

ORIGINAL

A-310813

- 1 REFERENCE TO VERIZON TARIFF FOR EXCHANGE MAPS ON P44.
- 2 TRS IS ON P64.
- 3 CUSTOMER TO NOTIFY COMPANY OF CANCELLING SERVICE IS NO LESS 5 DAYS ON P29

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SECRETARY'S BUREAU

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6. **START DATE:** The Applicant proposes to begin offering services on December 1, 1998 (approximate date).
17. **FURTHER DEVELOPMENTS:** Attach to the Application a statement of further developments, planned or contemplated, to which the present Application is preliminary or with which it forms a part, together with a reference to any related proceeding before the Commission.

The Applicant is under a continuing obligation to amend this Application if any matter asserted herein changes during the pendency of the Application or while the Applicant is providing public utility service within the Commonwealth.

18. **NOTICE:** Pursuant to Section 5.14 of the Commission's Regulations, 52 Pa. Code §5.14, serve a copy of the signed and verified Application with attachments on the following:

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

Bernard A. Ryan, Jr.  
Small Business Advocate  
Commerce Building, Suite 1102  
300 North Second Street  
Harrisburg, PA 17101

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

Office of Trial Staff - 1 copy  
Office of Special Assistants - 1 copy  
Bureau of Consumer Services - 1 copy  
Bureau of Fixed Utility Services - 1 copy  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Pursuant to Sections 1.57 and 1.58 of the Commission's Regulations, 52 Pa. Code §§1.57 and 1.58, attach Proof of Service of the Application and attachments upon the above named parties. Upon review of the Application, further notice may be required pursuant to Section 5.14 of the Commission's Regulations, 52 Pa. Code §5.14.

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NUTEL PHONE SERVICE, INC.

COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

FOR THE TERRITORY SERVED BY

BELL ATLANTIC - PENNSYLVANIA

IN THE PHILADELPHIA LATA

This tariff contains the description of a CLEC rules, regulation and rates, charges applicable to the furnishing of Local Exchange Telecommunications Services by Nutel Phone Service Incorporated with principal offices at:

213 Haws Ave  
Norristown, Pa 19401

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FOLDER

POCKETED

MAY 06 2002

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Issue Date: April 16, 2002

Effective April 21, 2002

Issued By: Leroy M Patterson, President  
213 Haws Ave  
Norristown, Pa 19401

Competitive Local Exchange Telecommunications Service

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TITLE PAGE

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Competitive Local Exchange Telecommunications Services

**TABLE OF CONTENTS**

	<u>PAGE</u>
TITLE PAGE.....	1
RESERVED TITLE PAGE.....	2
TABLE OF CONTENTS.....	3-5
RESERVED FOR FUTURE USE	6-7
APPLICATION OF TARIFF.....	8
TRADEMARKS AND SERVICE MARKS.....	8
<b>SECTION 1 – DEFINITION OF TERMS AND ABBREVIATIONS.....</b>	<b>9</b>
1.1    DEFINITIONS.....	9-12
RESERVED FOR FUTURE USE	13
STATEMENT OF PURPOSE AND POLICY.....	14
<b>SECTION 2 – RULES AND REGULATIONS.....</b>	<b>15</b>
2.1    UNDERTAKING OF COMPANY.....	15
2.2    PAYMENT AND CREDIT REGULATIONS.....	16
2.1.1    Payment Arrangements.....	16
2.1.2    Deposits.....	17-20
2.1.3    Deposit Payments.....	21
2.1.4    Advance Payments.....	21
2.3    REFUNDS OF PAYMENTS UPON RESCHEDULING.....	22
CANCELATION OR DISCONTINUATION OF SERVICE	
2.4    REFUNDS OR CREDITS FOR SERVICE OUTAGES OR	
DEFICIENCIES.....	23
2.4.1    Interruption of Service.....	23-24
2.5    LIABILITY.....	25-27
2.6    MINIMUM CONTRACT PERIODS AND NOTICE OF	
DISCONTINUANCE.....	28
2.6.1    Minimum Service Period.....	28
2.6.2    Cancellation by the Customer.....	28
2.6.3    Termination by the Company.....	29
2.7    SPECIAL HANDLING CHARGES.....	30
2.8    APPLICABLE LAW.....	30
2.9    LIMITATIONS ON SERVICE.....	30
2.10   GROUNDS FOR SUSPENSION.....	31
2.11   DAYS SUSPENSION OR TERMINATION OF SERVICE ARE PROHIBITED.....	31
2.12   UNAUTHORIZED SUSPENSIONS OF SERVICE.....	32
2.13   GENERAL NOTICE PROVISIONS.....	32
2.14   SUSPENSION NOTICE INFORMATION.....	33
2.15   NOTICE WHEN DISPUTE PENDING.....	33
2.16   PROCEDURES UPON CUSTOMER CONTACT BEFORE SUSPENSION.....	34
2.17   EXCEPTION FOR SUSPENSION BASED ON OCCURRENCES HARMFUL TO	
PERSON OR PROPERTY.....	35
2.18   USE OF SERVICE.....	36

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issued By: Leroy M Patterson, President  
 213 Haws Ave  
 Norristown, PA 19401

Competitive Local Exchange Telecommunications Services

TABLE OF CONTENTS, (Cont'd)

		<u>Page</u>
<b>SECTION 2</b>	<b>RULES AND REGULATIONS. (Cont'd)</b>	
2.19	SPECIAL CONSTRUCTION.....	37
	2.19.1 Description.....	37
	2.19.2 Basis for Rates and Charges.....	38
	2.19.3 Basis for Cost Computation.....	38
2.20	AUTHORIZED TERMINATION OF SERVICE.....	39
2.21	UNAUTHORIZED TERMINATION OF SERVICE WHEN DISPUTE PENDING.....	39
2.22	TERMINATION NOTICE.....	39
2.23	TERMINATION LIABILITY.....	40
	RESERVED FOR FUTURE USE.....	41-43
<b>SECTION 3</b>	<b>EXCHANGE AREAS.....</b>	<b>44</b>
3.1	DESCRIPTION.....	44
	3.1.1 Zone Exchange Area.....	44-45
	RESERVED FOR FUTURE USE.....	46-47
<b>SECTION 4</b>	<b>LOCAL CALLING AREAS.....</b>	<b>48</b>
4.1	DESCRIPTION.....	48-51
	RESERVED FOR FUTURE USE.....	52
<b>SECTION 5</b>	<b>LOCAL EXCHANGE ACCESS SERVICE.....</b>	<b>53</b>
5.1	DESCRIPTION.....	53
	5.1.1 LOCAL EXCHANGE ACCESS LINE SERVICE.....	53
	5.1.2 General.....	54
5.2	DESCRIPTION.....	54
<b>SECTION 6</b>	<b>LOCAL CALLING SERVICE.....</b>	<b>55</b>
6.1	LOCAL USAGE OPTION.....	55
	6.1.1 Unlimited Local Usage.....	55
	6.1.2 Unlimited Metropolitan Usage.....	55
	6.1.3 Rates.....	55
<b>SECTION 7</b>	<b>DIRECTORY ASSISTANCE.....</b>	<b>56</b>
7.1	DIRECTORY ASSISTANCE DESCRIPTION.....	56
	7.1.1 Description.....	56
	7.1.2 Charges exemption.....	56
	7.1.3 Rates and Charges.....	57
	7.1.4 Credits.....	57
	RESERVED FOR FUTURE USE.....	58
<b>SECTION 8</b>	<b>LOCAL EXCHANGE ACCESS SERVICE.....</b>	<b>59</b>
8.1	LIFE LINE SERVICE.....	59
	8.1.1 Description.....	59
	8.1.2 Regulation.....	59-62

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issued By: Leroy m Patterson, President  
213 Haws Ave  
Norristown Pa 19401

Competitive Local Exchange Telecommunications Service

---

TABLE OF CONTENT

SECTION 8.2 Link UP America Service .....63  
     8.2.1 Description.....63  
     8.2.2 Regulation.....63  
     8.2.3 Rates.....64  
**SECTION 8.3 TELECOMMUNICATIONS RELAY SERVICES.....64**  
**SECTION 9 INTRALATA TOLL.....65**  
     9.1 Intralata Toll Pre-subscription.....65  
         A. Intralata Pre-subscription..... 65  
         B. Option Of IP.....65  
         C. Pre-subscription.....66-68  
         D. Equal Access.....68  
         E. End User Charge Discrepancy.....68-69  
         F. PIC Switchback Option-Business/Residence.....69-70  
         G. Rates And charges.....70  
**SECTION 10 911 TARIFF LANGUAGE.....71**  
     10.1 Glossary of terms.....71  
     10.1.2 Regulation.....71  
     10.1.3 Description of Service.....72  
     10.1.4 Regulations.....72  
**SECTION 11 OPTIONAL SERVICE.....73**  
     11.1 Description.....73-76  
     11.2 Monthly Rate Business.....77  
     11.3 Monthly Rate Residence.....77

---

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
 213 Haws Ave  
 Norristown Pa 19401

Competitive Local Exchange Telecommunications Service

---

(TABLE OF CONTENT)

(RESERVED FOR FUTURE USE)

---

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
Norristown Pa 19401

Competitive Local Exchange Telecommunications Service

---

(TABLE OF CONTENT)

(RESERVED FOR FUTURE USE)

---

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
Norristown Pa 19401

Competitive Local Exchange Telecommunications Services

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**APPLICATION OF TARIFF**

This tariff sets forth the regulations and rates applicable to the furnishing of local exchange telecommunication services by Nutel Phone service, Inc.. hereinafter referred to as ("Company").

