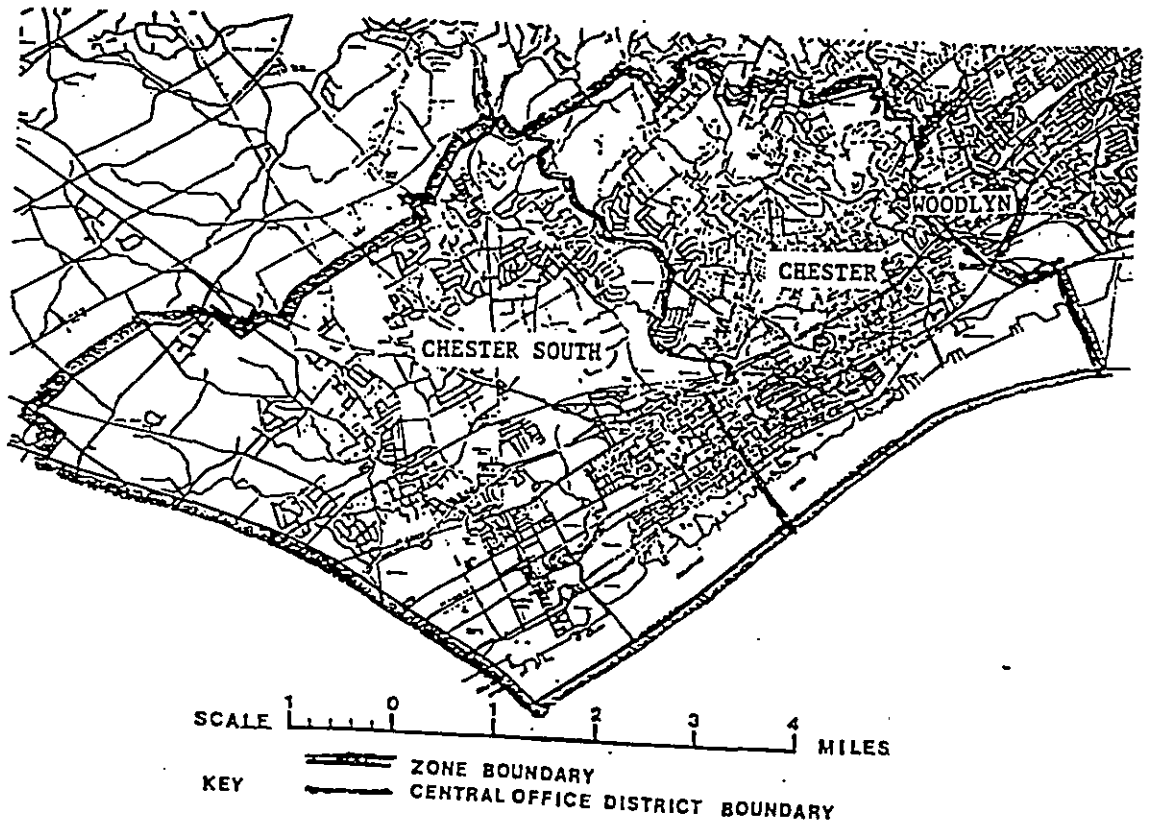
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

6. Zone 11 Chester



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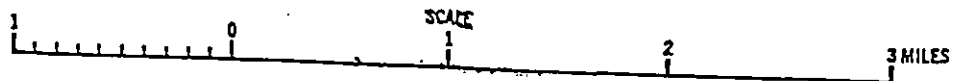
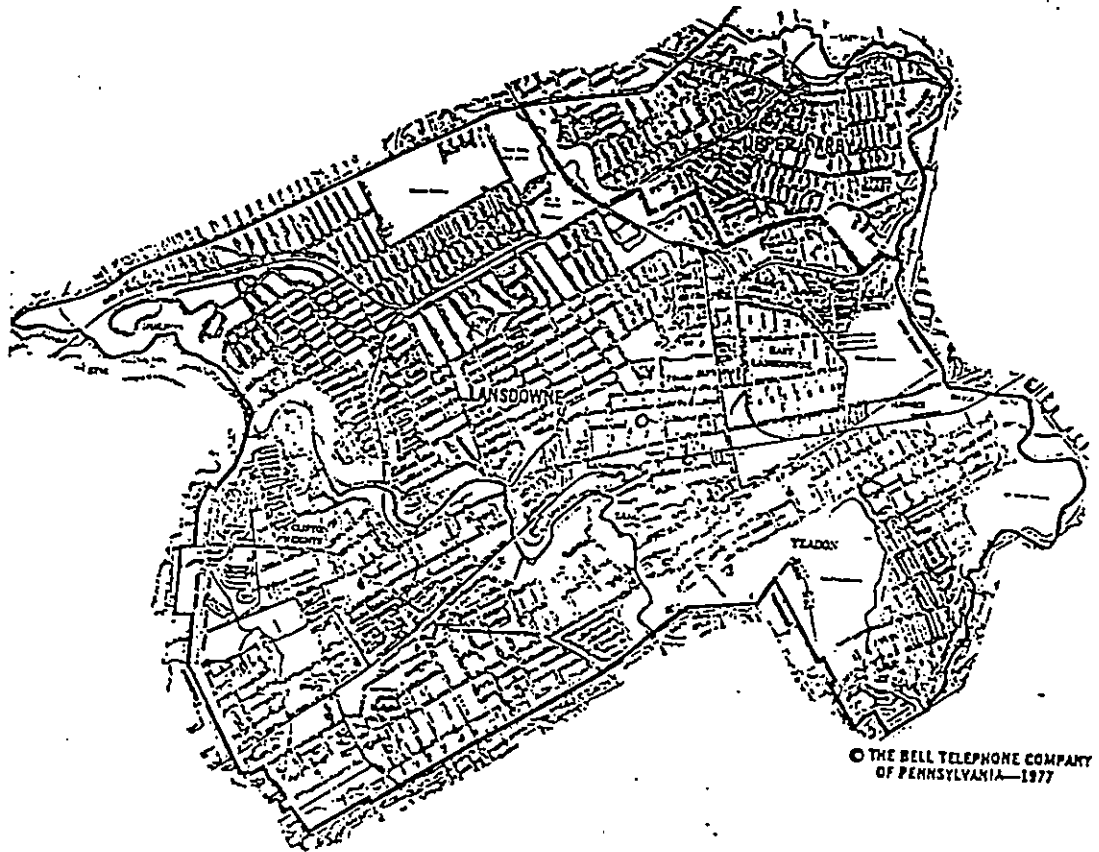
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

6. Zone 17 Upper Darby

KEY
 ————— ZONE BOUNDARY
 - - - - - CENTRAL OFFICE DISTRICT BOUNDARY



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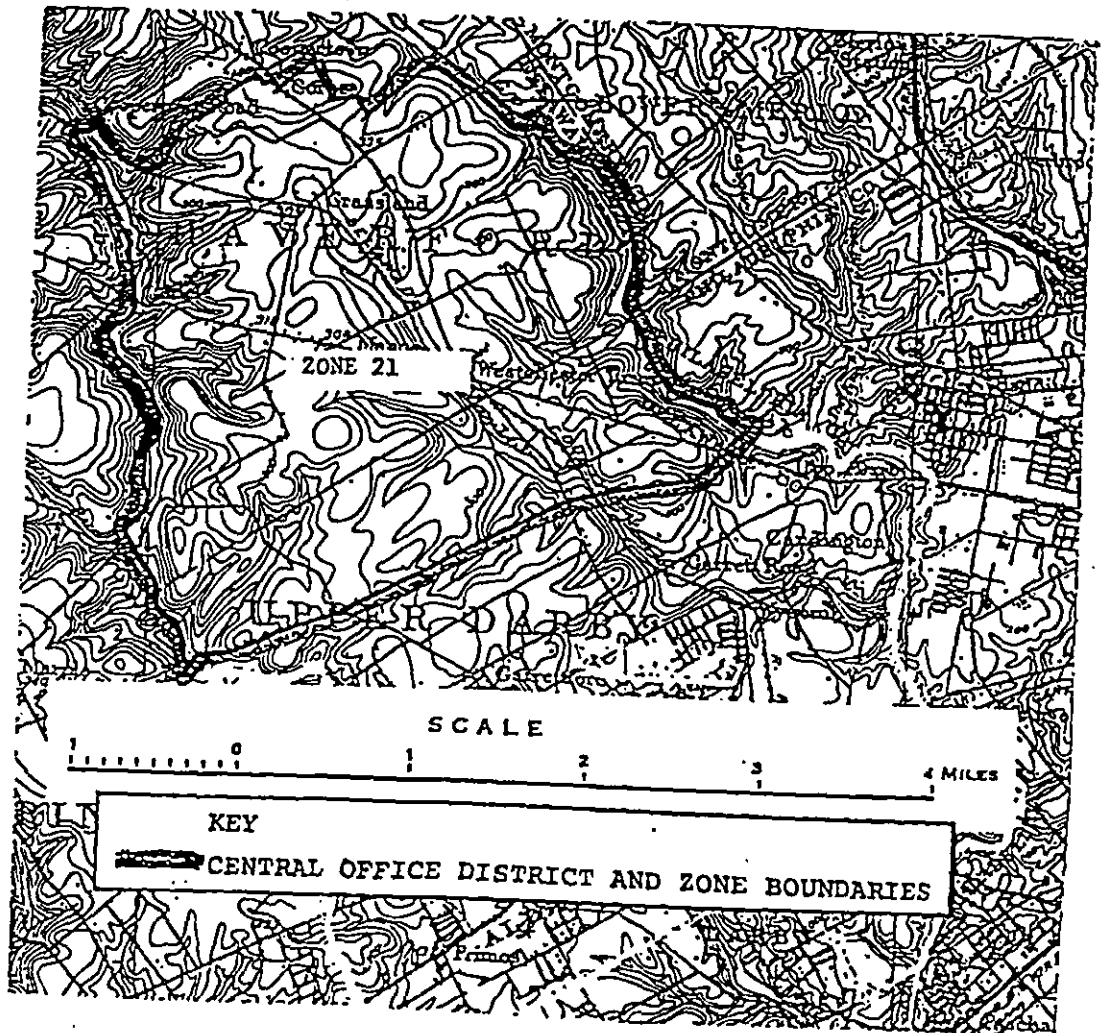
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

