

2.3.5.5 Pittsburgh Suburban Exchange Area (cont.)

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2.3.6 Additional Charges Applied to Basic Exchange Access Services

In addition to the Charges for Basic Exchange Access Services described in Section 2.3.5 preceding, the following charges apply to each individual Exchange Access Service line unless otherwise specified:

- A. The End User Common Line Charge (as set forth in Verizon Interstate Access Tariff F.C.C. No. 1, Section 3) applies in addition to the monthly Basic Exchange Access Services rate as described above.
- B. The 911 Telecommunications Surcharge.
- C. Any applicable municipal, state or federal taxes, franchise fees or other charges.
- D. Casual traffic charges that are derived from third party calls (e.g., 10XXX, 900/976, third party calls initiated by the Customer through the Company's system) and trafficked over the Company's system.
- E. The Telecommunications Relay Service Surcharge.

2.4 Local Usage Service

2.4.1 General

Local usage services provide Customers subscribing to the Company's Exchange Access Service the ability to place calls to and receive calls from parties located in the Company's Local Usage Service Area. The Local Usage Service Area of the Company includes the operating area of Verizon - Pennsylvania, Inc.¹

2.4.2 This Section is Reserved for Future Use

¹Local Usage Service Area maps are located in Section 5 of this tariff.

2.4.3 Local Usage Service - Rate Schedule

A. General

All Local Usage Service Rates are applied per minute of use as follows unless otherwise specified.

To determine rates charges for calls between zones, call bands (as defined in Section 2.4.5 of this tariff) are applicable.

B. Exchange Rate Classification

Where usage rate groups are applicable for certain usage packages, classification into such rate groups is made on the basis of the number of lines in the relevant local calling area for the package, adjusted by weighting factors that reflect distance:

1. Lines: The number of lines for each exchange is the sum of the total number of Residence and Business main lines.

2. Weighting Factors:

- a. For the exchange itself, each line is counted as "1".
- b. For each other exchange which may be called on a local basis, the number of lines is multiplied by a factor based on the rate center to rate center distance, as follows:

Mileage Bands	1-10	11 - 16	17 - 22	23 - 30
Distance Factors	1.0	1.5	2.0	2.5

3. The Weighted Line Rate Groups for Exchange Usage are:

Usage Rate Group Weighted Lines in Local Calling Area

A	0 -6,000
B	6,001 -12,000
C	12,001 -27,000
D	27,001 -46,000
E	46,001 -83,000
F	83,001 -170,000
G	170,001 -350,000

For the purposes of determining the Dial Tone Line, rate, the Pennsylvania Exchanges are classified in dial tone Cells as provided in Section 2.2.3.

2.4.3.1 Pennsylvania Exchange Area

A. Time Periods

All times shown below indicate the termination of one rate application period and the beginning of the "next." Calls connected at exactly the start or end of the time periods are considered to be in the "next" period.

Except where otherwise specified, time periods for all rates are as follows:

Weekday: 8:00 AM to 10:00 PM, Monday through Friday

Night and Weekend: 10:00 PM to 8:00 AM, Monday through Friday. All day, Saturday and Sunday

B. Local Usage Rate Schedule

The following rates apply to directly dialed local messages placed in the periods defined in 2.4.3.1.A., preceding.

	<u>Weekday</u>	<u>Night and Weekend</u>
- All Call Band 1 Calls, per call	.07	.028

C. Extended Area Unlimited Usage Package

With the Extended Area Unlimited Usage Package Option, the Customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area. Rate Groups apply as provided in Section 2.4.3.B., preceding.

	<u>Monthly Rate</u>
Rate Groups A, B, C	\$6.00
Rate Groups D, E	\$7.45
Rate Groups F, G	\$9.20

D. Local Area Unlimited Usage Package

With the Local Area Unlimited Usage Package Option, the Customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area. Rate Groups apply as provided in Section 2.4.3.B., preceding

	<u>Monthly Rate</u>
Rate Groups A, B, C	\$3.80
Rate Groups D, E	\$5.20
Rate Groups F, G	\$6.85

2.4.3.2 Philadelphia, Philadelphia Suburban, Pittsburgh, and Pittsburgh Suburban Exchange Areas

A. Time Periods

All times shown below indicate the termination of one rate application period and the beginning of the "next." Calls connected at exactly the start or end of the time periods are considered to be in the "next" period.