**TRADEMARKS AND SERVICE MARKS**

The following marks, to the extent, if any, used throughout this tariff, are trademarks and service of Nutel Phone Service, Inc. and all rights are reserved.

Trademarks

None

Service Marks

NPS Incorporated

C-Change

I-Increase in rates

D-Decrease in rates

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Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
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Competitive Local Exchange Telecommunications Services

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**SECTION 1 – DEFINITION OF TERMS AND ABBREVIATIONS****1.1 DEFINITIONS**

Certain terms used generally throughout this Tariff for service furnished by the Company are defined below:

Advance Payment: Part or all of a payment required before the start of Service.

Applicant: A person who applies for residential service, other than the transfer of service from one dwelling to another, within the service area of the Company or reinstatement of service area of the Company or a reinstatement of service following a discontinuance.

Authorization Code: A Numerical code, one or more of which are assigned to Customer to enable Company to identify use of service on Customer's account, and to bill the Customer accordingly or such service. Multiple authorization codes may be assigned to a Customer to identify individual users or groups on Customers account.

Billing Period: The period of time between Customer invoice and the next Customer invoice consisting of thirty (30) days.

Business Service: Telephone service to a location other than a dwelling, except that services to a dwelling used for the both residential and business purposes shall be considered business service if concurrent residential service is provided.

Cancellation:

- (A) A Customer-initiated request to discontinue processing a service order, either in part or in it's entirety, prior to its completion.
- (B) A Customer-initiated request to discontinue Company service in whole or in part.

Termination

- (A) Discontinuance of service by Company or the reasons cited in Section 2.6.3 following.

Company: NuTel Phone Service, Inc. unless the text states otherwise.

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Effective Date: April 21, 2002

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213 Haws Ave  
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CompetitiveLocal Exchange Telecommunications Services

SECTION I - DEFINITION OF TERMS AND ABBREVIATIONS, (Cont'd.)

1.1 DEFINITION, (cont'd)

Customer or Subscriber: The person, firm or corporation, or other entity which orders cancels, amends, or uses services and is responsible for the payment of charges and compliance with tariff regulations.

Customer Premise Equipment: Terminal equipment, as defined herein. which is located at the Customer's premises.

Day: From 8 am up to but not including 5 PM local time Monday through Friday.

DWELLINGS: A house; or other location where a person resides.

DISCONNECTION:

- (A) The removal of an installed circuit, dedicated accesses line, or other facility used for existing service.
- (B) The discontinuance of service by Company for the reasons Cited in paragraph 2. 6. 3, following

Evening: From 5 p.m. up to but not including 11p.m. local time Sunday through Friday.

Holiday: One of the following federally recognized holidays:

New Year's Day	January 1
Independence Day	July 4
Thanksgiving Day	First Monday of September
Christmas Day	Last Thursday of November December 25

Joint User: A person, firm or corporation designated by the customer as a user of communications facilities furnished to the customer by Company, and to whom a portion of the charges for such facilities are billed under a joint user arrangement.

Local Calling Area: a geographic are encompassing the originating local exchange or zone itself, which may also include other nearby exchanges or zones, as specified elsewhere in this tariff, for which a local c charge is applicable

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Effective Date April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
Norristown Pa 19401

Competitive Local Exchange Telecommunications Services

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SECTION I – DEFINITION OF TERMS AND ABBREVIATIONS, (Cont'd.)

1.1 DEFINITION, (Cont'd)

Local Exchange: An area comprised of one or more central office codes used to route and rate calls.

Local Exchange Access Line: An arrangement, which connects Customer's location to the Company's Network Switching Center.

Local Exchange Telecommunications Services: Company's services offered pursuant to Company's Telephone PA P.U.C. No. 1.

Local Access Transport Area (LATA): A geographical area established by the U.S. District Court for the District of Columbia in Civil Action 17-49, within which a local exchange company provides communication, services.

MRC – Monthly Recurring Charge. A fixed charge that applies each month during which service is provided to the Customer.

Network: The Company's network located in the Company's service territories.

Night/Weekend: From 11pm up to but not including 8am Sunday through Friday, and 8am Saturday up to but not including 5pm Sunday.

NRC – Nonrecurring Charge. A one-time only charge that applies to new service installations or connections.

Suspension: Temporary disconnection of service due to NON-Payment. Service may be restored by paying one or more fees.

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Competitive Local Exchange Telecommunications Services

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**SECTION 1 – DEFINITION OF TERMS AND ABBREVIATIONS, (Cont'd)**

**1.1 DEFINITIONS, (cont'd.)**

Residential Service: Telephone service supplied to a dwelling, including service Provided to a location used for both residential and commercial purposes if no Concurrent commercial service is provided. The term does not included telephone service to a hotel or motel.

Service (or Services): The Company's telecommunications service (s) offered On the Company's network pursuant to tariff.

Service Order (or "Sales Order"): A standard order form which includes all pertinent billing, technical and other descriptive data to enable the Company to provide communications service.

Special Services: Denotes services provided and performed by the Company involving special engineering, design, programming development, or production activities to provided services not otherwise provided under this tariff.

Terminal Equipment: Devices, apparatus, and their associated wiring, such as teleprinters, telephone, or data sets.

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Issued By: Leroy M Patterson, President  
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Norristown Pa 19401

NuTel Phone Service, Inc.

Telephone-Pa. P.U.C. No. 1. Original P.13

Competitive Local Exchange Telecommunications Services

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**SECTION 1 – DEFINITION OF TERMS AND ABBREVIATIONS, (Cont'd.)**

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STATEMENT OF PURPOSE AND POLICY

The purpose of this chapter is to establish and enforce uniform, fair and equitable residential telephone service standards governing account payment and billing, credit and deposit practices, suspension, termination and customer complaint procedures. The purpose of this chapter is to assure adequate provision of residential telephone service; to restrict unreasonable suspension of residential service; and to provide functional alternatives to suspension, termination or refusal to provide service. Every privilege conferred or duty required by this chapter imposes an obligation of good faith, honesty and fair dealing in its performance and enforcement. This chapter will be liberally construed to fulfill its purpose and policy and to insure justice for all concerned.

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Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS**

**2.1 UNDERTAKING OF COMPANY**

Company will furnish Local Exchange Telecommunications services in connection with the transmission of communications between points within the commonwealth.

The facilities of the company will be available as soon as practicable upon receipt of a Service Order. Interconnection of the Company's facilities with the facilities of other duly authorized and regulated communications common carriers will be permitted, provided that such interconnection does not adversely affect the company's present services or network..

The obligations of the companies to provide services is dependent upon its ability to procure, construct, and maintain facilities which are required to meet the Subscriber's Service order. The company will make all reasonable efforts to secure the necessary facilities, provided that such new service will not adversely affect the company's present services or network.

The customer's monthly charges for the company's services may be based upon the following, either individually or cumulatively: The customer's basic service, total conversation time, the distance between the exchange areas in which calls originate and terminate, and use of or availability to use service options, if any, unless otherwise specified.

Service is provided to a customer on a monthly subscription basis unless otherwise specified.

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Issue Date: April 16, 2002

Effective Date: April 21, 2002

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213 Haws Ave  
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Competitive Local Exchange Telecommunications Services

---

**SECTION 2 - RULES AND REGULATIONS, (Cont'd.)**

**2.2 PAYMENT AND CREDIT REGULATIONS**

**2.1.1 Payment Arrangements**

Service is provided and billed on a monthly basis. The Company will assign each new Customer to a billing cycle and reserves the right to reassign billing cycles at any time upon notice to the Customer. Customers initiating service after start of a billing cycle will be billed at the end of the cycle for Services rendered during the billing period. Billing is payable twenty (20) days from the mail date. A Late Payment Charge (LPC) of 1.25% per month will be applied to any unpaid amount commencing thirty (30) days after the Customer's bill date.

Charges for installations, service connection, moves, and rearrangements are payable within twenty (20) days from the mail date of the bill. The billing thereafter will include recurring charges and actual usage as defined in subsequent sections of this tariff.

The Customer is responsible for payment of all charges for Services furnished to the Customer.

The Customer is responsible for all calls charged to authorization codes or accounts duly assigned to him by the Company and accepted for use by Customer.

When payment is made by personal check, which is returned by a financial institution for reasons, which Customer is at fault, the Company may impose a handling fee of \$35.00 per returned check.

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Effective Date: April 21, 2002

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**Competitive Local Exchange Telecommunications Services**

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**SECTION 2- RULES AND REGULATIONS, (Cont'd)****2.2 PAYMENT AND CREDIT REGULATIONS, (Cont'd)****2.1.2 Deposits****.1 Business**

To safeguard its interest, the Company may require a Customer to make a deposit to be held as guarantee for the payment of charges. A deposit does not relieve the customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- (a) Two month's charge for the Facilities plus the Service which has a minimum payment period of more than one month, except that the deposit may include an additional amount in the event that a termination charges is applicable.
- (b) The charges that would apply for the minimum payment period of more than one month, except that the deposit may included an additional amount in the event that termination charge is applicable. A deposit may be required in addition to an advance payment. Interest pay able on deposit at a rate specified by the commission in accordance with 52 Pa. Code, Chapter 64.41.