8. Zone 21 Havertown-Manoa



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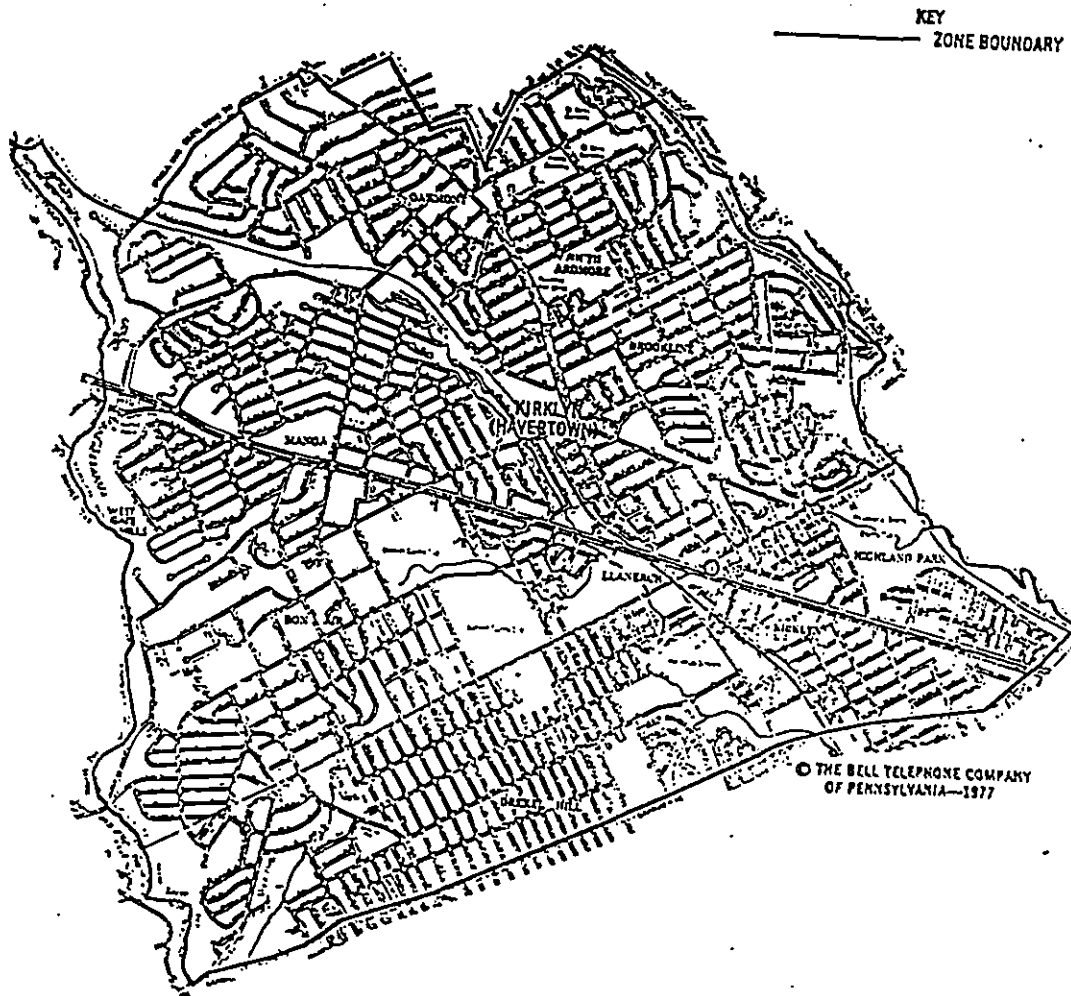
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

7. Zone 21 Havertown-Manoa

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* * *



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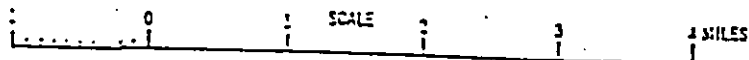
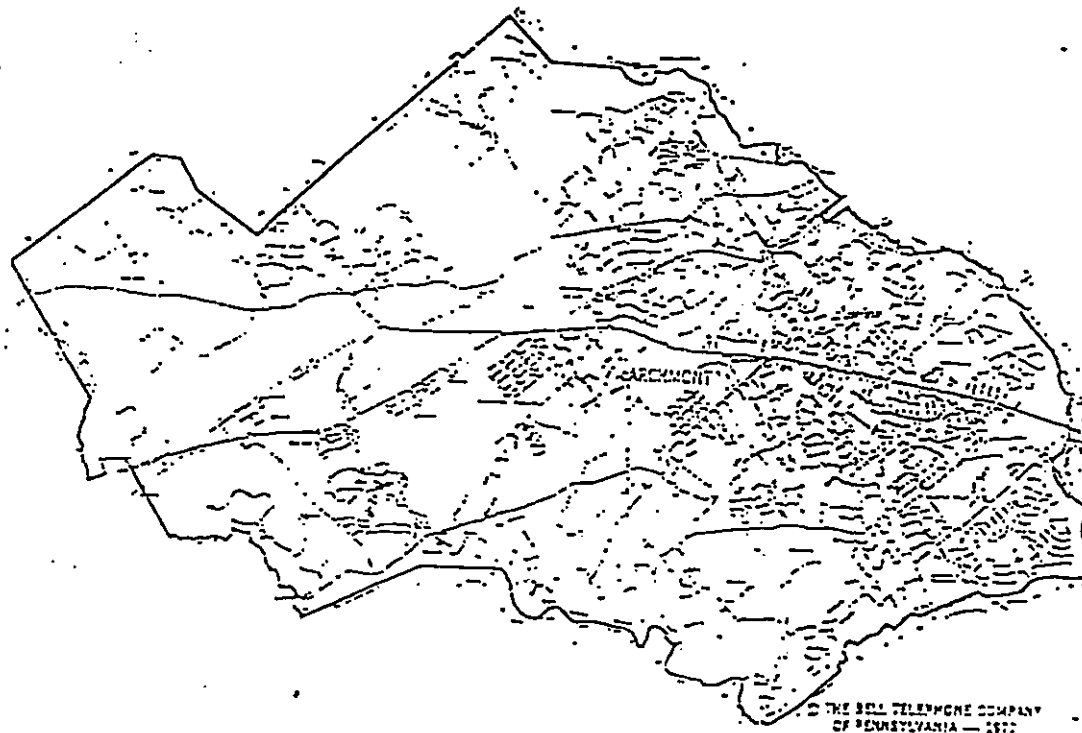
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

8. Zone 22 Broomall-Newtown Square

KEY
—— ZONE BOUNDARY



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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

9. Zone 23 Cynwyd-Narberth

* * *



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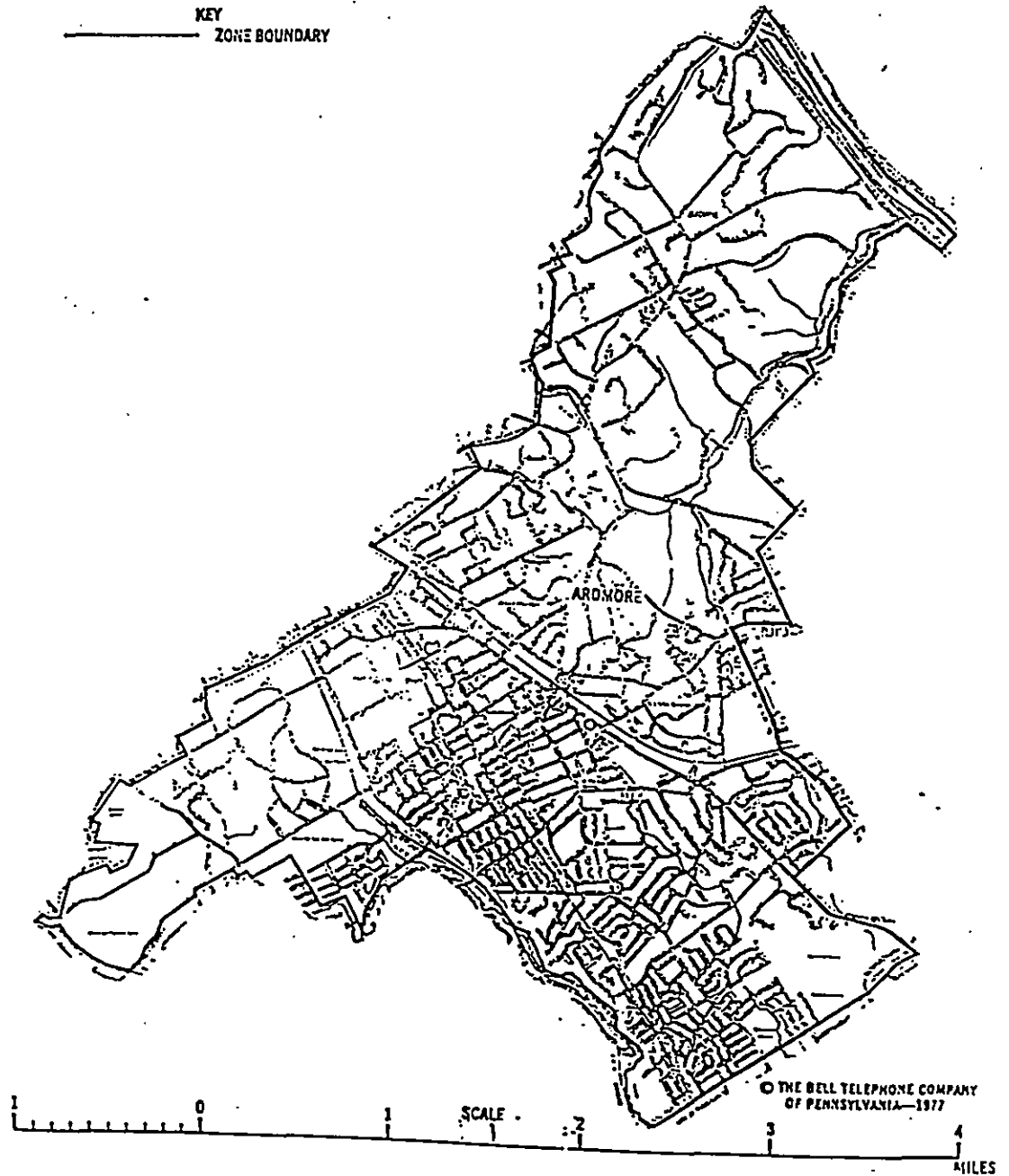
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