Except where otherwise specified, time periods for all rates are as follows:

Weekday: 8:00 AM to 5:00 PM, Monday through Friday

Evening: 5:00 PM to 10:00 PM, Monday through Friday

Night and Weekend: 10:00 PM to 8:00 AM, Monday through Friday, All day, Saturday and Sunday

2.4.3.2 Philadelphia, Philadelphia Suburban, Pittsburgh, and Pittsburgh Suburban Exchange Areas (cont.)

B. Local Usage Rate Schedule - Dial Station to Station Calls

1. Call Band 1

The following rates apply to directly dialed local messages placed in the periods defined in 2.4.3.2.A., preceding.

	<u>Weekday</u>	<u>Evening Night and Weekend</u>
- Rate per Call		
- Residential	\$.07	\$.028
- Business	\$.07	\$.028

2. Call Bands 2-6

The following rates apply to directly dialed station-to-station calls placed in the periods defined in 2.4.3.2.A., preceding.

	<u>Weekday</u>	<u>Evening</u>	<u>Night and Weekend</u>
Call Band 2, rate per minute			
- Residential	\$.09	\$.05	\$.03
- Business	\$.09	\$.05	\$.03
Call Band 3, rate per minute			
- Residential	\$.12	\$.07	\$.04
- Business	\$.12	\$.07	\$.04
Call Band 4, rate per minute			
- Residential	\$.15	\$.09	\$.05
- Business	\$.15	\$.09	\$.05
Call Band 5, rate per minute			
- Residential	\$.18	\$.11	\$.05
- Business	\$.18	\$.11	\$.05
Call Band 6, rate per minute			
- Residential	\$.21	\$.12	\$.06
- Business	\$.21	\$.12	\$.06

2.4.3.2 Philadelphia, Philadelphia Suburban, Pittsburgh, and Pittsburgh Suburban Exchange Areas (cont.)

C. Unlimited Usage Package - Philadelphia Suburban and Pittsburgh Suburban Exchange Areas

With the Unlimited Usage Package option, the Customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified call band. The following rates apply only to such Customers in the Philadelphia Suburban and Pittsburgh Suburban Exchange Areas.

	<u>Monthly Rate</u>
Call Band 1	
Metropolitan Area Unlimited Option	\$26.00
Local Area Unlimited Option	\$6.85

2.4.3.3 This Section is Reserved for Future Use

2.4.3.3 This Section is Reserved for Future Use (cont.)

2.4.3.4 This Section is Reserved for Future Use

2.4.3.4 This Section is Reserved for Future Use (cont.)

2.4.3.5 This Section is Reserved for Future Use.

2.4.3.5 This Section is Reserved for Future Use (cont.)

2.4.4 Additional Discounts

Reserved for Future Use.

2.4.5 Call Bands

Call bands are used to determine the rates charged for calls between zones.

For example, to find the charges applicable to dial station-to-station messages for the Philadelphia Suburban exchange area, one would consult the chart in Section 2.4.5.B. To find the call band applicable for a call between Zone 13 and Zone 40, find the row for Zone 13 along the horizontal rows of the table, and follow it across to the column for Zone 40. The table shows that the applicable Call Band is Call Band 5. Then refer to Section 2.4.3.2.B.2. to determine the applicable rate for the time period of the call.

2.4.5 Call Bands (cont.)

1. Philadelphia Exchange Areas

The following table shows the call bands applicable from stations within the Philadelphia exchange to all zones of the Philadelphia Suburban Exchange.

2.4.5 Call Bands (cont.)

2. Philadelphia Suburban Exchange Areas

The following table shows the call bands applicable from stations within the Philadelphia Suburban Exchange to all points with their local calling areas.

2.4.5 Call Bands (cont.)

2. Philadelphia Suburban Exchange Areas (cont.)

2.4.5 Call Bands (cont.)

C. Pittsburgh Exchange Areas

The following table shows the call bands applicable from stations within the Pittsburgh exchange to all zones of the Pittsburgh Suburban exchange.

2.4.5 Call Bands (cont.)

D. Pittsburgh Suburban Exchange Areas

The following table shows the call bands applicable from stations within the Pittsburgh Suburban Exchange to all points with their local calling areas.

2.4.5 Call Bands (cont.)

D. Pittsburgh Suburban Exchange Areas (cont.)

2.5 Optional Exchange Access Service Enhancement Features and Rate Schedule

2.5.1 General

Services in this section may be purchased in addition to a Company provided Exchange Access Service. These features are available only when purchased in combination with a Company provided Exchange Access Service.