**.2 Residential**

An applicant for residential telephone service shall not be required to post a deposit if the applicant can demonstrate, through acceptable evidence to the Company that he/she is not an unsatisfactory credit risk. Acceptable evidence shall include:

- (a) Service with another Local Exchange Carrier within a period of twenty-four (24) consecutive months before the date of application and the following conditions exist

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213 Haws Ave  
Norristown, Pa. 19401

Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS, (Cont'd.)**

**2.2 PAYMENT AND CREDIT REGULATIONS, (Cont'd.)**

**2.1.2 Deposits, (Cont'd.)**

**.2 Residential, (Cont'd.)**

- (i) Service was furnished in the name of the applicant, and there is no returned equipment;
  - (ii) Service was not suspended for nonpayment nor terminated during the last twelve (12) months of service;
  - (iii) The applicant does not have an unpaid balance from earlier service;
  - (iv) The applicant was not required to pay a security deposit for the earlier service.
- (b) Ownership or an agreement to purchase real property located in the area served by the Company unless the applicant has an otherwise unsatisfactory payment history pursuant to 2.2.2.2a within two (2) years before the application for service.
- (c) Rental of a residence located in the area served by the Company, under a lease of one year or longer in duration unless the applicant has an otherwise unsatisfactory payment history pursuant to 2.2.2.2a within two (2) years before the application for service.
- (d) Interest at the rate of 9% per annum shall be payable on deposits with deductions for taxes thereon. Interest shall be paid annually to the customer or, at the option of either the LEC or the customer, shall be applied to the customer's bill.

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Norristown, Pa. 19401

Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS, (Cont'd.)**

**PAYMENT AND CREDIT REGULATIONS, (Cont'd.)**

**2.1.2 Deposits, (Cont'd.)**

**.2 Residential, (Cont'd.)**

(b) The applicant provide information and verification demonstrating that he is not an unsatisfactory credit risk, which is not limited to the absence of prior credit history. The Company may request and consider information including the following:

- (I) The applicant's social security number.
- (II) The name of the employer of the applicant.
- (III) The place and length of employment.
- (IV) Residence during the previous five (5) years.
- (V) Letter of reference.
- (VI) Credit cards.
- (VII) A significant sources of income other than employment.

An existing customer may be required to post a deposit, if payments have been made beyond the due date on two (2) consecutive bills within the proceeding twelve (12) month period.

The Company may require a deposit as a condition for reconnection of Service after suspension of termination of Service for nonpayment or failure to comply with the terms and conditions of a payment arrangement.

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213 Haws Ave  
Norristown, Pa. 19401

Competitive Local Exchange Telecommunications Services

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SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.2 PAYMENT AND CREDIT REGULATIONS, (Cont'd.)

2.1.2 DEPOSITS, (Cont'd)

.2 RESIDENTIAL, (Cont'd)

The maximum deposit required, at the Company's option, may be an Amount not to exceed the (estimated) average charges for local exchange Service for a two-month period. For existing Customers, actual averaged charges shall be utilized.

Deposit will be refunded to residential Customers, after application to any outstanding balance,

- (a) when Service has been terminated or disconnected;
- (b) at the Customer's request, when the Customer has established acceptable credit under Paragraph 2.2.2.2 above;
- (c) after the Customer has paid bills for Service for twelve (12) consecutive months without having service suspended or terminated and without having paid bills subsequent to the due date on more than two (2) occasions, so long as Customer is not currently delinquent;
- (d) At the option of the Company.

The Company may require, as a condition for furnishing residential Service to an applicant, the payment of an outstanding residential account with the Company while accrued within the past four- (4) years.

The Customer may elect to have a deposit applied to reduce bills for telephone service instead of a cash refund.

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213 Haws Ave  
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Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS, (Cont'd.)**

**2.2 PAYMENT AND CREDIT REGULATIONS, (Cont'd.)**

**2.1.3 Deposit Payments**

The payment of a deposit does not relieve the Customer of the obligation to remit prompt payment for all bills presented by the Company for service rendered.

**2.1.4 Advance Payments**

In addition to or in lieu of a deposit, the Company may require an Advance Payment, equal to the installation charges, if applicable, and/or up to one month's estimated charges for the services to be provided prior to the rendering of Service. Advance Payments are credited to the next month's bill. An additional Advance Payment may be required equal to the fixed monthly recurring charges.

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Norristown, Pa. 19401

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Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS, (Cont'd.)**

**2.3 REFUNDS OF PAYMENTS UPON RESCHEDULING, CANCELLATION OR DISCONTINUATION OF SERVICE**

When a Customer reschedules or cancels an order three (3) days or more days prior to initiation of Service, no rescheduling or cancellation charges apply, and all applicable connection fees paid in advance are refundable to the Customer, with the exception of those cases identified in Section 2.3.4 herein. However, once the Service is initiated, the Customer is obligated to a minimum billing period of one month.

When a Customer reschedules the effective service date of an order less than three (3) days prior to the originally requested service date, the Customer may be charged a rescheduling charge equal to a maximum of one hundred percent (100%) of the non-recurring charges per arrangement, per reschedule.

When a Customer cancels an order for Service less than three (3) days prior to the originally requested service date, the Customer may be charged the full non-recurring charges, or some fraction thereof.

When a Customer orders Service requiring special facilities dedicated to the Customer's use, and then (A) cancels the order before the service begins; (B) before the completion of the minimum period; or (C) before completion of some other period mutually agreed upon by the customer and the Company, a charge will be made to the Customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges.

The Company shall determine the amount of such non-recoverable costs, and the Customer shall be billed with any such amounts payable upon receipt of the bill in accordance with this tariff.

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Competitive Local Exchange Telecommunications Services

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## SECTION 2 – RULES AND REGULATIONS, (Cont'd.)

**2.4 REFUNDS OR CREDITS FOR SERVICE OUTAGES OR DEFICIENCIES****2.4.1 Interruption of Service**

Credit allowance for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.5 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which Customer desires a credit allowance. Before giving such notice, the Customer shall ascertain that the trouble is not within his control, or is not in wiring or equipment, if any, furnished by Customer and connected to the Company's equipment and/or facilities.

**.1 Residence**

When the customer's main service is interrupted for a period of at least twenty-four (24) hours, the Company, after notice by the customer shall apply the following schedule of allowances except in situations as set forth in Section 2.5 herein:

- (a) One-thirtieth (1/30) of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative, useless or substantially impaired for each of the first three (3) full twenty-four (24) hour periods during which the interruption continues after notice by the customer to the Company if the out-of-service extends beyond a minimum of twenty-four (24) hours.
- (b) Two-thirtieths of the tariff monthly rate for each full 24-hour beyond the first three 24-hour periods referred to in paragraph (a). However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered useless or impaired.
- (c) When service interrupted for a period of at least 24 hours due to storms, fires, flood or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.
- (d) The allowances described in this section are not applicable when service is interrupted by the negligence or willful act of the customer to service or where the company, under the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for another reason provided for in the filed and effective tariff.

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Competitive Local Exchange Telecommunications Services

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## SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.4 REFUNDS OR CREDITS FOR SERVICE OUTAGES OR DEFICIENCIES,  
(cont'd.)

## 2.4.1 Temporary interruption

The LEC may temporarily interrupt service when necessary to effect repairs or maintenance; to eliminate threat to life, health, safety or substantial damage; or for reason of local, State or national emergency. Each LEC shall establish procedures to be followed by employees to prevent or mitigate interruption or impairment and provide prompt notification to effected customers.

(1) Notification procedures. When the LEC knows in advance of the circumstances requiring the service interruption, it shall take all reasonable steps, such as personal contact and use of mass media, to give earlier notice of cause and of expected duration of the interruption of all customers who may be affected. When service is interrupted due to unforeseen circumstances, notice of the cause and expected duration shall be given as soon as possible thereafter.

(2) Permissible duration. Service may be interrupted only as long as necessary to protect the health or safety of the public, to protect property, or to remedy the situation which necessitated the interruption. Service shall be resumed as soon as possible thereafter.

## Discontinuance of service

(1) A customer who wishes to have service discontinued shall give at least 5 days oral or written notice to the telephone company, specifying the date on which it is desired that service be discontinued. The customer shall retain responsibility for service and equipment charges until the day and time on which service is requested to be discontinued. If the customer fails to provide the LEC with proper notice or access to the premises, the customer shall continue to be responsible for equipment and service rendered.

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## SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

## 2.5 LIABILITY

The liability of the Company for any claims or Loss, expense -or damage (including indirect, special, or consequential damage) for any. Interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Tariff shall not exceed an amount equivalent to the proportionate. Charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs. In no, event shall such liability exceed the equivalent of thirty-(30) days' charges.

Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this Tariff, if caused by any person or entity other than Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond Company's direct control.

When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies; the subscriber will indemnify and save harmless the Company from any third-party claims for such damages.

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## SECTION 2 - RULES AND REGULATIONS, (Contend.)

## 2.5 LIABILITY, (cont'd.)

Company shall not be liable for, and shall be fully indemnified and be held harmless by Customer against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed, transmitted, processed, handled, or used by Company under this Tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's apparatus or systems, or (iii) for any act or omission of the Customer, or (iv) for any personal injury or death of any person, or for any loss of or damage to the Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company. No agent or employee of any other Company shall be deemed to be an agent or employee of the Company.