10. Zone 24 Ardmore

KEY
—— ZONE BOUNDARY



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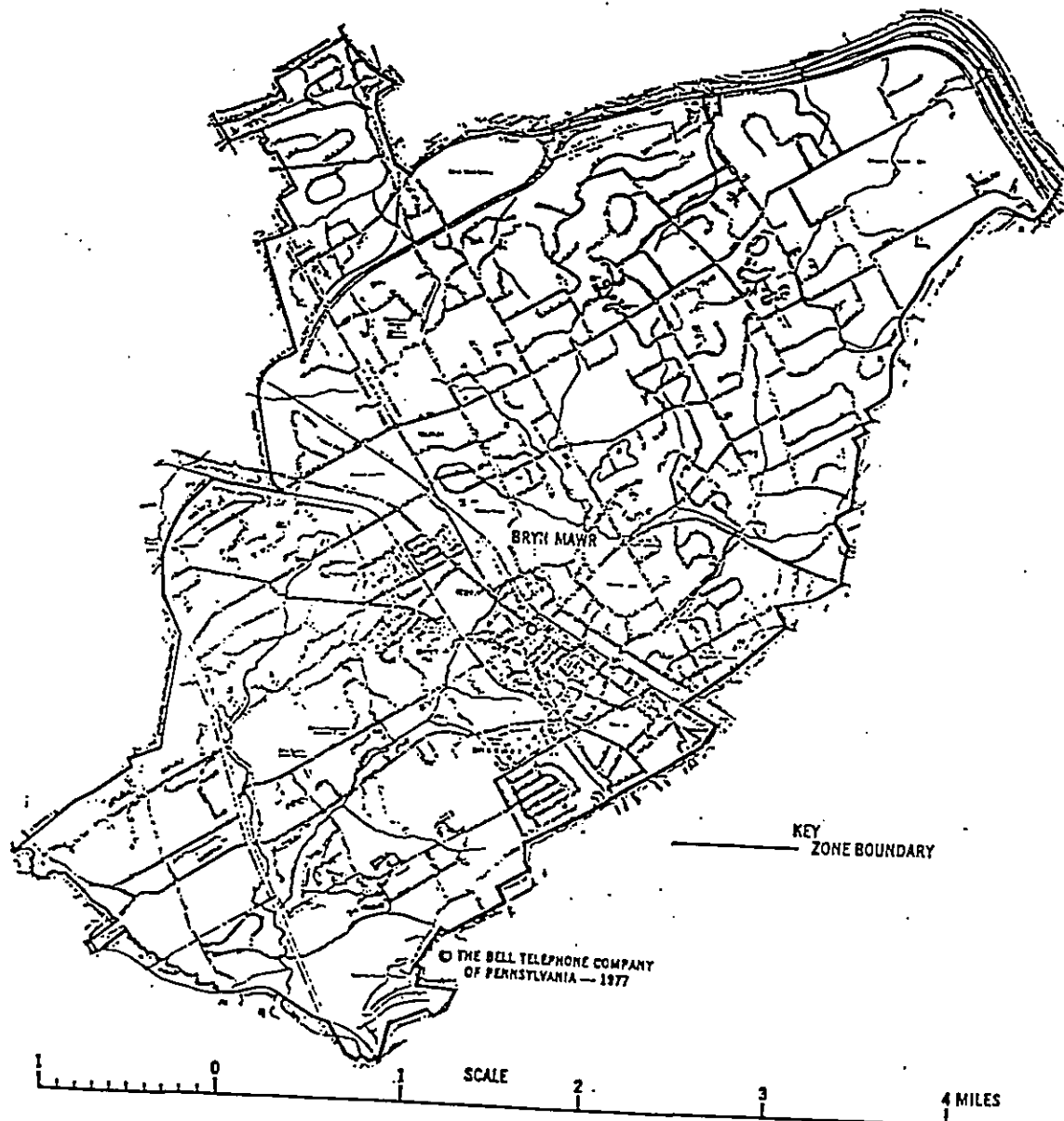
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

11. Zone 25 Bryn Mawr



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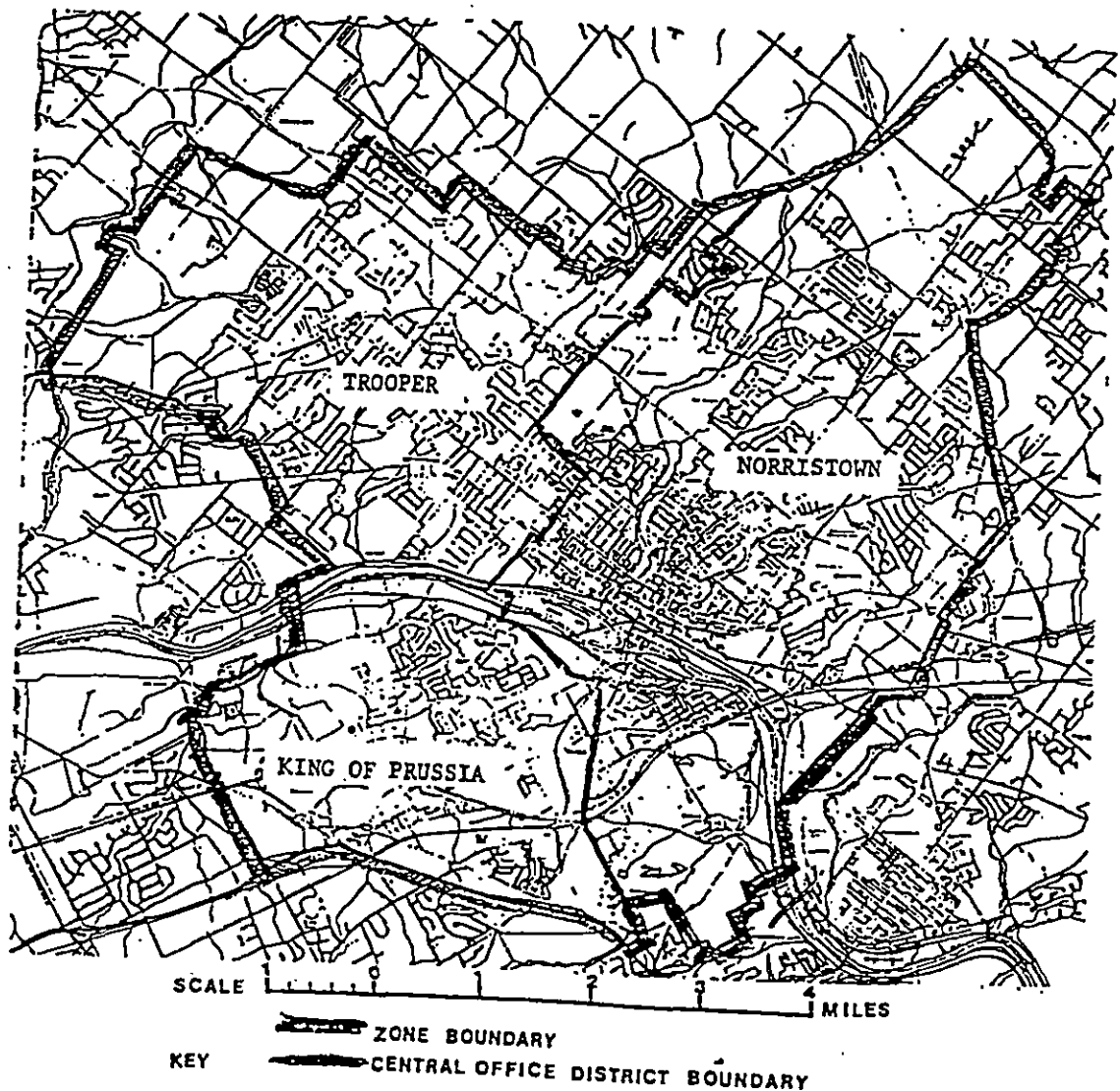
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

14. Zone 30 Norristown



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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

12. Zone 26 Wayne



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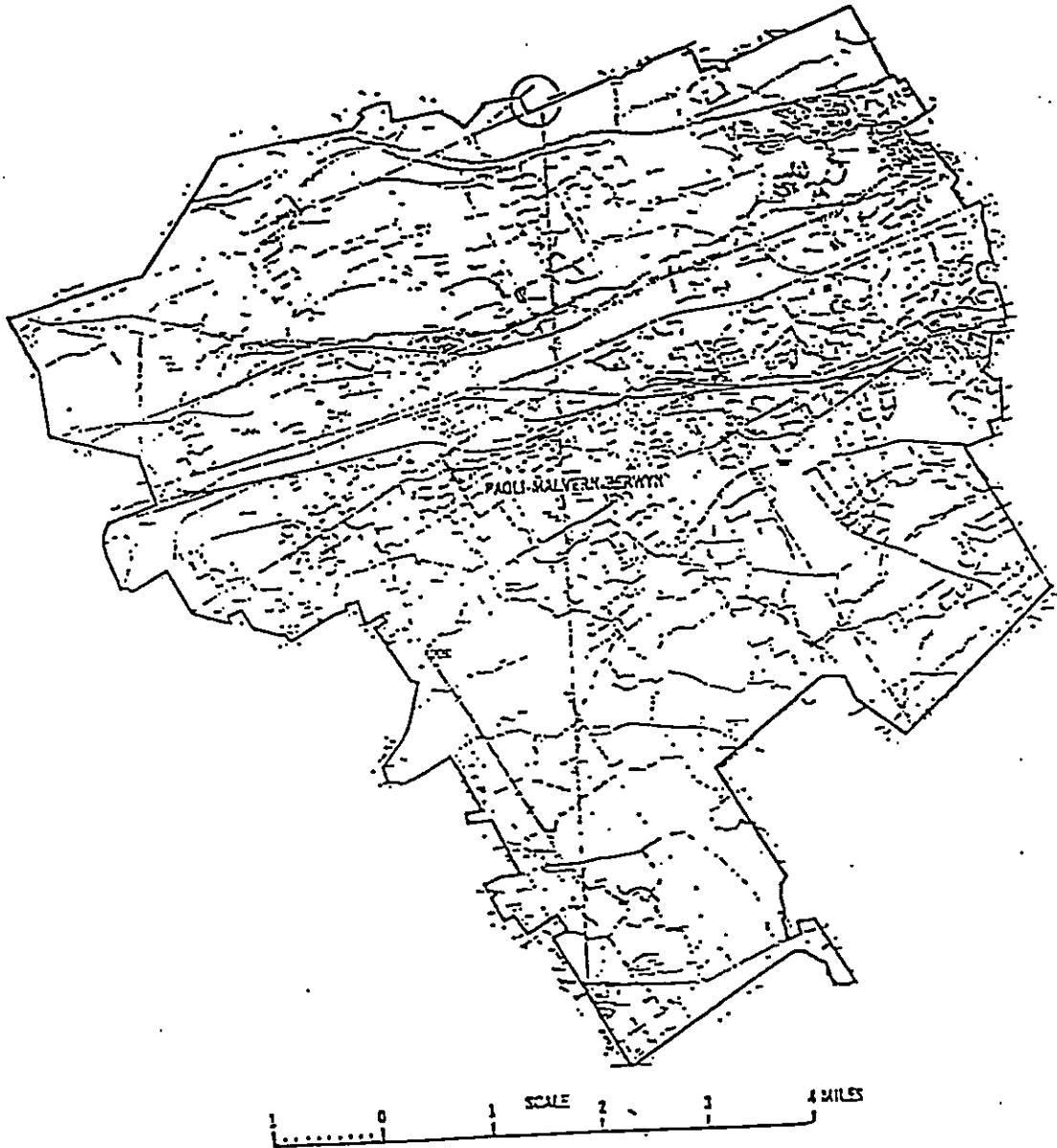
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