2.5.2 Optional Exchange access service Enhancement Features

AUTOMATIC CALL BACK

Allows a Customer to return most recent incoming calls whether answered or not. If the line to which the request is made is idle, the calls go through; if the line is busy, the automatic callback continues to attempt until the line is free. The request is deactivated after 30 minutes or six unanswered ring backs if the call is not completed.

BLOCKING

A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Optional Exchange Access Service Enhancement Features. Blocking will also prevent call completion through the use of Automatic Call Back Service. Customers have two blocking options:

Per-Call Blocking

To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis.

Line Blocking

Line Blocking must be added to a Customer's line by contacting the Company's business office and having a service order issued. All calls are automatically blocked when a Customer subscribes to line blocking unless the blocking feature is deactivated. If a customer subscribes to line blocking, he/she can deactivate blocking by dialing a special code prior to placing a call. Blocking will be deactivated for that outgoing call only. Line blocking is provided without charge, except as discussed in the rate section of this Tariff.

Per-Call and Line Blocking Services require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Company. The services can be activated by either dial-pulse (rotary) or Touch-Tone line dial tone service. These services can be provided to individual line customers only.

Blocking services, both per-call and line, are available to all Customers in the Company's serving territory. Per-Call Blocking is automatically available for Residence and Business Customers, and Line Blocking can be obtained by contacting the Company's business office and having a service order issued. If a customer chooses to block, the name, number, and voiceback, Blocking will also prevent call completion through the use of Automatic Call Back Service.

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

BUSY LINE TRANSFER

In the event that the called telephone number is busy, this feature automatically forwards incoming calls to a predetermined telephone number served by the same central office switch, or provides inter-switch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls. Additional local usage charges can apply (see Section 2.4).

CALL BLOCK

This service allows the Customer to prevent future calls from up to a maximum of six specific telephone numbers. This service can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block Customer from telephone numbers on this screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block Customer's telephone does not ring. For calls from a line within multiline hunting, the call is blocked only where the main telephone number has been entered in the screening list. Customers can either incur a daily usage charge that applies for each day the list is active; or subscribe to the service and incur a monthly charge for unlimited use.

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

CALL FORWARDING - Busy Line

This feature allows incoming calls to a line that is busy to be forwarded to another line specified by the Customer. The Call Forwarding - Busy Line feature is furnished from central offices where facilities are available as determined by the Company.

CALL FORWARDING - Busy Line and Don't Answer

In addition to Call Forwarding - Busy Line services, this feature also allows incoming calls to a line that is not answered after a specific number of rings designated by the Customer and within parameters defined by the Company to be forwarded to another line specified by the Customer. On a monthly basis, Customers may subscribe to one feature or to both features combined. This offering is available to individual line Residence and Business Customer, excluding Exchange Access Lines associated with Direct Inward Dialing, WATS, Centrex, Semipublic, COCOT, Mobile service and other services as determined by the Company.

Call Forwarding - Busy Line, Don't Answer features and furnished from, central offices where facilities are available, as determined by the Company.

CALL FORWARDING - Variable

Permits a Customer to automatically transfer all incoming calls to another dialable telephone number. In addition to these charges, local usage charges as detailed in Section 2.4 will apply.

CALL FORWARDING REMOTE

In addition to the Call Forwarding Variable feature access method, Call Forwarding Remote provides the Customer with access from any touch-tone or touch-signaling-capable telephone. The Customer will dial a Remote Access Directory Number (RADN) and then be guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate. Call Forwarding Remote Service is only offered on a monthly subscription basis. Call Forwarding Remote is a Remote Change Service.

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

CALL TRACE

This feature will, upon successful Customer activation, automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to Customers whose basic exchange access service includes only Residence lines. The traced number will not be provided to the Customer by the Company, but it will be provided to law enforcement officials upon the written request of the Customer.

CALL WAITING

Provides a tone signal when a second call is coming in on a busy line.

CALLER ID

This central office feature provides for the display of the incoming telephone number on a Customer provided display device attached to the Customer's telephone line or on a Customer provided telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the Customer provided display device. The Company will forward all telephone numbers subject to technical abilities.

Caller ID, as facilities permit, provides a Customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

CALLER ID DELUXE

This service, in addition to providing the same capabilities as Caller ID, displays both the incoming telephone number and the main listed name associated with the incoming telephone number. This service will display all telephone numbers, including Non-Published and Non-Listed telephone numbers, 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 Deluxe, as facilities permit, provides a Customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

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

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

CALLER ID WITH NAME

This central office feature is only offered to Customers being served by appropriately equipped central office and subscribing to Caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a Customer provided display device. The Company will forward all calling names subject to technical limitations.