Company will provide credit on charges disputed by Customer in writing that which are verified as incorrect by Company. If notification in writing is not received by the Company within thirty (30) days after the bill is rendered, the account shall be deemed correct and binding upon the Customer.

Company shall not incur any liability, directly or indirectly, to any person who dials or attempts to dial the digits 119-1-111 or to any other person who may be affected by the dialing of the digits ' '911.''

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**SECTION 2 - RULES AND REGULATIONS, (Cont'd)**

**2.5 LIABILITY, (Cont'd.)**

Company shall not incur any liability, directly or indirectly for the non-completion of calls due to network busy conditions. Nor shall Company incur any liability for any calls not actually attempted to be completed during any period that service is unavailable.

Since the Customer is responsible for communications over the services furnished by the Company, the Company is not liable for interruptions, errors or call completion problems, Which result due to traffic volumes, which exceed industry standards for applicable facility

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

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**Competitive Local Exchange Telecommunications Service**

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**SECTION 2 - RULES AND REGULATON, (Cont'd.)****2.6 MINIMUM CONTRACT PERIODS AND NOTICE OF DISCONTINUANCE****2.6.1. Minimum Service Period**

The Minimum service period for a business Customer is (3) month except in cases duly noted in the relevant sections of this tariff under the appropriate service offering descriptions except as or otherwise agreed between Customer and Company in writing.

**2.6.2. Cancellation by the Customer**

With regard to month-to-month Service, a Customer who fails to provide the Company with proper notice shall continue to be responsible for equipment and Services rendered.

Nothing in this Tariff relieves the Customer from its liability for payment for service (s) rendered by the Company prior to cancellation of that service.

**.1 Business**

Service may be cancelled by the Customer on not less than thirty (30) days prior written notice to the Company except in those cases duly noted elsewhere in this tariff under the appropriate service offering description or as otherwise specified between the Customer and Company in writing.

With regard to services provided for a term longer than one month, except in those cases duly noted elsewhere in this tariff. A Customer that cancels such a term service will be assessed a cancellation charge equal to 75% of the average monthly usage charge (s) during the expired portion o the term and MRCs, mutiplied by the number of months remaining in the term

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Competitive Local Exchange Telecommunications Service

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## SECTION 2- RULES AND REGULATIONS, (Cont'd.)

2.6. MINIMUM CONTRACT PERIODS AND NOTICE OF DISCONTINUANCE,  
(Cont'd)

## 2.6.2 Cancellation by the Customer, (Cont'd)

## .1 Business, (Cont'd)

If (3) months of the term has not yet expired the cancellation charge will be equal to the average daily usage (weekly) during the expired portion of the term, multiplied by the number of business days remaining in the an expired portion of the term, plus all MRCs and NRCs.

## .2 Residential

Service may be canceled by a Customer on not less than (5) fifteen days prior written or verbal notice to the Company, except in cases duly noted in relevant sections of the tariff under the appropriate service offering descriptions.

## 2.6.3 Termination by the Company

Without incurring liability. Company may upon ten (ten) Days' notice to the Customer in writing, discontinue service or cancel an application for service for (1) non-payment of any undisputed sum due to the Company for more than thirty(30) Days after Company issues the bill for the amount due, any violation governing the services under this tariff, any violation of any law rule, regulation, or policy of any government authority having jurisdiction over the service, by reason of any order or decision of a court or government authority having jurisdiction which prohibits Company from furnishing such services, extended periods of customer inactivity; failure to post a deposit, provide a guarantee or establish credit; unreasonable refusal to permit access to Service connections, equipment and the property of the LEC for maintenance or repair.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd.)

2.6 MINIMUM CONTRACT PERIODS AND NOTICE OF DISCONTINUANCE,  
(cont'd)

2.6.3. Cancellation by the Company, (cont'd)

(viii) failure to comply with the material terms of a payment agreement ; (ix) fraud or material misrepresentation or identity to obtain telephone service.

Company may terminate Service if Company has suspended Service for any reason which has not been cured within thirty (30) days following the date the Services were suspended.

2.7 SPECIAL HANDLING CHARGES

When a customer requests an expedited service date, a special handling Charge may apply, which will be determined on an individual case basis.

2.8 APPLICABLE LAW

This tariff shall be subject to and construed in an accordance with Pennsylvania Public Utility Commission.

2.9 LIMITATIONS ON SERVICE

Service will ordinarily be furnished within thirty (30) days of request subject to the availability of the necessary facilities and or equipment, and subject to the provisions of this Tariff. Company reserves the right not to provide Service to or from a location where the necessary facilities or or equipment are not available.

Company reserves the right to discontinue furnishing service, upon notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Tariff, or in violation of the law.

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Competitive Local Exchange Telecommunications Services

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SECTION 2 – RULES AND REGULATIONS, (Cont'd.)

2.10 GROUNDS FOR SUSPENSION

AUTHORIZED SUSPENSION OF SERVICE.

Telephone service to a dwelling may be suspended for any of the following reasons:

- (1) Nonpayment of an undisputed delinquent account or the undisputed portion of an account where a dispute exists as to part but not all of an amount billed by the LEC.
- (2) Failure to post a deposit, provide a guarantee or establish credit.
- (3) Unreasonable refusal to permit access to service connections, equipment and other property of the LEC for maintenance or repair.
- (4) The use service so as to interfere with or impair the use of service rendered to other customers.
- (5) Failure to comply with the material terms of a payment agreement.
- (6) Fraud or material misrepresentation of identity to obtain telephone service.
- (7) Violation of tariff provisions on file with the commission so as to threaten the safety of a person or the integrity of the service delivery system of the LEC.
- (8) Unpaid indebtedness for telephone service previously furnished by the LEC in the name of the customer within 4 years of the date the bill is rendered.

2.11 DAYS SUSPENSION OR TERMINATION OF SERVICE ARE PROHIBITED

Except for emergency situations, suspension or termination of service for nonpayment charges may not commence on any of the following:

- (1) Saturday or Sunday
- (2) A Bank Holiday
- (3) A holiday observed by the LEC. A holiday observed by the LEC means a day when the business office of the company is closed.

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SECTION 2- RULES AND REGULATIONS, (CONT'D.)

2.12 UNAUTHORIZED SUSPENSIONS OF SERVICE

Unless expressly and specifically authorized by the commission, basic service may not be suspended and a suspension notice may not be sent for any of the following reasons:

- (1) Nonpayment for non basic services.
- (2) Nonpayment of delinquent fees for toll service where the LEC is technically capable of terminating toll service without also terminating basic service.
- (3) Nonpayment for commercial service received at the same or different location.
- (4) Nonpayment of delinquent charges based on previously billed telephone service resulting from LEC billing error if these charges exceed the otherwise normal, average bill by 50%. This paragraph may not prohibit suspension when the LEC reviews the charges with the customer and offers to enter into a payment agreement which, at the option of the customer, may extend at least as long as necessary to ensure that the bill in one billing period will not be greater than the normal, average bill for the period plus 50%.
- (5) Noncompliance with the payment agreement before the date set for payment in the payment agreement.
- (6) Nonpayment of charges for telephone service furnished more than 4 years before the date the bill is rendered.
- (7) Nonpayment for residential service already furnished in the name of persons other than the customer unless a court, district justice, or administrative agency has determined that the customer is legally obligated to pay for service previously furnished. This paragraph may not affect the creditor's rights and remedies of the LEC otherwise permitted by law.
- (8) Nonpayment of a delinquent account which accrued within the two most recent billing periods and which amounts to a total arrearage of less than \$20.00 unless the arrearage represents the balance of a broken payment agreement.
- (9) Evidence that full payment of all delinquent accounts has been made.
- (10) Certificate in accordance with 64.101- 64.103 (relating to general provision; postponement of suspension pending receipt of certificate; and medical certificate).

2.13 GENERAL NOTICE PROVISIONS.

The LEC shall mail or deliver written notice to the customer at least 7 days before the date of proposed suspension regardless of the grounds upon which suspension is sought, with the exception of the following: Failure to comply with the material terms of payment agreement for toll or non basic service, or both. In these cases, the LEC shall comply with 64.81 (relating to limited notice upon noncompliance with report or order).

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SECTION 2- RULES AND REGULATIONS, (CONT'D).

2.14 SUSPENSION NOTICE INFORMATION.

A notice of suspension shall clearly and fully include the following information, where applicable, in conspicuous print:

- (1) The reason for proposed suspension.
- (2) A statement of amounts currently due, and of a required deposit.
- (3) A statement that a specific reconnection fee will be required to have service restored after it has been suspended if the reconnection fee is a part of the approved tariff of the LEC.
- (4) The date on or after which service will be suspended unless one of the following occurs:
  - (a) Payment in full is received
  - (b) The grounds for suspension are otherwise eliminated.
  - (c) A payment agreement is entered into.
  - (d) A dispute is filed with the LEC.
- (5) A statement that the customer should immediately contact the LEC to attempt to resolve the matter, including the mailing address and telephone number where questions may be filed and payment agreements entered into with the LEC.
- (6) A medical emergency notice substantially in compliance with the form as set forth in Appendix Appendix A (relating to Medical Emergency Notice).