13. Zone 28 Paoli-Malvern-Berwyn



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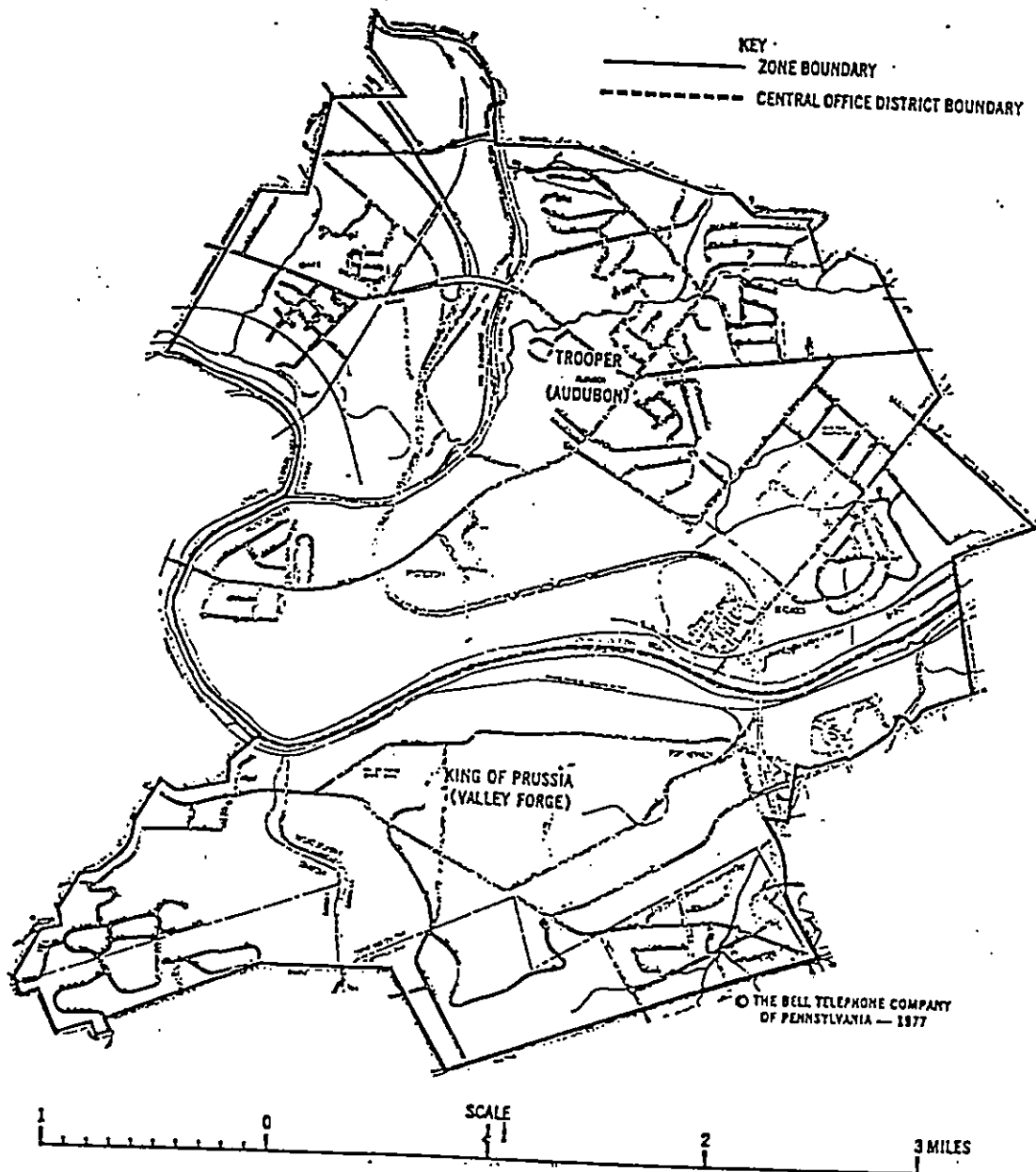
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

14. Zone 29 Valley Forge

* * *



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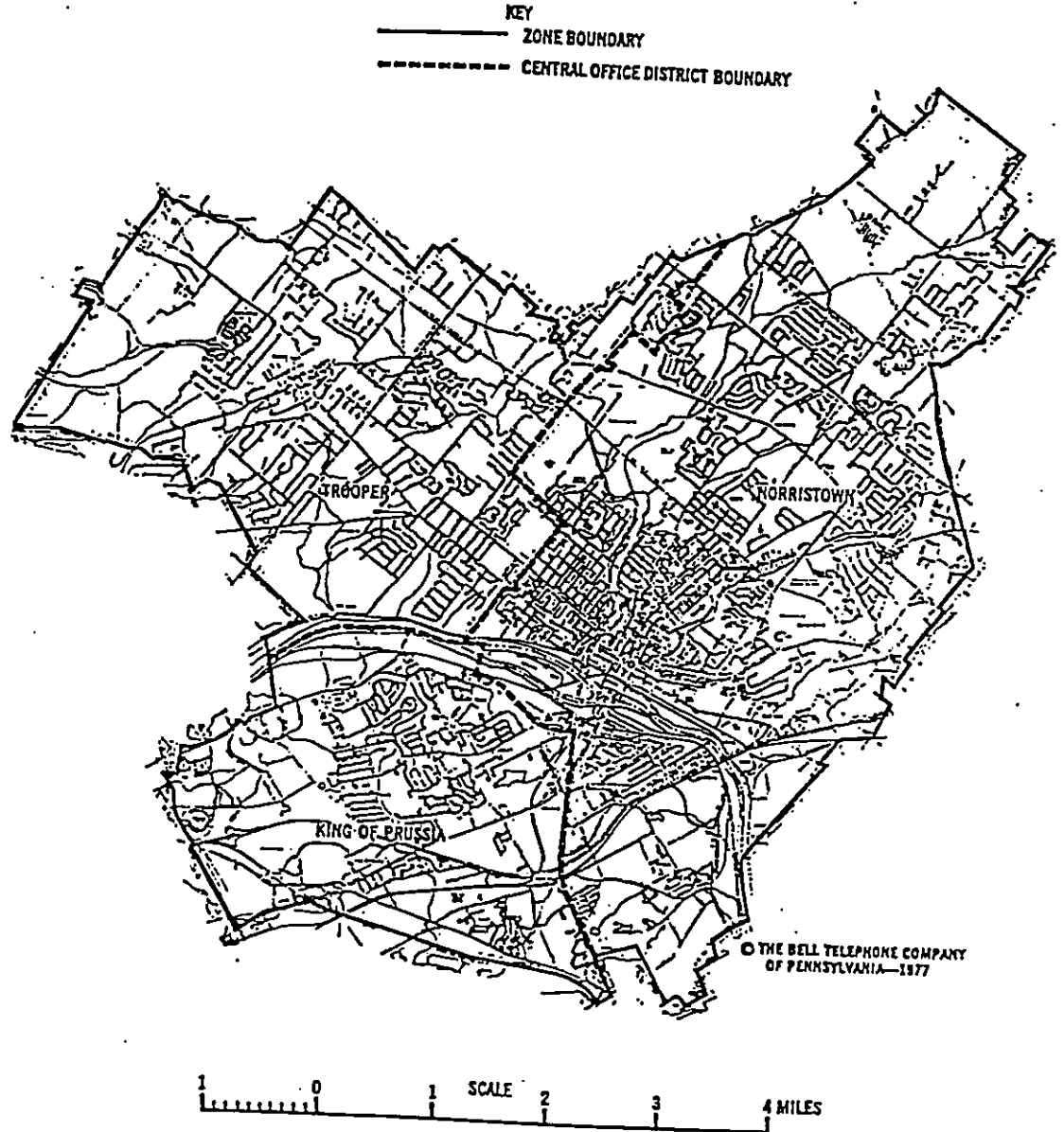
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

15. Zone 30 Norristown



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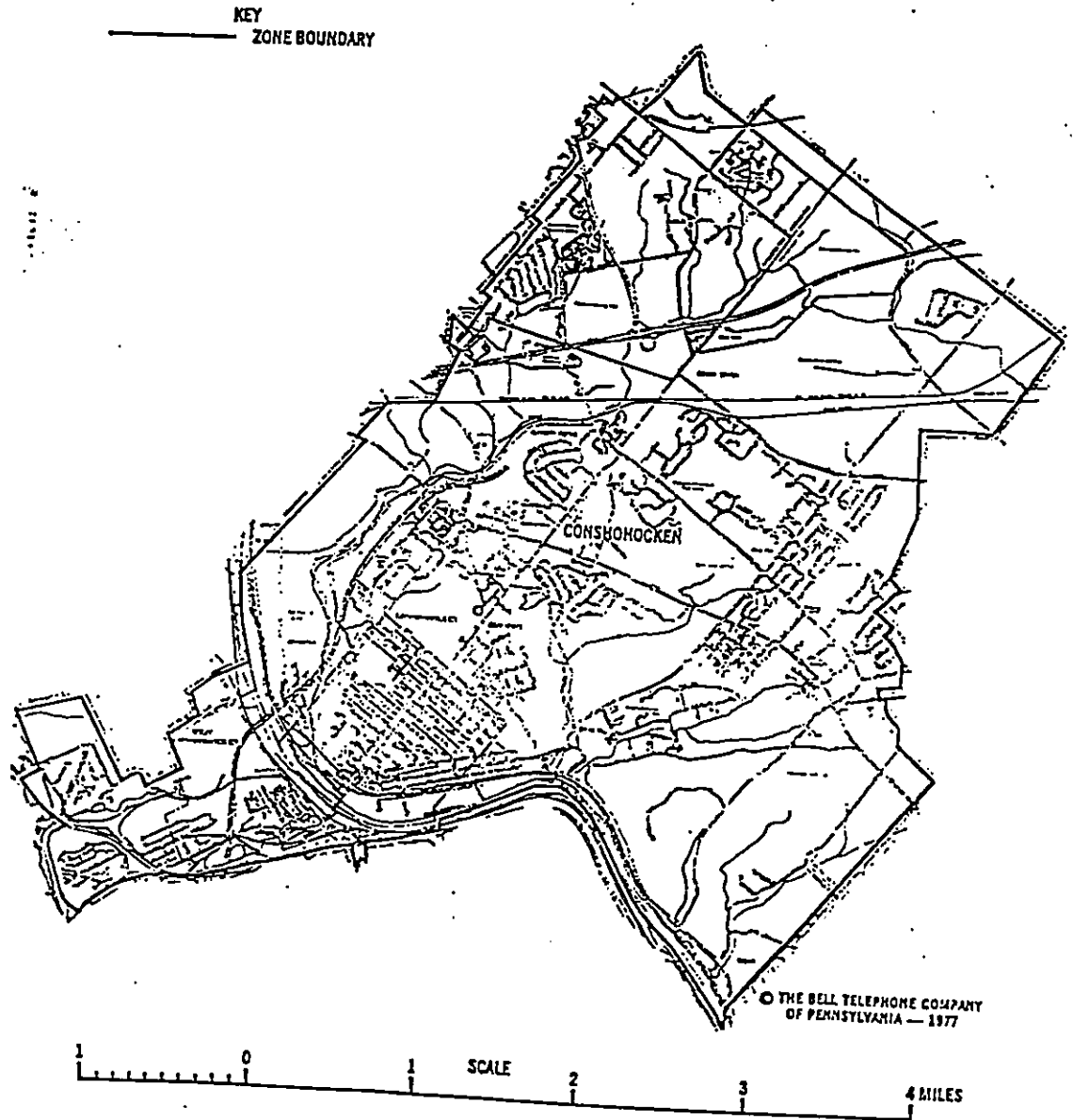
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