CONTROL EQUIPMENT FOR EXCHANGE ACCESS LINES

Make Busy Arrangement

An exchange access line make busy arrangement may be furnished when a Customer wishes to control the volume of incoming calls to an exchange access line or lines operated as a group. Control equipment located in the serving central office, a Customer provided control key on the Customer's premises and a Metallic channel for miscellaneous purposes are required to provide this service. The make busy arrangement will not be provided on Toll Free Service, coin telephone service or exchange access lines not operated as a hunting group.

Hunting Arrangement

Exchange access lines arranged as a hunting group may be furnished by control equipment located in the serving central office to provide the capability of completing multiple calls to a Customer by dialing one main telephone number.

Stop Hunt Feature

The stop hunt feature provides a Customer with a means of discontinuing trunk hunting as at predetermined point within a number of exchange access lines operated as a group. Control equipment located in the serving central office, a Customer provided control key on the Customer's premises and a Metallic channel for miscellaneous purposes are required to provide this service. The stop hunt feature will not be provided on coin telephone service.

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

FOUR WIRE SERVICE TERMINATING ARRANGEMENT

The Four Wire Service Terminating Arrangement permits switching equipment that is designed to use four wire terminations to be connected to the Company's standard two wire Foreign Exchange and Foreign Central Office facilities toll network. While this offering contemplates the use of four wire facilities, between the local serving wire centers and the premises switching equipment, two wired facilities may be used.

Transmission performance that meets the established standard of the Company will be obtained over facilities connected to a Four Wire Service Terminating Arrangement. If a Customer requests improvement beyond this, additional equipment will be provided, where facility conditions permit, subject to additional rates and charges based on the costs incurred.

MULTI RING SERVICE

Multi 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 the "Master number). Customers subscribing to this service will be able to receive calls dialed to two or three separate numbers without having a second or third access line. Distinctive ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. Multi Ring Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to Customers subscribing to the Call Waiting feature of Custom Calling Service.

PRIORITY CALL

This service provides one distinctive audible signal to the called Customer when a call is received from one of up to six respecified telephone numbers. This service is only available with telephone numbers located in appropriately equipped offices. If the called Customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multiline hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

2.5.2 Optional Exchange Access Service Enhancement Features (continued)

REPEAT DIALING

Allows a calling party to automatically redial the last number dialed, provided there has been no intervening calls. If the called line is busy, a 30-minute queuing process begins. The calling party is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy status of the called line until both lines are found idle or the queuing process expires.

Customer can subscribe to this service and pay a monthly charge or use it on a per activation basis. If a Customer subscribes to this service, the monthly rate includes unlimited usage. When the Customer uses the service on a per activation basis, a usage charge applies each time the service is activated whether or not the called party answers.

SELECT FORWARD

This service allows the Customer to select a maximum of six telephone numbers to be forwarded to a second telephone number. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the list is active, or subscribe to the service and incur a monthly charge for unlimited use.

THREE-WAY CALLING

Adds a third party to an established connection without operator assistance.

2.5.3 Optional Exchange Access Service Enhancement Features - Rate Schedule

Rates in this section are applied on a monthly basis unless otherwise specified:

BLOCKING	
- Non Recurring Charge ¹	\$.50*
CALL BLOCK	
- Usage Rate	\$5.00
CALL FORWARDING	
- Busy line	\$2.00
- Busy line and Don't Answer	\$2.00
- Variable	\$3.00
CALL TRACE	
- Per Activation	\$1.95*
CALL WAITING	\$3.62
CALLER ID	\$6.50
CALLER ID DELUXE	\$7.50

*each day active ICB - Individual Case Basis

¹Charge applies to change orders for subscription to feature. One charge applies per line, per order. One charge is in addition to applicable charges for other work being performed. The initial request for line blocking will be provided free of charge for all new and existing Customers upon request to the Company's business office. However, if a Customer subscribes, disconnects, and then reconnects line blocking at the same address, a nonrecurring charge will be charged. The nonrecurring charge will not, under any circumstances, however, be applied to victims of domestic violence receiving services from a domestic violence program or protected by court order, social welfare agencies such as women's shelters, health and counseling center, public service hotlines and the staff thereof.