2.15 NOTICE WHEN DISPUTE PENDING.

(A) A LEC shall not mail or deliver a notice of suspension if a notice of dispute, as defined in 64.2 (relating to definitions), has been filed and is unresolved and if the subject matter of the dispute forms the grounds for the proposed suspension except where toll usage exceeds the following usage in a billing period after the filing of the notice of dispute or informal complaint:

- (1) For customers who have received service for 3 months or less-150% of the average use of the customer's exchange during the previous 12 months.
  - (2) For customers who have received service for greater than 3 months but less than 12 months-150% of the customer's average use.
  - (3) For customers who have received service for more than 12 months 150% of the customer's average use during the previous 12 months.
- (B) A notice mailed or delivered contrary to the requirements of this section shall be void.

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SECTION 2- RULES AND REGULATION, (CONT'D).

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2.16 PROCEDURES UPON CUSTOMER CONTACT BEFORE SUSPENSION.

- (A) If, at a time after the issuance of the suspension notice and before the suspension of service, a customer contacts the LEC concerning the proposed suspension, an authorized LEC employee shall fully explain, where applicable, some or all of the following:
- (1) The reasons for the proposed suspension.
  - (2) All available methods of avoiding a suspension including:
    - (a) Tendering payment in full or otherwise eliminating the grounds for suspension.
    - (b) Entering a payment agreement.
    - (c) The right of the customer to file a dispute with the telephone company and, thereafter an informal complaint with the Commission.
  - (3) The procedures for resolving disputes relating to charges on the notice other than IXC toll charges and the procedures for filing informal complaints to request payment terms on the basic service portion of the account, including the address and the telephone number of the nearest regional Commission office.
  - (4) The duty of the customer to pay a portion of a bill not honestly disputed.
  - (5) The duty of the customer to restrict toll usage to 150% of average normal toll usage.
  - (6) The medical emergency procedures.
  - (7) That upon failure to timely appeal from or comply with a telephone company report, as defined in 64.142(relating to contents of written summary by the LEC), an informal complaint report, or an order from a formal complaint-the LEC is not required to give further written notice before suspension so long as the LEC makes a reasonable attempt to contact the customer personally at least 24 hours prior to suspension.
- (B) The LEC, through its employees, shall exercise good faith and fair judgement in attempting to enter into a reasonable payment agreement regarding undisputed amounts or to otherwise equitably resolve the matter. Factors to be taken into account when attempting to make a reasonable payment agreement shall include, but not be limited to, the size of the unpaid balance, the payment history of the customer and the length of time over which the bill accumulated. When the customer breaches a payment agreement for toll or non basic service, or both, the LEC may suspend the toll or non basic, or both, service after complying with 64.81(relating to limited notice upon noncompliance with report or order). At the time a payment agreement is entered into, LEC shall explain to the customer the consequences of breaching the payment agreement, including the possible suspension of toll or non basic service, or both, without further written notice. The LEC may not suspend service for an undisputed delinquent bill under either of the following circumstances:
- (1) While it is negotiating a payment agreement with the customer.
  - (2) With 24 hours after negotiating fails, except where toll usage increases by \$25 or more after the initial customer or customer designee contact.

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SECTION 2-RULES AND REGULATION,(CONT'D).

2.17 EXCEPTION FOR SUSPENSION BASED ON OCCURRENCES HARMFUL TO PERSON OR PROPERTY.

Notwithstanding another provision of this chapter, when a suspension is based on an occurrence which endanger the of a person or appears likely to prove physically harmful to service delivery system of the LEC, the telephone company need to give written notice before suspension if the LEC honestly and reasonably believes the grounds do exist. At time of suspension, the LEC shall mail notice of suspension to the customer's billing address.

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Competitive Local Exchange Telecommunications Services

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**SECTION 2 – RULES AND REGULATIONS, (Cont'd)****2.18 USE OF SERVICE**

Service may be used for the transmission of communications by the Customer.

Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier or except as otherwise permitted by law.

Services that are offered by the Company only to a limited category or class of subscribers are available for resale only to the same category or class of subscribers.

Any Service provided under this Tariff may be resold or shared (jointly used). The Customer of record remains solely responsible for all use of service ordered by it or billed pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer of record may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the customer in the provision of the service, without the Company's consent. The Company assumes no liability for such joint use or resale.

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## Competitive Local Exchange Telecommunications Service

## SECTION 2 – RULES AND REGULATIONS, (Con't d.)

## 2.19 SPECIAL CONSTRUCTION

## 2.19.1 Description

Subject to the arrangement of the Company, and to all of the regulations contained in this tariff, special construction of the facilities may be undertaken on a reasonable effort basis at the request of the Customer. Special construction is that construction is that construction undertaken:

- Where facilities are not presently available, and there is no other requirement offer the facilities so constructed;
- Of a type other than that which the Company would normally utilize in the furnishing of its services;
- Over a route other than that which the Company would normally utilize in the furnishing of its services;
- In a quantity greater than that which the company would normally construct;
- On a expedited basis;
- On a temporary basis until permanent facilities are available;
- Involving abnormal costs; or
- In advance of its normal construction.

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## Competitive Local Exchange Telecommunications Service

## SECTION 2 – RULES AND REGULATION, (Cont'd.)

## 2.19.2 Basic for Rates And Charges

Rates and charges for special construction will be based on the costs incurred by the Company and may include (1) nonrecurring type charges,(2) recurring type charges, (3) termination liabilities or (4) combination thereof.

## 2.19.3 Basic For Cost Computation

The cost referred to in 2.18.2 above may include one or more of the following items to the extent that are applicable:

- (a) cost installed of the facilities to be provided, including estimated costs for the rearrangement of existing. Cost installed includes the cost of:
  - (1) equipment and materials provided or used;
  - (2) engineering, labor and supervision;
  - (3) transportation;
  - (4) rights-of-way
- (b) cost of maintenance;
- (c) depreciation on the estimated cost installed of any facilities
- (d) administration, taxes and an collectible revenue on basis
- (e) license preparation, processing and related fees;
- (f) tariff preparation, processing and related fees;
- (g) any other identifiable costs related to the facilities provided or
- (h) an amount for return and contingencies.

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SECTION 2-RULES AND REGULATION, (CONT'D).

2.20 AUTHORIZED TERMINATION OF SERVICE.

When at least 10 days have passed since suspension of service, the company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons:

- (1) Failure to make satisfactory arrangements to pay.
- (2) Failure to post a deposit, furnish a third-party guarantee or otherwise establish credit.
- (3) Failure to meet the requirements of a payment agreement.
- (4) Failure to give adequate assurances that an unauthorized use or practice will cease.

2.20.1 UNAUTHORIZED TERMINATION OF SERVICE WHEN DISPUTE PENDING.

Unless expressly and specifically authorized by the Commission, service may not be terminated if both of the following exist.

- (1) A notice of dispute has been filed and is unresolved and if the subject matter of the dispute forms the grounds for termination.
- (2) The customer is making a good faith effort to pay or make payment arrangement to pay all undisputed bills and undisputed portions of disputed bills.

2.20.2 TERMINATION NOTICE

Immediately after service is suspended, a termination notice which conforms substantially to the suspension notice and which indicates how the customer may arrange to have service restored shall be mailed to the customer's billing address. The termination notice shall include a medical emergency restoration notice substantially in the form set forth in appendix B ( relating to medical emergency restoration notice ). The termination notice shall also indicate that service will be terminated on or after a specified date and shall clearly explain that the customer will have to request service as an applicant, subject to additional charges, if termination occurs.

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## Competitive Local Exchange Telecommunications Service

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SECTION 2 – RULES AND REGULATIONS, (Cont'd.)

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## 2.23 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.

The termination liability period is the estimated service life of the facilities provided.

The amount of the maximum termination liability is equal to the estimated amounts for:

- (a) cost installed of the facilities provided , including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate. Cost installed includes the cost of:
  - (1) equipment and materials provided or used;
  - (2) engineering, labor and supervision;
  - (3) transportation; and
  - (4) rights-of-way.
- (b) license preparation, processing and related fees;
- (c) tariff preparation, processing and related fees;
- (d) cost of removal and restoration where appropriate; and
- (e) any other identifiable costs related to the specially constructed or rearranged facilities.

The applicable termination liability charge is based on the normal method for circulation the unpaid balance of a term obligation.

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SECTION 2 – RULES AND REGULATIONS, (Cont'd)

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SECTION 2- RULES AND REGULATIONS, (Cont'd.)

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## Competitive Local Exchange Telecommunications Service

## SECTION 3 – EXCHANGE AREAS

REFERENCE TO VERIZON PA TARIFF FOR LOCAL EXCHANGE MAPS WITH EACH PARTICULAR EXCHANGE OR ZONE MAY BE FOUND IN THE TELEPHONE DIRECTORY PUBLISHED BY THE INCUMBENT LOCAL EXCHANGE PROVIDER IN THE CUSTOMER'S EXCHANGE AREA. ALL EXCHANGES AND ZONES LISTED ARE IN VERIZON PENNSYLVANIA, INC TERRITORY.

**3.1 DESCRIPTION**

The Philadelphia and suburban exchange areas have been classified into zones for the purpose of determining and measuring local use and local calling areas. All other exchange areas will be identified by name for the purpose of this tariff.