16. Zone 31 Conshohocken



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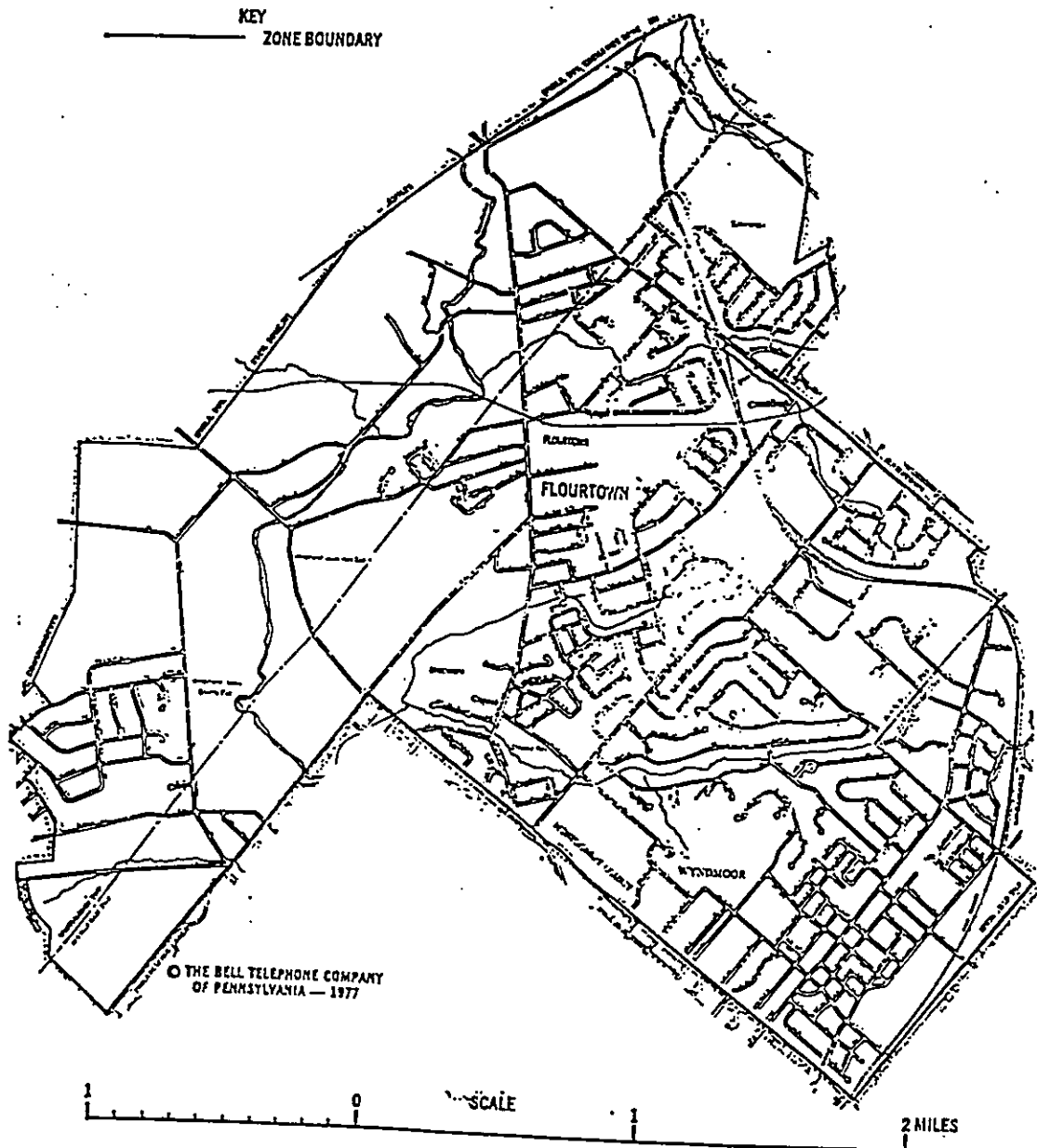
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

17. Zone 32 Flourtown



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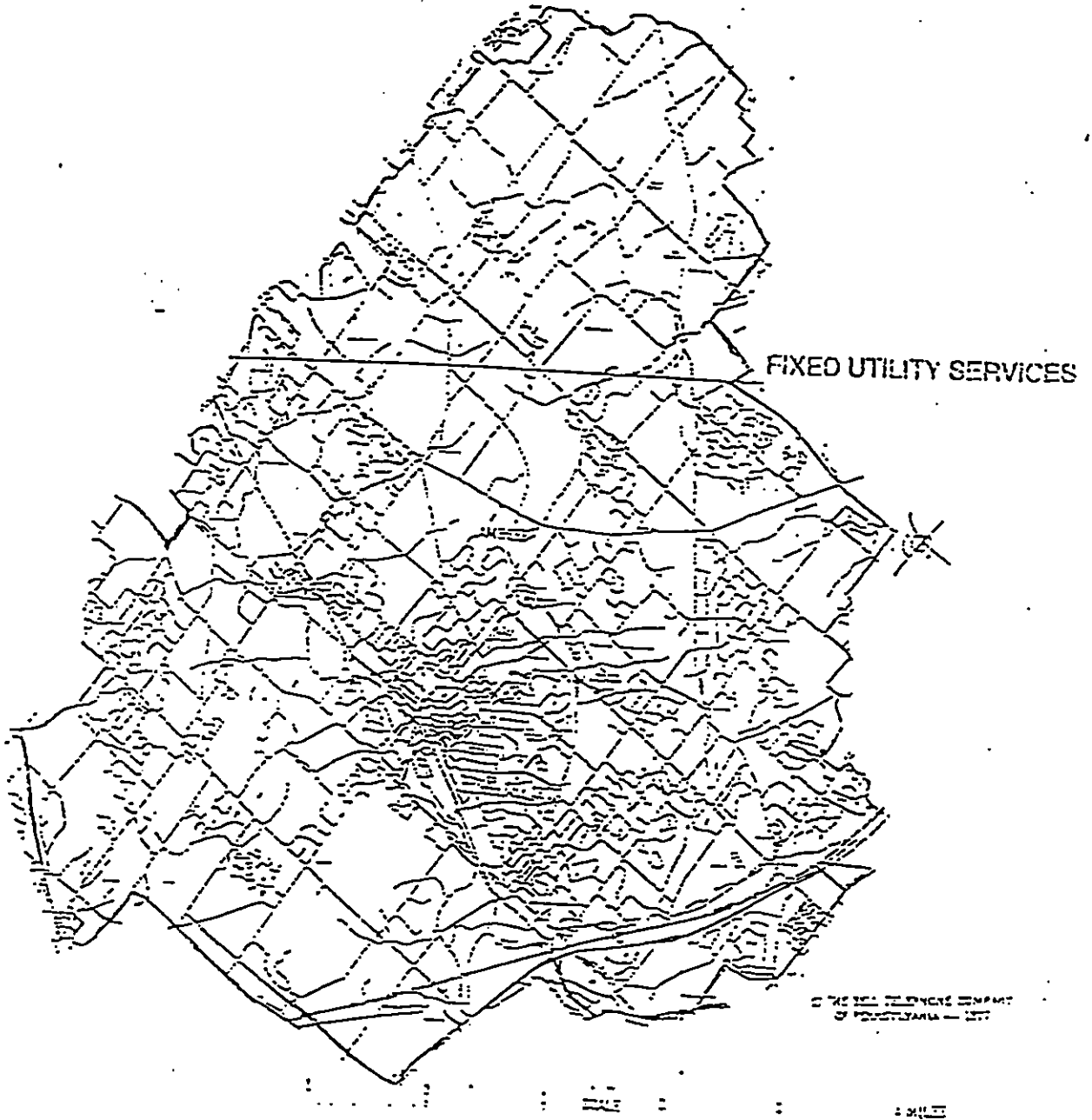
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

18. Zone 33 Ambler



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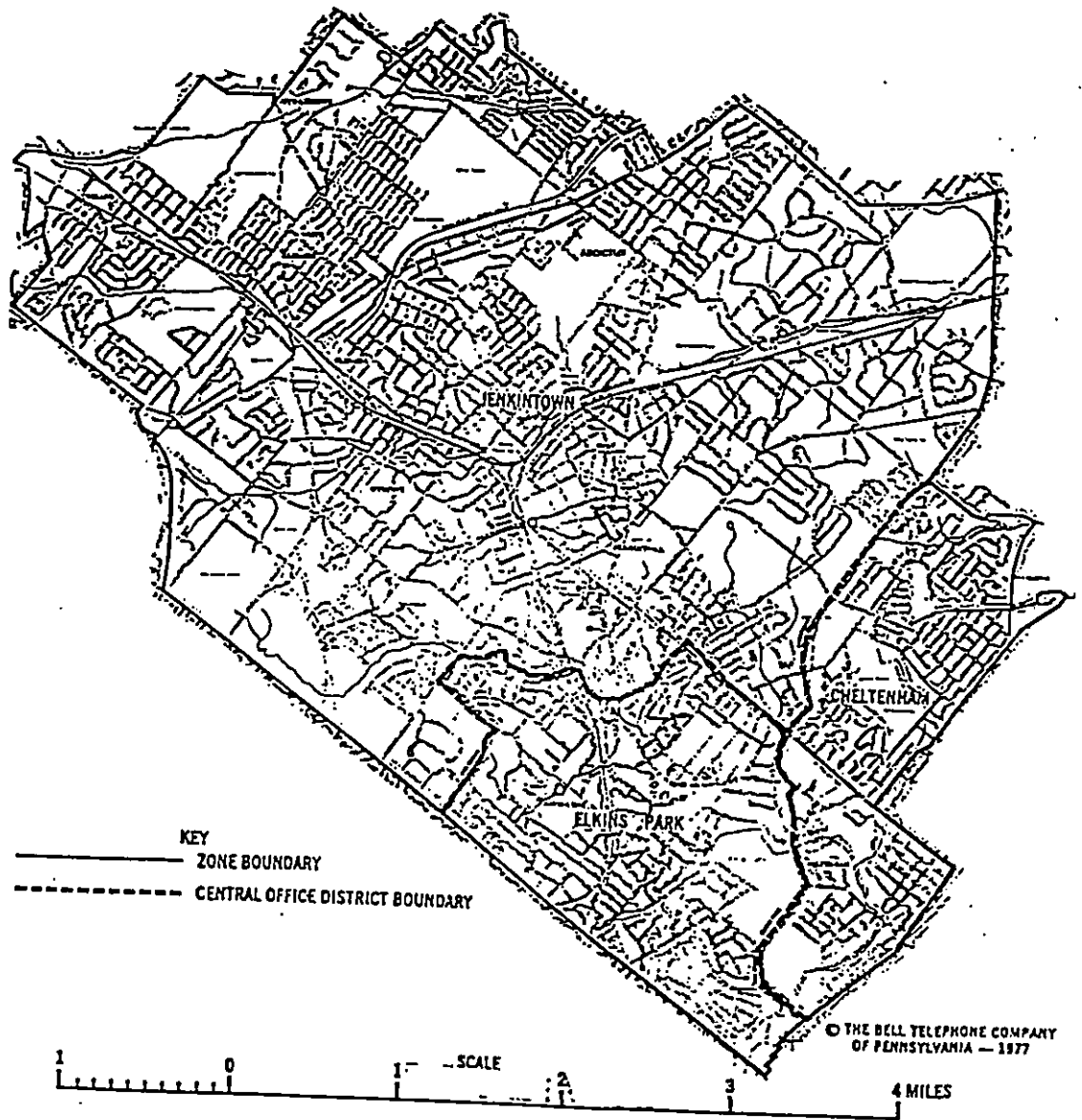
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