2.5.3 Optional Exchange Access Service Enhancement Features - Rate Schedule (cont.)

MULTI RING SERVICE	
- 1 st Line	\$4.50
- 2 nd Line	\$4.50
PRIORITY CALL	
- Usage rate	\$2.75
REPEAT DIALING	
- Usage Rate	\$2.75
SELECT FORWARD	
- Usage Rate	\$3.50
THREE-WAY CALLING	
- Usage Rate	\$3.00

2.5.4 Optional Exchange Access Service Enhancement Features - Non-Recurring Charges

A. Nonrecurring Rates

The following nonrecurring service charges apply to change orders for subscription Optional Central Office Services. One charge applies per line, per order regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

	<u>Nonrecurring Product/Service Charge¹</u>
1. Change orders for subscription Optional Central Office Services, per line, per order.	\$20.00
2. Optional Central Office Usage Services Service Reactivation, per line ²	\$20.00
3. Change PIN for Remote Access Service, per change By Company	\$20.00
Change Call Forwarding arrangement on Multi Ring Service, per change ³	\$20.00
Change standard ringing and associated tone patterns Or change telephone number of dependent Multi Ring Number, per change	\$20.00

¹Appropriate business rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

²Applies to Customers who have previously had usage service(s) removed. These charges are not subject to any waiver stated in this or any other sections of this tariff. One charge applies per line regardless of the number of services reactivated.

³Applies to Customers who have previously established service. These charges are not subject to any waiver stated in this or any other sections of this tariff.

2.5.4 Optional Exchange Access Service Enhancement Features - Non-Recurring Charges (cont.)

A. Nonrecurring Rates (cont.)

	<u>Nonrecurring Product/Service Charge¹</u>
1. Change Multi Ring Service, per change (Change Call Forwarding Arrangement, standard ringing and Associated tone patterns, or telephone number of dependent number)	\$20.00
2. Line Blocking ²	\$20.00
3. For subscription requests received within a 90-day period following the initial provision of central office facilities, the introduction of new services, or the enhancement of existing services, the Company will waive the nonrecurring Product/Service Charge for the establishment of selected Optional Services. This provision does not apply to Centrex Customers.	

¹Appropriate business rates are applicable to Feature Group A and Lineside Basic Service Arrangement (BSA) Switched Access Service.

²The initial request for line blocking will be provided free of charge for all new and existing Customers upon request to the Company's business office. However, if a Customer subscribes, disconnects, and then reconnects Line Blocking at the same address, a nonrecurring product/service charge will be charged. The nonrecurring charge will not, under any circumstances, however, be applied to victims of domestic violence receiving services from a domestic violence program or protected by a court order, social welfare agencies such as women's shelter, health and counseling center, public service hotlines and the staff thereof.

2.6 Operator Assistance Services

2.6.1 General

Operator Assistance Surcharges apply when a Customer utilizes either an automated or live Company provided operator for purposes of completing or billing a call. Operator Assistance Surcharges apply in addition to either local usage or long-distance usage services as identified in Section 2.4.3 or 2.9 of this tariff.

2.6.2 Operator Assistance Surcharges - Descriptions

STATION-TO-STATION

Operator assists the caller by billing the call to a verified number other than the station number from which the call is being made or by which the call is received.

PERSON-TO-PERSON

Operator assists caller by beginning to bill the call only when a specifically identified party answers the phone.

2.6.3 Operator Assistance Surcharges - Rate Schedule

Call Bands apply as specified in Section 2.4.5

2.6.3.1 All Exchange Areas

A. Operator Local Calls - All Exchange Areas

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

- Station-to- Station*	\$1.40
- Person-to-Person	\$3.50

B. Operator Assisted Usage Charges - All Exchange Areas

Reserved for future use.

*Includes special billing number, operator dialed and completed calls and all Time and Charge request calls (except hotel/motel guest originated as provided in this tariff. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in performance of their jobs).

2.6.3.2 This Section is Reserved for Future Use

2.6.3.2 This Section is Reserved for Future Use (cont.)

2.6.3.3 This Section is Reserved for Future Use

2.6.3.3 This Section is Reserved for Future Use (cont.)

2.6.3.4 This Section is Reserved for Future Use

2.6.3.4 This Section is Reserved for Future Use (cont.)

2.6.3.5 This Section is Reserved for Future Use

2.6.3.5 This Section is Reserved for Future Use (cont.)

2.6.4 Verification Service

A. Line Status Verification *

Upon Customer request, subject to technical limitations, the operator will verify and provide the line status condition subject to a charge of \$x.xx per each request.