**3.1.1 Zone Exchange Area**

1. Philadelphia: North-Central-South
2. Philadelphia: Wesr, overbrook, Eastwick, University City
3. Philadelphia: Oak Lane, Chestnut Hill, Manayunk, Germantown
4. Philadelphia: Fox Chase, Bustleton, Frankford
10. Chester Heights
11. Chester
12. Media
13. Swarthmore
14. Darby-Ridley Park
17. Upper Darby
21. Havertown-Manoa
22. Broomall-Newtown 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. Bethayers-Huntingdon Valley
38. Willow Grove
39. Hatboro
40. Feasterville-Churchville
41. Eddington-Cornwell Heights
42. Bristol
43. Langhorne
44. Levittown

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SECTION 3 – EXCHANGE AREAS, (Cont'd)

3.1 DESCRIPTION, (Cont'd)

3.1.1 Zone Exchange Area, (Cont'd)

45 Warrington

Other Exchange Areas

Allentown  
Bethlehem  
Center Point  
Chester Springs  
Collegeville  
Downingtown  
Doylestown  
Eagle  
Easton  
Exton  
Kennett Square  
Kutztown  
Lansdale  
Morrisville  
New Hope  
Newtown  
North Wales  
Phonixville  
Pottstown  
Quakertown  
Reading  
Royerford  
Westchester  
Yardley

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Competitive Local Exchange Telecommunications Services

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**SECTION 3 – EXCHANGE AREAS, (Cont'd.)**

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**SECTION 3 – EXCHANGE AREAS, (Cont'd.)**

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SECTION 4 - LOCAL CALLING AREAS, (Cont'd.)

4.1 DESCRIPTION

The local calling areas and/or Band 1 calling for the Philadelphia, suburban and all other exchange areas is defined below. Calling areas may include other company's exchanges.

<u>EXCHANGE AREA</u>	<u>LOCAL CALLING-BAND 1</u>	
Lansdale	Center Point Lansdale North Wales Zone 30	Harleysville Line Lexington Souderton
Morrisville	Ewing (N.J.) Newtown Yardley Zone 43	Morrisville Trenton (N.J.) Zone 42 Zone 44
New Hope	Buckingham Doylestown New Hope Plumbsteadville Yardley	Carversville Lambertville (N.J.) Newtown Wycombe
Newtown	Newtown Yardley Zone 43	Wycombe Zone 40 Zone 44
North Wales	Center Point Lansdale North Wales Zone 30	Harleysville Line Lexington Souderton Zone 33
Phoenixville	Chester Springs Eagle Pughtown Zone 28	Collegeville Phoenixville Royersford Zone 29
Pottstown	Boyertown Douglassville Pottstown Royersford Schwenksville	Collegeville Phoenixville Pughtown Sassmansville
Quakertown	Bedminister Ferdale Pennsburg Plumsteadville Souderton	Dublin Green Lane Perkasie Quakertown Springtown

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## SECTION 4 – LOCAL CALLING AREAS, (Cont'd.)

## 4.1 DESCRIPTION, (cont'd.)

<u>EXCHANGE AREA</u>	<u>LOCAL CALLING -BAND 1</u>	
Reading	Adamstown Birdsboro Green Hills Kutztown Morgantown Reading Topton Yellow House	Bernville Fleetwood Hamburg Leesport Oley Robesonia Womelsdorf
Royersford	Center Point Collegeville Phoenixville Pughtown Schwenksville Zone 30	Chester Springs Eagle Pottstown Royersford Zone 29
West Chester	Downingtown Lenape Mortonville Westtown Zone 28	Exton Mendenhall West Chester Zone 10
Yardley	Ewing (N.J.) New Hope Trenton (N.J.) Yardley Zone 43	Morrisville Newtown Wycombe Zone 42 Zone 44

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Competitive Local Exchange Telecommunications Services

SECTION 4 – LOCAL CALLING AREAS, (Cont'd.)

4.1 DESCRIPTION, (cont'd.)

<u>EXCHANGE AREA</u>	<u>LOCAL CALLING-BAND 1</u>	
Allentown	Allentown Bethlehem Coopersburg Emmaus Ironton Nazareth New Tripoli Riegelsville Springtown	Bath Catasauqua Easton Hellerstown Kutztown New Smithville Northampton Slatington Topton
Bethlehem	Allentown Bethlehem Coopersburg Hellertown Nazareth Riegelsville Springtown	Bath Catasauqua Easton Ironton Northampton Slatington
Center Point	Center Point Harleysville North Wales Zone 30	Collegeville Lansdale Schwenksville
Chester Springs	Chester Springs Exton Pughtown Zone 28	Eagle Phoenixville Royersford
Collegeville	Center Point Green Lane Lansdale Phoenixville Royersford Souderton Zone 30	Collegeville Harleysville North Wales Pottstown Schwenksville Zone 29 Zone 31
Downingtown	Chester Springs Downingtown Exton Honey Brook Mortonville West Chester Zone 28	Coatesville Eagle Glenmoore Lenape Pughton Westtown

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## SECTION 4 -- LOCAL CALLING AREAS, (Cont'd)

## 4.1 DESCRIPTION, (cont'd.)

<u>EXCHANGE AREA</u>	<u>LOCAL CALLING-BAND 1</u>	
Doylestown	Buckingham Doylestown Line Lexington Wymcombe	Carversville Dublin Plumsteadville Zone 45
Eagle	Chester Springs Downingtown Exton Phoenixville Royersord Zone 28	Coatesville Eagle Glenmore Pughtown West Chester
Easton	Allentown Bloomsbury (N.J.) Easton Nazareth Riegelsville Upper Black Eddy	Bethlehem Catasauqua Hellertown Phillipsburg (N.J.) Springtown
Exton	Chester Springs Downingtown Exton Lenape Pughton Westown	Coatesville Eagle Glenmore Mortonville West Chester Zone 28
Kennett Square	Avondale Kemblesville Landenberg Mendenhall Unionville West Grove Hockessin (Del.)	Coatesville Kennett Square Lenape Mortonville West Chester Westtown Wilmington (Del.)
Kutztown	Allentown Kempton Reading	Fleetwood Kutztown Topton

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**SECTION 4 – LOCAL CALLING AREAS, (Cont'd)**

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**SECTION 5 – LOCAL EXCHANGE ACCESS SERVICE**

**5.1 DESCRIPTION**

5.1.1 Local Exchange Access Service provides a Customer with a connection to the Company's switching node, which offers the Customer the following:

- A unique telephone number or group of telephone numbers;
- Access to the public switched network, including:
  - a) The ability to receive calls from other stations on the public switched network;
  - b) Company's exchange and switched calling;
  - c) Interexchange calling provided by interexchange carriers pre-subscribed to the Company's switch, such as 700, 800/888, 900/976 and long distance;
  - d) operator services
  - e) directory assistance;
  - f) emergency services, including 911;
  - g) telecommunications relay services.

Customers subscribing to Company's Local Exchange Access Service will be provided with 1+, 0+, 0-, and 10XXX capabilities, where available.

The Company offers Customers a one-time, no-charge option to block access code at the time of installation.

Each Company Local Exchange Access Service includes a primary directory listing in the telephone directory (s) published by the dominant local exchange carrier serving the customer's location, unless another arrangement is requested by the customer. The listed number will be the Customer's main Billing number.

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Competitive Local Exchange Telecommunications Services

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**SECTION 5 – LOCAL EXCHANGE ACCESS SERVICE, (Cont'd)**

**5.1 GENERAL, (cont'd)**

On an annual basis, a Customer of the Company's Local Exchange Access Service will receive, at no charge, one copy of the directory (s), listing all telephone service subscribers (except unlisted and unpublished numbers) within the Customer's local area.

**5.2 Description**

Local Exchange Access Line Service provides a Customer with voice-grade telephone communications channels which can be used to place or receive a call. Local Exchange Access Lines provide for connection of Customer-provided single-line terminal equipment, key systems, and/or facsimile machines to the Company's switching node.

Company Local Exchange Access Line Service will be provisioned on an on-net basis.

.1 ON-NET service is provided at locations in which the Company has installed facilities and has access to a customer's location. Service will be provided based upon availability of Company facilities.

.2 OFF-NET service utilizes unbundled loop services or resold services provided by other local exchange carriers. Service will be provided based upon the cost effective availability of interconnection arrangements, unbundled loops and/or resold facilities.

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## Competitive Local Exchange Telecommunications Service

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SECTION 6- LOCAL CALLING SERVICES

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## 6.1 LOCAL USAGE OPTION

## 6.1.1 UNLIMITED LOCAL USAGE

The Local Usage Option, the customers pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area.

## 6.1.2 UNLIMITED METROPOLITAN USAGE

The Metropolitan Usage Option, the customers pays a stipulated monthly rate for an unlimited number of outgoing calls within the Philadelphia and Philadelphia Suburban Exchange Areas.

## 6.1.3 Rates

## (a) Residential

Unlimited Local Usage	<u>MRC</u> 37.00
Unlimited Metropolitan Usage	18.00
Connection Fee (One time charge)	<u>NRC</u> 40.00

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Norristown Pa 19401

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Competitive Local Exchange Telecommunications Service

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## SECTION 7- DIRECTORY ASSISTANCE

## 7.1 DIRECTORY ASSISTANCE DESCRIPTION

## 7.1.1 Description

Customers of the Company's Local exchange Access Services may obtain directory assistance to determine telephone numbers by calling a directory assistance operator. Calls to NPA'S in the Philadelphia LATA will be rated by the Company as "local" for the purpose of Directory Assistance pursuant to this tariff.