19. Zone 34 Cheltenham-Elkins Park-Jenkintown



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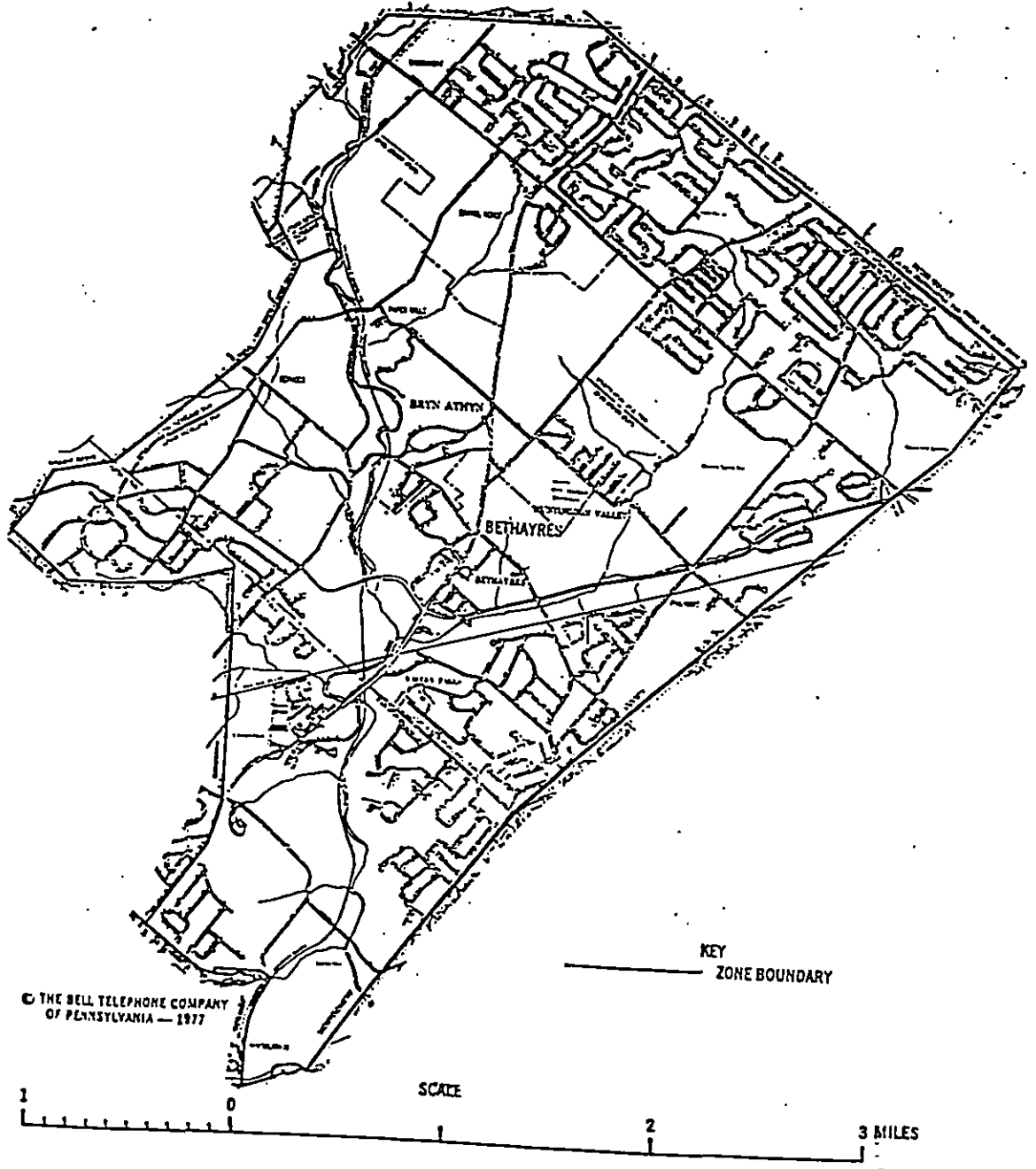
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

20. Zone 37 Bethayres-Huntingdon Valley



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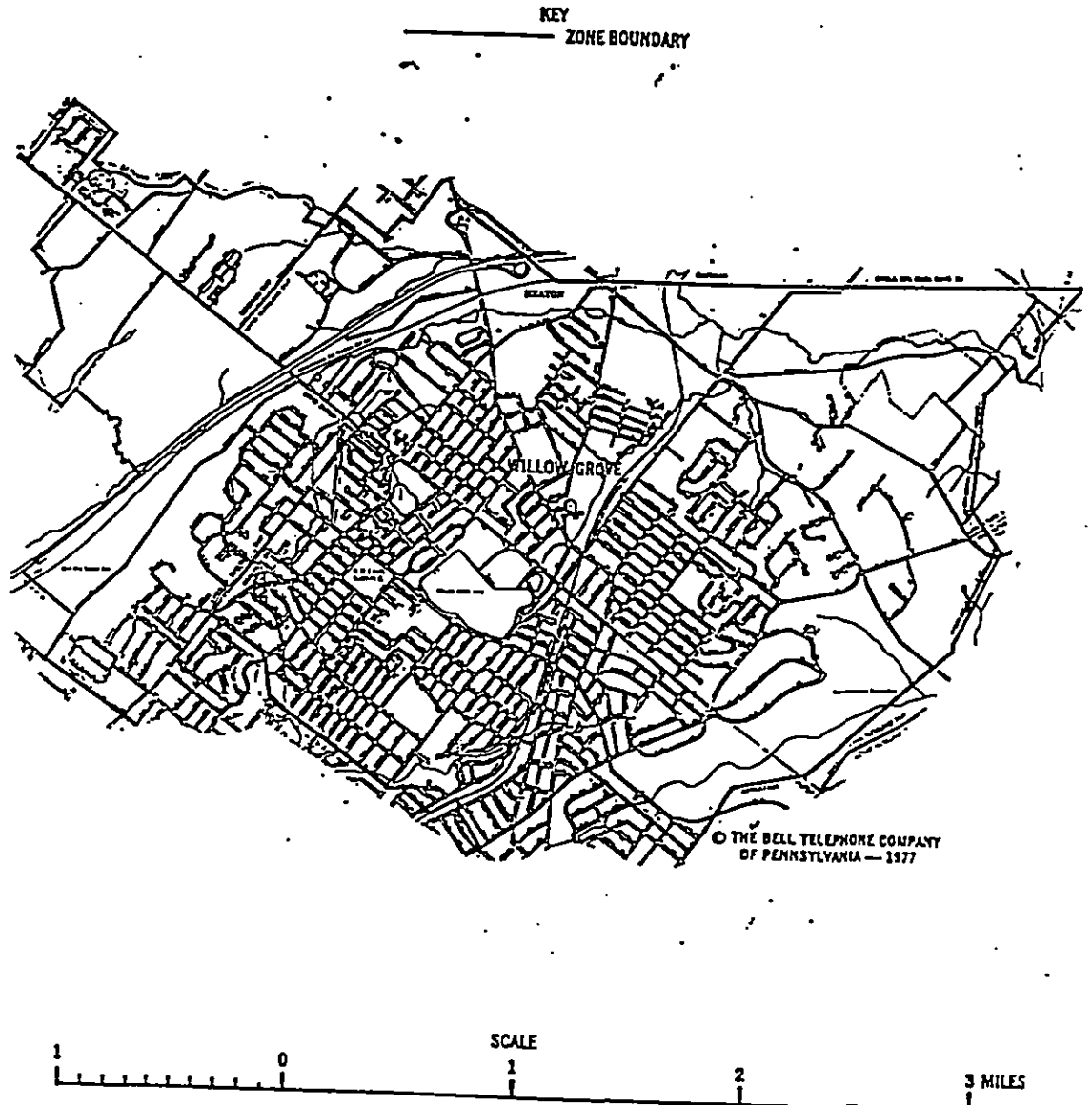
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

21. Zone 38 Willow Grove



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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

22. Zone 39 Hatboro



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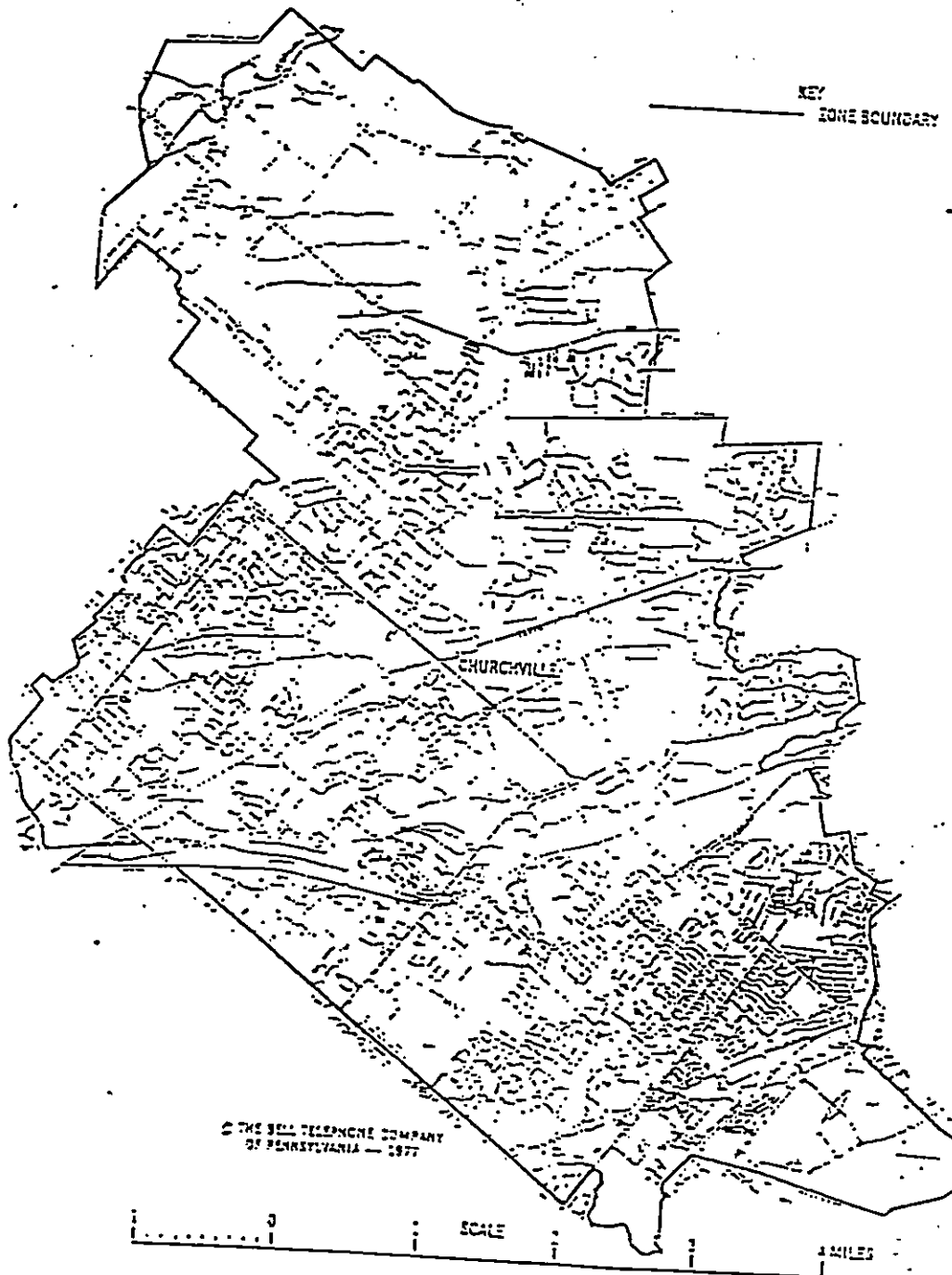
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11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