B. Call Interruption

Upon Customer request, subject to technical limitations, the operator will verify the line status condition and interrupt a call in progress to notify the party on the call that another caller is attempting to contact the line. The charge for call interruption is \$x.xx for each request. This charge includes verifying the line status condition and call interruption.

C. Billing

Charges may be billed alternatively billed to a Calling Card, Third Number, or Coin Sent Paid. Charges may not be billed as Person-to-Person or Collect Calls.

*Note: no charge will apply for a line status verification when a trouble condition is indicated on the line.

2.7 Directory Services

2.7.1 General

Directory services allow Customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or used by dialable directories and Company operators. This section applies only to services provided by the Company. (See Section 1.2.16 and 1.2.17 pertaining to the Company's liability for Customer information and its appearance in a public directory.)

2.7.2 Directory Services - Descriptions

ALPHABETIC DIRECTORY LISTING

Listing is provided in the alphabetical section of the directory of the local exchange area in which the Customer's premises is located. This listing is provided for each line provided pursuant to the Company's Exchange access Service. Where two or more lines are arranged to hunt, all of those lines so arranged constitute a separate Customer service.

ALTERNATE CALL NUMBER LISTINGS

An Alternate Call Number Listing is any listing of a name or information in connection with a Customer's access line number beyond that provided pursuant to the Alphabetical Directory Listing Service provided above. Alternate Call Number listings include duplicate listings, foreign listings, reference listings and temporary listings.

DIRECTORY ASSISTANCE CALL

Directory Assistance (D.A.) Call services furnish the Customer with either automated or operator assisted access to the Company's Directory Services database on a dial-up basis. A maximum of two number requests will be accommodated per D.A. Call Service call.

INFORMATION CALL COMPLETION

Information Call Completion (ICC) is available as an add-on to the Company's D.A. Call service. ICC allows the Customer to connect directly to a number requested via the Company's D.A. Call service by means of operator dialing.

PRIVATE LISTING

A telephone number which is not listed in either directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers.

SEMI-PRIVATE LISTING

A telephone number which is not listed in the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Service Customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party.

2.7.3 Listing Furnished Without Extra Charge

	<u>Number of Listings</u>
Business Service Listings For each Business telephone number listed, except numbers of Centrex or In-dialing Service station lines	1
Residence Service Listings For each Residence telephone number when provided at the time Service is established	2
Foreign Exchange Services Listings For each number listed in the alphabetical list for the foreign exchange	1

2.7.4 Charge Listings

The following charges apply to listings of the type covered in Section 2.7.3, preceding, in addition to the number specified therein.

A. Monthly Charges

	<u>Monthly Rate</u>
- For each listing	\$1.25

B. Product/Service Charges

In addition, a Product/Service charge applies as follows.

For a Residence listing within the limit specified in 2.7.3 preceding when requested subsequent to the establishment of service.

For each Residence or Business listing requested in excess of the number provided without extra charge as specified in 2.7.3 preceding.

For each change requested in an existing Residence or Business listing as specified in 2.7.3 preceding.

	<u>Product/Service Charge</u>
- Each Residence listing	12.00

The Product/Service charge does not apply for changing a listing on a Residence account when a Customer has assumed the outstanding charges on an existing account and the listing change is caused by a divorce, death, marriage or court order.

2.7.4 Charge Listings (cont.)

C. Alternative Call Number Listings

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
- Each listing	\$1.25	\$12.00
- Each existing Residence listing rearranged	N/A	\$12.00

D. Toll Free Service

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>
- First listing requested, per order	\$2.05	\$15.00
- Each subsequent listing requested on the same order	\$2.05	\$ 9.00
- First existing listing rearranged, per order	N/A	\$ 15.00
- Each subsequent existing listing rearranged on the same order	N/A	\$ 9.00

E. Other Directory Services

	<u>Residence</u>	<u>Business</u>
Directory Assistance Call - Per Call ¹	\$.59(Local) \$.95(National)	\$.57
Private Listing - Per Month for Each Listing	\$1.75	\$15.00
Semi-Private Listing - Per Month for Each Listing	\$1.25	\$15.00

¹An allowance of two direct dialed directory assistance calls per month without charge are permitted for each Residential exchange service or trunk line. Call allowances or calls are not transferable between separate accounts of the same Customer.

2.8 Restoration of Service

2.8.1 General

A restoration charge applies to the re-establishment of service and facilities suspended because of nonpayment of bills and is payable at the time of the arrangement of the re-establishment of the service and facilities suspended is arranged for.