## 7.1.2 Charge Exemptions

When Company's underlying directory assistance provider offers a similar allowance to the Company, the following exemptions apply to directory assistance charges.

## .1 Residence Monthly Call Allowance

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each residence exchange service line. Call allowance are not transferable between accounts.

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213 Haws Ave  
Norristown Pa 19401

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## SECTION 7 - DIRECTORY ASSISTANCE, (Contend.)

## 7.1 DIRECTORY ASSISTANCE DESCRIPTION, (Contend)

## 7.1.3 Rates and Charges

Directory Assistance charges apply to all directory Assistance request made to the Company. Requests for information other than telephone numbers will be charged the same rates for the applicable request for telephone numbers.

	<u>Local</u>
Per Directory Assistance Call	\$1.25

## 7.1.4 Credit

A credit will be given if a customer notifies the Company within three business days of the following:

- (a) A cut -off was experienced during the directory assistance call; or
- (b) An incorrect telephone numbers was given by the directory assistance operator.

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Competitive Local Exchange Telecommunications Service

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SECTION 7 - DIRECTORY ASSISTANCE, (Cont'd.)

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## Competitive Local Exchange Telecommunications Services

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**SECTION 8 – LOCAL EXCHANGE ACCESS SERVICE, (Cont'd.)****8.1 LIFELINE SERVICE****8.1.1 Description**

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

**8.1.2 Regulations**

- A) 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 or household. 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.
- B) 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:
- 1) One-Party Residence Line Rate or Local Measured Service Option
  - 2) Directory Listing (standard only)
  - 3) Non-Published or Non-Listed Telephone Number Service
  - 4) Access to Directory Assistance Service
  - 5) Touch Tone Calling Service
  - 6) 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
  - 7) Access to Operator services
  - 8) Voluntary Toll restriction Option
  - 9) Link Up America (if eligible)
  - 10) Access to 800/888
  - 11) Access to Call Trace
  - 12) Access to Alerting and Reporting systems (9-1-1 dialing)
  - 13) Access to Pennsylvania Telecommunications Relay Service.
  - 14) Caller ID Per-call and Per-line Blocking
  - 15) One optional vertical service (1)
- (1) When a life customer subscribes to the company's or a private vendor's voice service as the optional vertical service, a second vertical service may be added if necessary to make the voice mail service function.

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**Competitive Local Exchange Telecommunications Service**

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**Section 8 - LOCAL EXCHANGE ACCESS SERVICE, (Cont'd.)****8.1 LIFELINE SERVICE (Cont'd.)****8.1.2 Regulations (Cont'd.)**

- c. An applicant for lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Re-certification of Lifeline Service participants may be conducted biennially by Nutel Phone Service.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

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 nonparticipation). Participation by DPW is subject to execution of an agreement with DPW and Nutel Phone Service.

- d. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility re-certified as determined by Nutel Phone Service. When the Company is notified by the customer or determines through re-certification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) 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 re-certification process in order to retain Lifeline Service.

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**SECTION 8 – LOCAL EXCHANGE ACCESS SERVICE, (Cont'd.)**

**8.1 LIFELINE SERVICE (Cont'd.)**

**8.1.2 Regulations (Cont'd.)**

- E) 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.
- F) Only Services listed in 10.2(B) above will be provided to lifeline customers. All other premium services offered by the company will not be available.
- G) Lifeline Service customer are required to apply for the Link Up America benefit When applicable.
- (h) Customer requested temporary suspension of Lifeline Service is not permitted.
- (I) Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- (j) The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- (k) Lifeline customers are subject to all residence service regulations in this and other tariff of Nutel Telephone Company.
- (l) Residence Lifeline Service cannot be resold by the Lifeline customer or the lifeline customer agent(s).
- (m) Resale of Life Services are subject to resale rate obligations under Section 251©(4) of the Telecommunications Act of 1996.
- (n) All outstanding charges, account balances and service restriction apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- (o) Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restore charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restore. If a lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- (p) Toll-Blocking and Toll-Control services will be provided at no charge to lifeline Service subscribers, to the extent that they are offered.

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**SECTION 8 - LOCAL EXCHANGE ACCESS SERVICE, (cont 'd.)**

**8.1 Lifeline service (cont'd)**

**8.1.2 regulations (cont'd)**

**3. DIAL TONE LINE MONTHLY RATE**

- (A) Applicable Residence Dial Tone monthly rate minus \$1.75(1).
- (B) Lifeline Service customers will pay applicable Subscriber Line Charge Monthly rate minus \$3.50 (1) (2).
- (C) Lifeline Services 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 and Subscriber Line charges monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero
- (2) \$4.35 for Interstate Price cap Companies per FCC CALLS order (FCC00-193, May, 31, 2000).

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Competitive Local Exchange Telecommunications Services

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SECTION 8- RULES AND REGULATION

8.2 LINK UP AMERICA SERVICE

8.2.1 DESCRIPTION

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low income customers. Note: Customer who qualify for Link Up America Service may also qualify for Lifeline Service.

8.2.2 REGULATIONS

Link Up America is available to residence customers who meet the following eligibility criteria:

- a. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirement set out in (a).

- b. An application for link Up America Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) program, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All states(Except Alaska and Hawaii) and the District of Columbia. Re-certification of Lifeline Service participants may be conducted biennially by Nutel.

Pennsylvania Department of Public Welfare Link Up America Service Program:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

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

- c. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence.

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Norristown Pa 19401

Competitive Local Exchange Telecommunications Services

SECTION 8 – RULES AND REGULATIONS, (CONT'D).

8.2 LINK UP AMERICA SERVICE (cont.)

8.2.2 REGULATION (cont.)

- d. Link Up America applicants are not exempt from Telephone Company Deposit requirements.
- e. 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.
- f. The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

8.2.3 RATES

The Link Up America Program provides for 50% discount on the service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's Tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to Link Up America Customer in monthly installments as specified in the Telephone Company's Tariffs.

8.3 Telecommunications Relay Services(TRS)

The Pennsylvania Telecommunications Relay Services (TRS) 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 hearing and/or 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 this company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills.

	<u>Monthly Rate</u>
Per access line per month	\$.06 (Resident Customers) \$.12 (Business Customers)

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## SECTION 9- INTRALATA TOLL

### 9.1 IntraLATA Toll Pre-subscription

- (A) IntraLATA Pre-subscription is a procedure whereby a customer designates to the Telephone Company the intraLATA Toll Provider (ITP) which 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 pre-subscription does not prevent a customer, who has pre-subscribed 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 an end user 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 Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGE) Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Telephone Company. IntraLATA toll providers must submit an access Service Request (ASR) prior to the intraLATA toll pre-subscription conversion date or prior to the date on which the carrier proposes to begin participating in intraLATA toll pre-subscription, unless prior arrangements have been made with the Telephone Company.

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

- (B) At the option of the ITP, the nonrecurring charge for a change in intraLATA toll pre-subscription, as provided here in may be billed to the ITP, instead of the end user. This may involve charges resulting from end-user initial free choice PIC changes, as specified in C.1 following.

This option for the ITP to be billed for the PIC change charge instead of the end user is not available for orders placed directly via the Telephone Company's Business Offices.

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Norristown Pa 19401

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SECTION 9-INTRALATA TOLL (CON'D)

15. IntraLATA Toll Presubscription (Cont'd)

(C) Presubscription Charge Application

- (1) Existing end users may exercise an initial free presubscription choice, either by contacting the Telephone Company or by contacting the ITP directly. The initial free choice must be made within 90 days following implementation of intraLATA toll presubscription. The charge for the initial free choice change will be billed to the new ITP at the discretion of the Telephone Company. End users' choices, which constitute exercising the initial choice, are:

- Designated and ITP as their primary carrier thereby requiring no access code to access that ITP's Service. Other carriers are accessed by dialing 10XXX, 101XXXX, or other required codes.
- Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following and existing end user's initial free selection any subsequent selection made during the first 90 days after presubscription is implemented is subject to a nonrecurring charge as forth herein.

- (2) New end users who subscribe to service after the presubscription implementation date (including an existing customer who orders an additional line) will be asked to select a primary ITP when they place and order for Telephone Company Exchange Service. If a customer cannot decide upon an intraLATA toll carrier at the time, the Telephone 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' and will have to dial an access code to make IntraLATA toll calls.

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Norristown Pa 19401

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SECTION 9- INTRALATA TOLL(CON'D)

15. IntraLATA Toll Presubscription (Cont'd)

(C) (Cont'd)

Initial free selections available to new end users are:

- Designate and ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 10XXX, 101XXXX, or other required codes.
- Choose no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company. In addition, new end users that do not select a preferred carrier will be assigned a 'No-PIC'

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

- (3) If an ITP elects to discontinue Feature Group D 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 the end users that it is canceling its Feature Group D service, request that the end user select a new ITP, and state that the canceling ITP will pay the PIC change charges as provided herein. The ITP must provide written notification to the Telephone Company that this activity has taken place.

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

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Norristown Pa 19401

SECTION 9- INTRALATA TOLL (CON'D)

15. IntraLATA Toll Pre-subscription (Cont'd)

(C) (Cont'd)

- (4) An Unauthorized PIC change is a change in the prescribed intraLATA toll provider that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in intraLATA presubscription occurs, the ITP making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided in G.2 following. In addition, the ITP will be assessed the applicable 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 Business/Residence line, and the presubscribed ITP is the same carrier for intraLATA and interLATA presubscription change charges as provided herein and the Telephone Company's corresponding F.C.C. Access Tariff apply. In addition, the ITP will be assessed the applicable charges for returning the end user to their preferred intraLATA toll provider as herein and in the Telephone Company's corresponding F.C.C. Tariff.