23. Zone 40 Feasterville-Churchville



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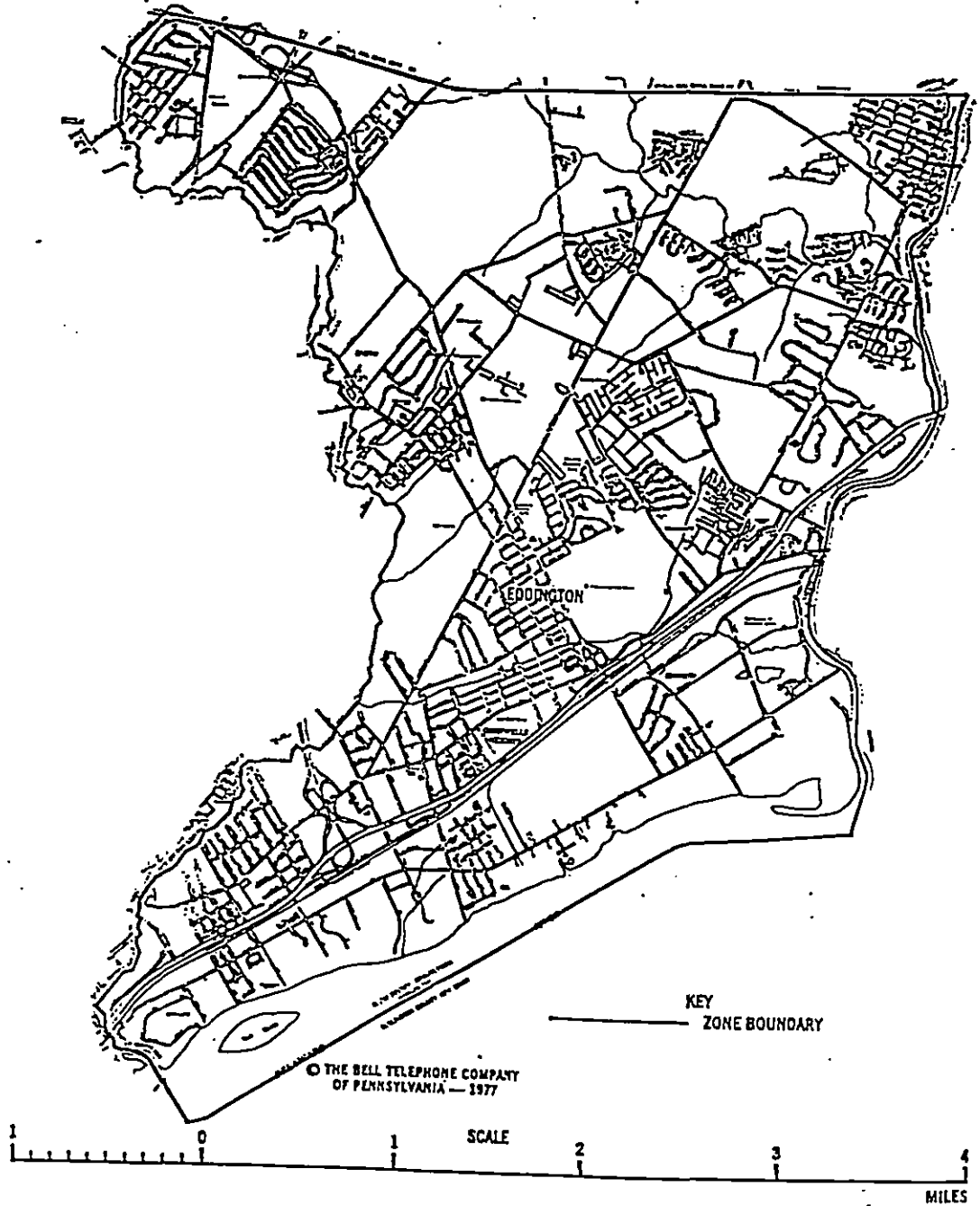
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

24. Zone 41 Eddington-Cornwells Heights



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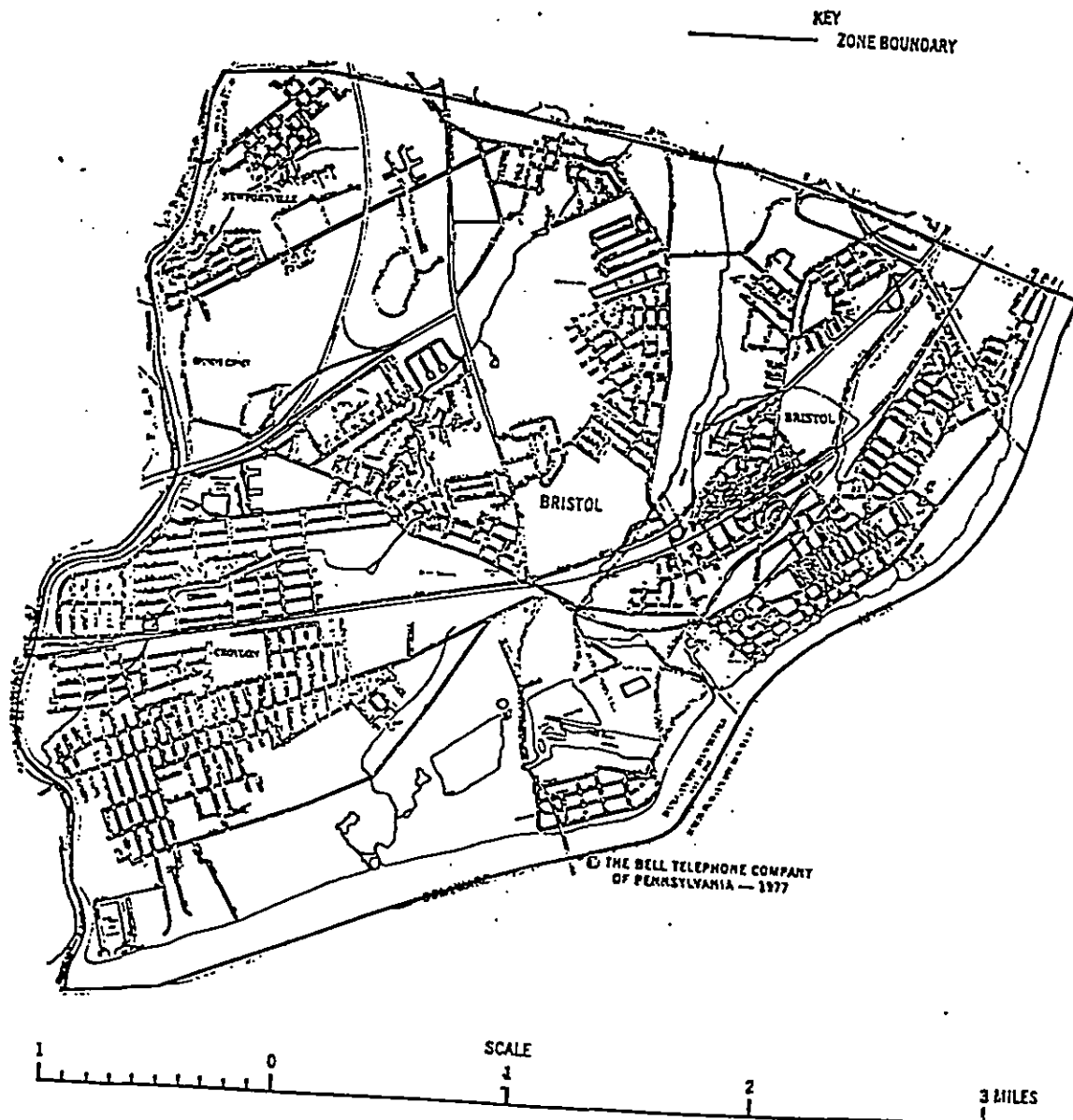
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

25. Zone 42 Bristol



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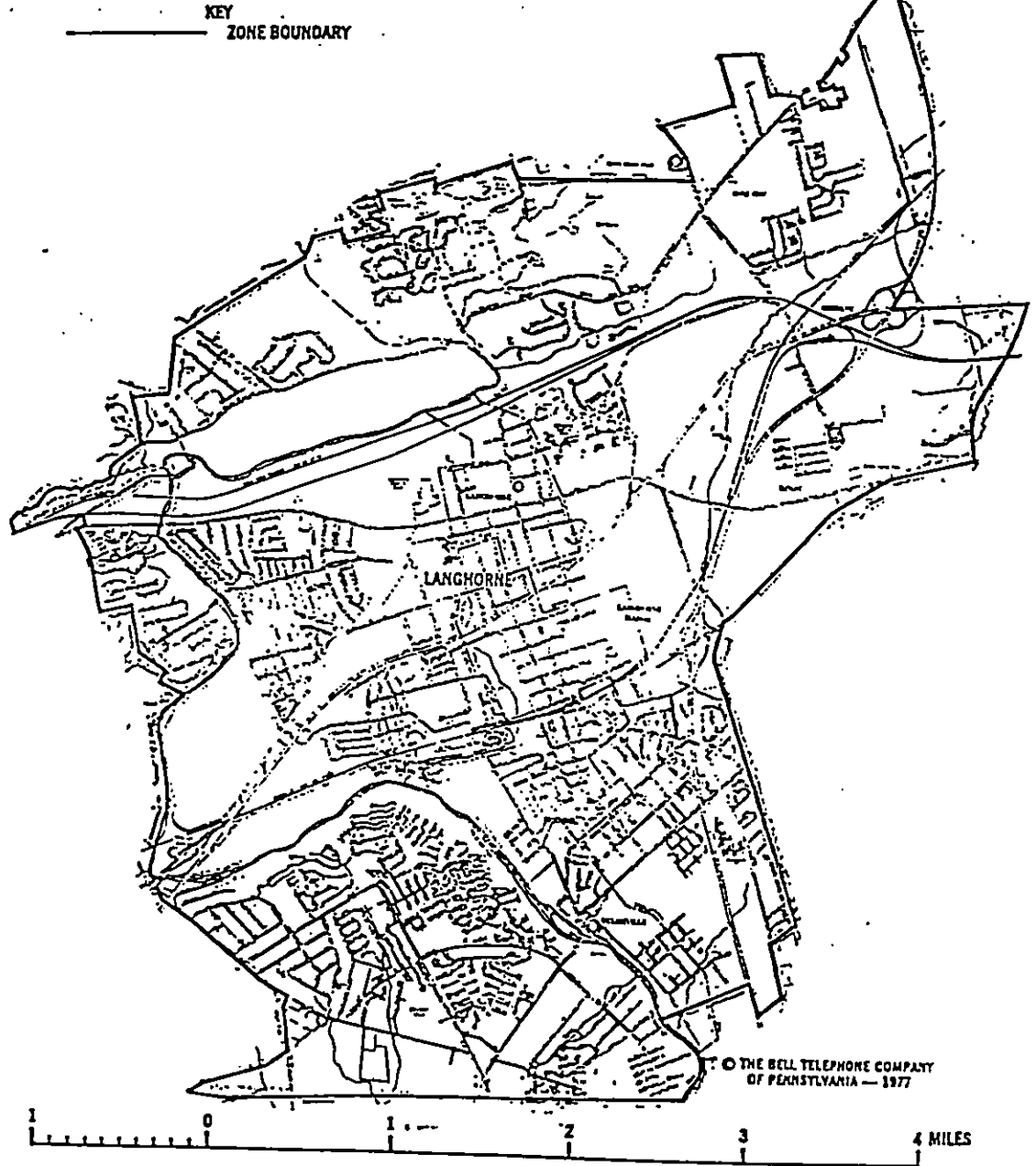
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