2.8.2 Restoration of Service - Rate Schedule

Non-Recurring Charge

Per Occasion

\$25.00

2.9 Reserved for Future Use

2.10 Supplemental Equipment

Reserved for future use

2.11 Presubscription

2.11.1 IntraLATA Toll Presubscription

- A. IntraLATA Presubscription is a procedure whereby a Customer designates to the 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 presubscription does not prevent a Customer, who has presubscribed to an IntraLATA toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When 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 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 (FGD) Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Company. IntraLATA toll providers must submit an Access Service Request (ASR) prior to the intraLATA toll presubscription conversion date or prior to the date on which the carrier proposes to begin participating in intraLATA toll presubscription, unless prior arrangements have been made with the Company.

Selection of an intraLATA toll provider by 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 presubscription, as provided herein, 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 C1. 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 Company's Business Offices.

2.11.1 IntraLATA Toll Presubscription (Continued)

C. Presubscription Charge Application

- (1) Existing end users may exercise an initial free presubscription choice, either by contacting the 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 Company. End users' choices which constitute exercising the free initial choice are:
 - Designating an 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 Company.

Following an existing end user's initial free selection, any subsequent selection made during the first 90 days after presubscription or any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge as set 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 an order for Company Exchange Service. If a Customer cannot decide upon an intraLATA toll carrier at the time, the Company may extend a 30 day period following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the Customer will be assigned a 'No-PIC' and will have to dial an access code to make intraLATA toll calls.

2.11.1 IntraLATA Toll Presubscription (Continued)

C. Presubscription Charge Application (Continued)

Initial free selections available to new end users are:

- Designate an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 10XXX, 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 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 charge as provided herein. The ITP must provide written notification to the Company that this activity has taken place.

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

2.11.1 IntraLATA Toll Presubscription (Continued)

C. Presubscription Charge Application (Continued)

- (4) An unauthorized PIC change is a change in the presubscribed 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 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 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 presubscription. The Equal Access Recovery Charge is billed to intraLATA toll providers.

2.11.1 IntraLATA Toll Presubscription (Continued)

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:

- A signed letter of authorization takes precedence over any order other than subsequent, direct Customer contact with the 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 applications date/time determines Customer choice.
- If an end user denies requesting a change in intraLATA toll presubscription as submitted by an ITP, and the ITP is unable to produce a letter of authorization, signed by the end user, the ITP will be assessed all applicable change charges. 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 nor the 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.

2.11.1 IntraLATA Toll Presubscription (Continued)

F. PIC Switchback Option-Business/Residence

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

When the Company is contacted by an end user who denies requesting a change in ITP primary carrier, the end user 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 Company, ITP's may subscribe to or cancel PIC Switchback Service on thirty (30) days notice to the 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 a dispute of the charges assessed under the PIC Switchback option.

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

1. Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
2. instituting steps to obtain verification of orders submitted to the 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.

2.11.2 Presubscription - Rate Schedule

	<u>Non-Recurring Charge</u>
Per Occasion	\$5.00

2.12 This Section Reserved for Future Use

2.13 Telephone Assistance Programs

A. Lifeline Service

1. Description

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following regulations. NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.

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 Unlimited Service and Local Measured Service, if available
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 Services.
11. Access to Call Trace.
12. Access to Alerting and Reporting Systems (9-1-1 dialing).
13. Access to the Pennsylvania Telecommunications Relay Service,
14. Caller ID Per-call and Per-line Blocking.
15. One optional vertical service (1)

(1) When a Lifeline customer subscribes to the company's or a private vendor's mail service as the optional vertical service, a second vertical service may be added if necessary to make the voice mail service function.

2.13 Telephone Assistance Programs (Cont'd)

A. Lifeline Service (Cont'd)

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 or 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. Recertification of Lifeline Service participants may be conducted biennially by the Company.

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 non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

- 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 recertified as determined by the Company. When the Company is notified by the Customer or determines through recertification that the Lifeline Service Customer is no longer a participant in the DPW programs in 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 recertification process in order to retain Lifeline Service.

2.13 Telephone Assistance Programs (Cont'd)

A. Lifeline Service (Cont'd)

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 2(b) above will be provided to Lifeline Customers. All other premium services offered by the Company will not be available.
- g. Lifeline Service Customers 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 tariffs of the Company.
- l. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- m. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunication Act of 1996.
- n. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- 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 Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. 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.