(D) 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 pre-subscription. The Equal Access Recovery Charge is billed to intraLATA toll providers.

(E) End User Charge Discrepancy

- (1) When a discrepancy is determined regarding an end user's designation of a preferred intraLATA toll carrier, the following applies depending upon the situation described.

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Effective Date: April 21, 2002

Issue By: Leroy Patterson, President  
213 Haws Ave  
Norristown Pa 19401

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SECTION 9- INTRALATA TOLL (CON'D)

15. IntraLATA Toll Pre-subscription (Cont'd)

(E) (Cont'd)

(1) (Cont'd)

- A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
- When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
- If an end user denies requesting a change in IntraLATA toll pre-subscription as submitted by an ITP, and the ITP is unable to produce a letter of authorization, signed by the end user, the ITP will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The ITP will also be assessed the IntraLATA toll presubscription change charge as specified herein, which was previously billed to the end user.

(2) Verification of Orders for Telemarketing.

Neither the ITP or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

(F) PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in

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Effective Date: April 21, 2002

Issue By: Leroy Patterson, President  
213 Haws Ave  
Norristown Pa 19401

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SECTION 9- INTRALATA TOLL(CON'D)

15. IntraLATA Toll Pre-subscription (Cont'd)

(F) (Cont'd)

Primary carrier submitted by the ITP. The ITP participating in PIC Switchback will be billed the PIC Switchback Charge, and the pre-subscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

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

This option in no way relieves the ITP of the F.C.C. requirement for:

- Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
- Instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Public Utility Commission concerning unauthorized changes in carrier.

(G) Rates and Charges

(1)	The charges for a change in intraLATA Toll Pre-subscription	<u>Rate</u> \$5.00	per line
(2)	The charge for unauthorized Business or Residence service change in intraLATA Toll Pre-subscription	\$35.65	per line

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Norristown Pa 19401

## SECTION 10-911 TARIFF LANGUAGE

### 10.1 GLOSSARY OF TERMS

**Host Telephone Company:** The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification. (ALI)MSAG data used for providing 9-1-1 service.

**Telephone Company:** A telecommunications public utility regulated by the Pennsylvania Public Utility commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider".

**Content:** the data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional (where required)
- F. Even (E), odd (O), or all (A) (applied to house numbers)
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) (where required)

**Formatting, Format:** Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validation against MSAG records.

### 10.1.2 REGULATIONS

- A. The telephone Company will comply with the Protocols as set forth in, and in the form of, Service provider E-9-1-1 Protocols, Service provider E-9-1-1 Questionnaire and Testing Procedures in accordance with Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; settlement agreement of all Parties and Joint petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in Pa.P.U.C. No. 1, Section I, General Regulations.
- D. Cases of Services interruptions affection public health and safety shall received priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless condition beyond the service's control prevent service restoration.

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Effective Date: April 21, 2002

Issue By: Leroy Patterson, President  
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Norristown Pa 19401

## SECTION 10- 911 TARIFF LANGUAGE

### 10.1.3 DESCRIPTION OF SERVICE

#### Universal Emergency Telephone Number Service

##### General

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

### 10.1.4 Regulations

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

Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issue By: Leroy Patterson, President  
213 Haws Ave  
Norristown Pa 19401

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**Competitive Local Exchange Telecommunications Service**

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**OPTIONAL SERVICE****SECTION 11.1 DESCRIPTION**

The following central office-based all management service are to be available to individual line customers where Telephone Company facilities and customer configuration permit :

**A. Call Waiting**

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

Where facilities permit, Tone Block is automatically included with call Waiting. Tone Blocks permits Call Waiting subscribers to deactivate Call Waiting prior to initiating a call. The customer deactivate call Waiting by dialing a special code. The call will be automatically reactivated when the call or call attempt is terminated. There is no additional charge for Tone Block feature of Call Waiting. Call waiting is available to individual line customers by monthly subscription, which provided unlimited use.

**B .Call Forwarding****Call Forwarding Variable**

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

Call Forwarding Variable is available to individual line customer by monthly subscription, which provides unlimited use of the service.

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Competitive Local Exchange Telecommunications Service

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OPTIONAL SERVICE

## SECTION 11.1 DESCRIPTION Con't

## C Three-Way Calling

Three-Way Calling permits the customer, by operation of the switch hook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the for all callers will be terminated. In addition, where facilities permit, Three way calling may be use by a customer who has Call Waiting with Tone-Block to deactivate Call Waiting during a call.

## D. Identia Ring Service

Identia Ring Service enables an individual line subscriber to have up to two telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone line in addition to the main number(referred to as one "master" number). Each number when dialed will result in a distinctive ring which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customer who subscribed to Identia Ring Service and Calling Waiting. Identia Ring Service is associated with incoming calls only and does provide a separate dial tone line to place outgoing calls. Identia Ring Service is only offered on a monthly subscription basis.

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Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
Norristown Pa 19401

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Competitive Local Exchange Telecommunications Service  
OPTIONAL SERVICE

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## SECTION 11.1 DESCRIPTION (Cont'd)

## E. Return Call

This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate return call, the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompt will instruct the customer dial a certain digit and the call will automatically be return.

If the call line is found to be busy, a 30 -minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the call line is idle. The network periodically tests the busy/idle status of the called line until both line are found idle or queuing process expires.

If a caller use a per call or line blocking, a called party to activates return Call will not receive the voice back of the calling party's telephone number and will not be able to return the call through the use of Return call Service.

A return Call activation is considered complete and billable after the feature is activated by dialing the code, regardless of whether or not the called is returned, **except** in cases where the calling number is not available from the network (e.g., calls from areas not equipped to provide this service) or the originating caller is using per call blocking.

All telephone numbers, including non-published and non-Listed telephone numbers will be announced to a Return Call user unless blocked on the originating end.

Customer can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for monthly use.

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Issue Date: April 16, 2002

Effective Date: April 21, 2002

Issue By: Leroy M Patterson, President  
213 Haws Ave  
Norristown Pa 19401

## OPTIONAL SERVICE

### SECTION 11.1 DESCRIPTION (Cont'd)

#### H. Caller ID Service

Caller ID is an optional service which allows a customer to see the telephone number of the incoming calls. The calling telephone number will be displayed on a customer-provided display unit. The calling telephone number will be displayed between the first and second rings. All telephone numbers will be displayed unless blocked on the originating end. When a calling party is using blocking, the Caller ID subscriber will receive an indication that the number is blocked.

In addition to the ability to see the telephone number of incoming calls, caller ID Service may also, as facilities permit, provide a customer with the ability to reject calls from callers who have chosen to block the passage of their telephone numbers on outgoing calls. (Caller ID Act 83 of 1993 blocking requirements pertaining to per-call and per-line blocking.) This feature, called Anonymous Call Rejection (ACR) can be activated or deactivated as the Caller ID desires by dialing specific codes. When initially provided, ACR is deactivated. ACR will remain on or off until the customer makes a change. When a caller, who has blocked the passage of his/her telephone number, calls a caller ID subscriber who activated ACR, he/she will receive an announcement that the customer is not accepting calls from callers who are blocking their number. In addition, in this situation, the caller ID subscriber's telephone will not ring.

There are several ways to complete a call to a Caller ID subscriber who has activated Anonymous Call Rejection: (1) place the call through a Bell Atlantic operator; (2) place the call on the Bell Atlantic network using a Bell Atlantic telephone calling card; or (3) place the call without blocking.

#### I. Caller ID Deluxe Service

Caller ID Deluxe is an optional service which, in addition to providing the same capabilities as Caller ID, allows a customer to see the main listed name associated with the telephone number of incoming calls. All telephone numbers, including NON-Published and NON-Listed telephone numbers, will be displayed unless blocked on the originating end. When a calling party is using blocking, the caller ID Deluxe subscriber will receive an indication that the name and number are blocked.

Caller ID /Caller ID Deluxe Service is available to customers by monthly subscription only, which provides unlimited use of service.

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Norristown Pa 19401

## Competitive Local Exchange Telecommunications Service

## OPTIONAL SERVICE

## SECTION 11.2 MONTHLY RATES BUSINESS

	<u>Individual Monthly Rates</u>
Call Block, per line	\$6.00
Call Forwarding Variable per line	6.00
Call waiting, Per line	6.00
Caller ID	12.00
Caller ID Deluxe	14.00
Ident Ring Service	
First Dependent number	7.50
Second Dependent Number	7.50
Return Call per line	6.00
Three Way Calling, per line	6.00

## 11.3 MONTHLY RESIDENCE RATES

	<u>Individual Monthly Rates</u>
Call Block, per line	\$5.00
Call Forwarding Variable per line	5.00
Call waiting, per line	5.00
Caller ID	10.00
Caller ID Deluxe	12.00
Ident Ring Service	
First Dependent number	7.50
Second Dependent Number	7.50
Return Call, Per line	5.00
Three_Way Calling, per line	5.00

Customers may subscribe to Call Waiting, Call Forwarding, Three Way Calling, Unpublished number, Speed Dial, and Call Return options for \$20.00 per month.

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