26. Zone 43 Langhorne



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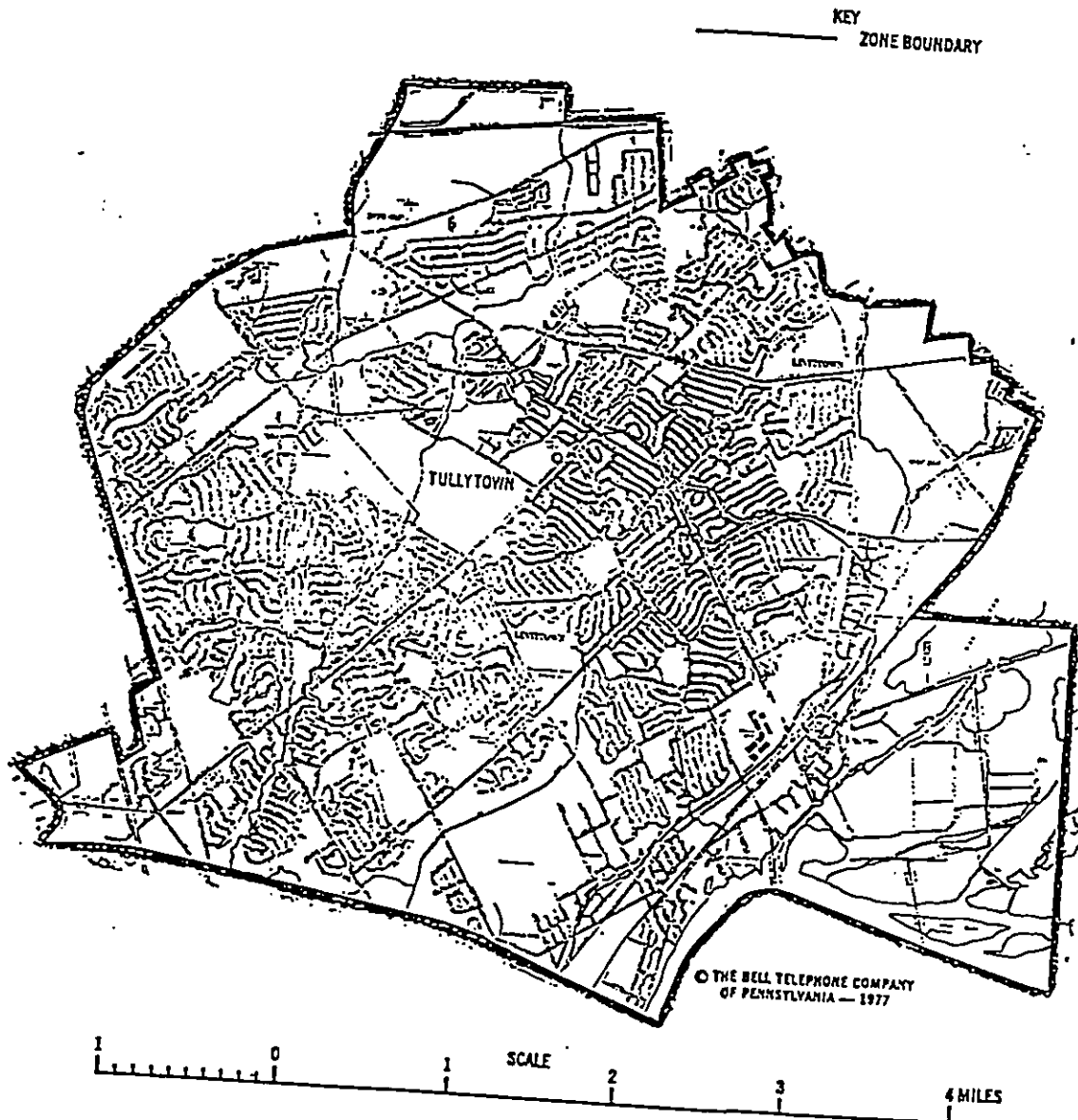
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

27. Zone 44 Levittown



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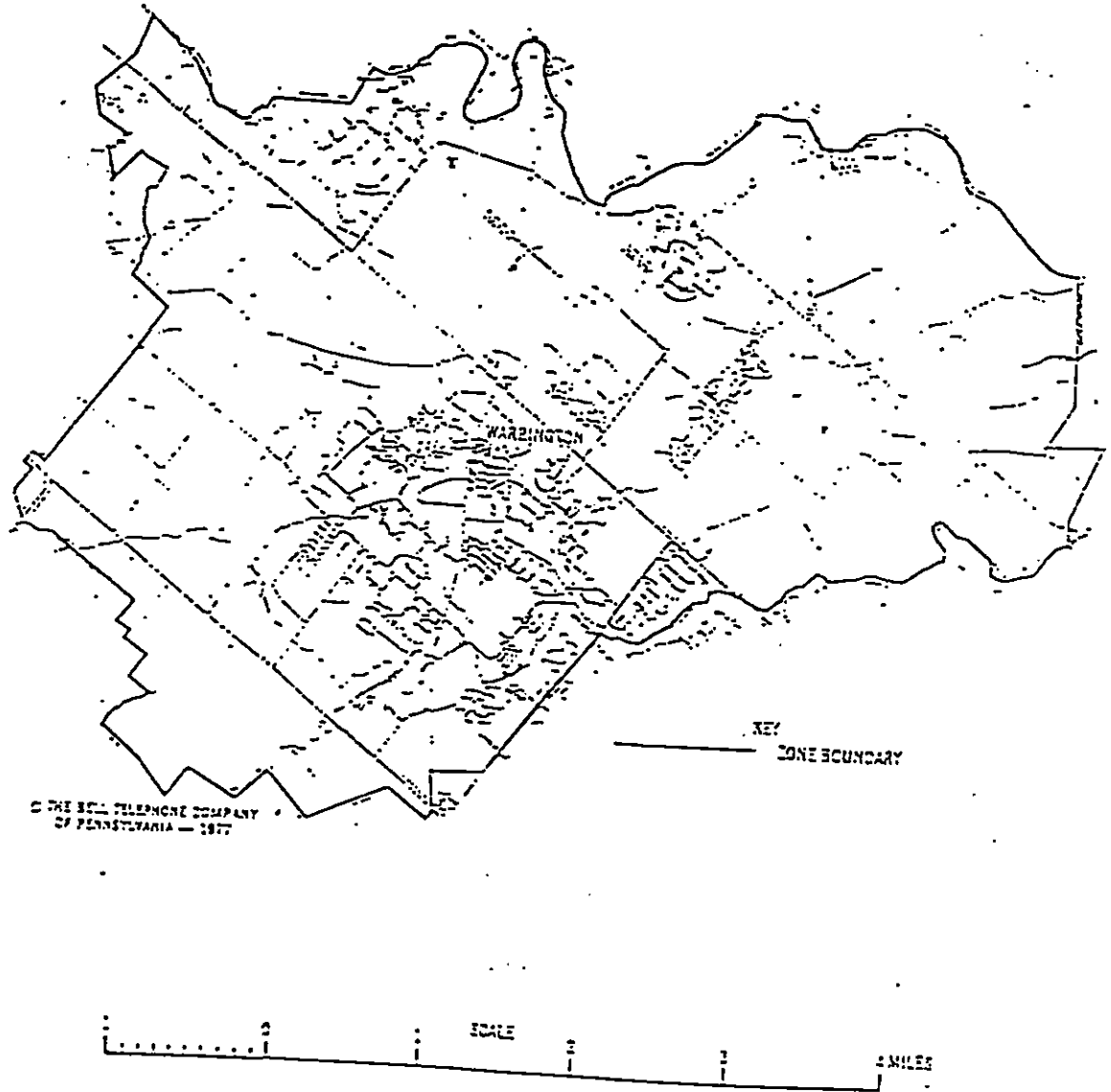
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SERVICE AREAS AND MAPS

11.1 CENTRAL OFFICE DISTRICT AND ZONE BOUNDARIES (Cont'd)

28. Zone 45 Warrington



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CERTIFICATE OF SERVICE

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
Competitive

I, Michael Engel; hereby certify that I have caused a copy of the foregoing **Local Exchange Telecommunications Services Tariff of SNiP Link, LLC** to be served on this 15th day of March 2000, via first class mail, upon the following:

Irwin A. Popowsky
Consumer Advocate
1425 Strawberry Square
Harrisburg, PA 17120

Bernard A. Ryan, Jr.
Small Business Advocate
Suite 1102, Commerce Building
300 N. 2nd Street
Harrisburg, PA 17101

Office of the Attorney General
Bureau of Consumer Protection
Strawberry Square, 14th Floor
Harrisburg, PA 17120

Office of Trial Staff
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Bureau of Consumer Services
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

John G. Short, Esq.
Sprint/United
1201 Walnut Bottom Road
PO Box 1201
Carlisle, PA 17013

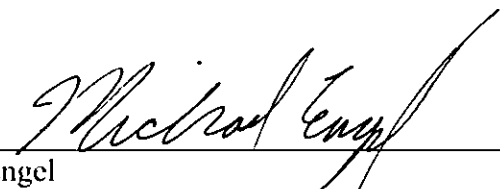
John O. Dudley, Regional Director
External Affairs
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PO Box 12060
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Julia A. Conover, Esq.
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Michael P. Sharry, Regulatory Manager
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Office of Special Assistants
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Bureau of Fixed Utility Services
Public Utility Commission
P.O. Box 3265
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Michael Engel

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