2.13 Telephone Assistance Programs (Cont'd)

A. Lifeline Service (Cont'd)

2. Regulations (Cont'd)

- p. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

3. Dial Tone Monthly Rate

- a. Applicable Residence Dial Tone Cell monthly rate minus \$1.75. (1)
- b. Lifeline Service customers will pay the applicable Subscriber Line Charge monthly rate and will be given the credit for the same amount of the Subscriber Line Charge as prescribed by the Federal Communications Commission Docket Nos. 00-256, 96-45, 98-77, 98-166 and 00-193.
- c. Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

(1) The Dial Tone Line and Subscriber Line Charge 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.

2.13 Telephone Assistance Programs (Cont'd)

B. Link Up America Service

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: Customers who qualify for Link Up America may also qualify for Lifeline Service.

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 this requirement.
- b. An applicant for Link Up America Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs or 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. Recertification of Lifeline Service participants may be conducted biennially by the Company.

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 Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

2.13 Telephone Assistance Programs (Cont'd)

B. Link Up America Service (Cont'd)

2. Regulations (Cont'd)

- 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.
- d. Link Up America applicants are not exempt from 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.

3. Rates

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

2.14 Pennsylvania Telecommunications Relay Service

A. General

The Pennsylvania Telecommunications Relay Service (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 AT&T Communications of Pennsylvania, Inc.'s Tariff PA. P.U.C. No. 13.

B. Surcharge

In addition to the charges provided in this tariff and the Company's other intrastate toll tariffs, a surcharge will apply to all residence and business access lines served by the Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1, of each year.

The Commission may revise the surcharge 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 issued on or after July 1, 2003:

	<u>Monthly Rate</u>
Per residence access line	\$0.08
Per business access line	\$0.17

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

C. Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. IntraLATA toll calls placed through the Pennsylvania Telecommunications Relay Service will be rated according to the Company's IntraLATA Interexchange Tariff.

2.15 Emergency Services (911/Enhanced 911)

2.15.1 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 a 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 validating against MSAG records.

2.15.2 Regulations

- A. The Company will comply with the Protocols 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 the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-0097 1203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Company's liability and insurance provisions are fully stated in its tariff's General Regulations.

2.15 Emergency Services (911/Enhanced 911) (Cont'd)

2.15.3 Regulations (Cont'd)

- D. Cases of service interruptions affecting public health and safety shall receive 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 conditions beyond the service provider's control prevent service restoration.
- E. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- G. The Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.

2.15 Emergency Services (911/Enhanced 911) (Cont'd)

2.15.4 Regulations (Cont'd)

- I. The Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

3 SPECIAL ARRANGEMENTS

3.1 General

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer to develop a competitive bid for service offered under this tariff. Rates quoted in response to such requests may be different from those specified for such service in this tariff. ICB rates shall be offered to the customer in writing and on a non-discriminatory basis.

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charge; (3) termination liabilities; (4) combinations thereof.

3.2 Basis for Computing Rates for Special Arrangements

The costs referred to in Section 3.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Cost of installing the facilities to be provided including estimated costs for the rearrangements of existing facilities. Costs may include the following:
 - 1. Equipment and materials provided or used,
 - 2. Engineering, labor and supervision,
 - 3. Transportation, and
 - 4. Rights of way;
- B. Cost of maintenance;
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities, with an appropriate allowance for the estimates net salvage;
- D. Administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- 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.

3.3 Termination Liability for Special Arrangements

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 as follows:

- A. The termination liability period is the estimated service life of the facilities provided,
- B. The amount of the maximum termination liability is equal to the estimated amount for:
 - 1. Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction or new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - a. Equipment and materials provided or used,
 - b. Engineering, labor and supervision,
 - c. Transportation, and
 - d. Rights of way;
 - 2. License preparation, processing, and related fees;
 - 3. Tariff preparation, processing, and related fees;
 - 4. Cost of removal and restoration, where appropriate; and
 - 5. Any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The applicable termination liability method applies to calculations regarding the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 3.3.B preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 3.3.B preceding shall be adjusted to reflect to the redetermined estimate net salvage, including any reuse of facilities provided. This product is adjusted to reflect applicable taxes.

3.4 Other Special Arrangements

THIS SECTION REMAINS BLANK FOR PURPOSES OF FUTURE USE

4. PROMOTIONAL OFFERINGS

4.1 General

The Company may from time to time engage in special promotional offerings or trial service offerings limited to certain dates, times or locations designed to attract new subscribers or increase subscriber usage when approved by the Commission. Promotional offerings may include, but are not limited to, special discount plans or lower rate offerings. All promotional offerings will include the duration of the offering and will be filed with the Commission on one (1) day notice before it is offered to the Customers.