
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

for Facilities-based and Resold Services

in the Territories of Verizon Pennsylvania, Inc.

This Local Exchange Tariff is in concurrence with Chapters 63 and 64 of 52 Pa. Code. Provisions contained in this Tariff which are inconsistent with the Pennsylvania Public Utility Code (66 pa. C.S), 52 Pa. Code, the Telecommunications Act of 1996, or the Commission's Regulations and Orders will be deemed inoperative and superseded.

Service is provided in the following counties:

Allegheny	Cumberland	Lycoming	Warren
Beaver	Dauphin	McKean	Washington
Bedford	Delaware	Mercer	Wayne
Berks	Elk	Mifflin	Westmoreland
Blair	Fayette	Monroe	York
Bucks	Forest	Montgomery	
Butler	Greene	Montour	
Cambria	Huntingdon	Northampton	
Carbon	Indiana	Northumberland	
Centre	Jefferson	Perry	
Chester	Lackawanna	Pike	
Clarion	Lancaster	Potter	
Clearfield	Lawrence	Schuylkill	
Clinton	Lebanon	Tioga	
Columbia	Lehigh	Union	
Crawford	Luzerne	Venango	

Exchange boundary maps concur with Verizon Pennsylvania Inc. Tariff 180A.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

CHECK SHEET

Pages inclusive of this Tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
Title		Original	2	17	Original	4	17	Original
Preface	1	Original	2	18	Original	4	18	Original
Preface	2	Original	2	19	Original	4	19	Original
Preface	3	Original	2	20	Original	4	20	Original
Preface	4	Original	2	21	Original	4	21	Original
Preface	5	Original	2	22	Original	4	22	Original
Preface	6	Original	2	23	Original	4	23	Original
Preface	7	Original	2	24	Original	4	24	Original
Preface	8	Original	2	25	Original	4	25	Original
Preface	9	Original	2	26	Original	4	26	Original
Preface	10	Original	2	27	Original	4	27	Original
Preface	11	Original	2	28	Original	4	28	Original
Definitions	1	Original	2	29	Original	Section 5		
Definitions	2	Original	2	30	Original	5	1	Original
Definitions	3	Original	Section 3			5	2	Original
Definitions	4	Original	3	1	Original	5	3	Original
Definitions	5	Original	3	2	Original	5	4	Original
Definitions	6	Original	3	3	Original	5	5	Original
Section 1			3	4	Original	5	6	Original
1	1	Original	3	5	Original	5	7	Original
Section 2			Section 4			Section 6		
2	1	Original	4	1	Original	6	1	Original
2	2	Original	4	2	Original	6	2	Original
2	3	Original	4	3	Original	6	3	Original
2	4	Original	4	4	Original	6	4	Original
2	5	Original	4	5	Original	6	5	Original
2	6	Original	4	6	Original	6	6	Original
2	7	Original	4	7	Original	6	7	Original
2	8	Original	4	8	Original	6	8	Original
2	9	Original	4	9	Original	6	9	Original
2	10	Original	4	10	Original	6	10	Original
2	11	Original	4	11	Original	6	11	Original
2	12	Original	4	12	Original	6	12	Original
2	13	Original	4	13	Original	6	13	Original
2	14	Original	4	14	Original			
2	15	Original	4	15	Original			
2	16	Original	4	16	Original			

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EASTON TELECOM SERVICES, L.L.C.
3046 Brecksville Road, Summit II – Unit A
Richfield, OH 44286

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

CHECK SHEET

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
Section 7		Original						
7	1	Original						
7	2	Original						
7	3	Original						
Section 8								
8	1	Original						
8	2	Original						
8	3	Original						
8	4	Original						
8	5	Original						
8	6	Original						
8	7	Original						
8	8	Original						
8	9	Original						
Section 9								
9	1	Original						
9	2	Original						
9	3	Original						
9	4	Original						
9	5	Original						
9	6	Original						
9	7	Original						
9	8	Original						
Section 10								
10	1	Original						
10	2	Original						
10	3	Original						
10	4	Original						
10	5	Original						

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

	<u>Page</u>
CHECK SHEET	1
TABLE OF CONTENTS	3
EXPLANATION OF SYMBOLS	10
TARIFF FORMAT	11
 DEFINITIONS	 1
 SECTION 1 - APPLICATION OF TARIFF	
1.1 Application of Tariff	1
1.1.1 Service Territory	1
1.1.2 Availability	1
 SECTION 2 - GENERAL RULES AND REGULATIONS	
2.1 Use of Facilities and Services	1
2.1.1 Obligation of Company	1
2.1.2 Limitations on Liability	2
2.1.3 Use of Service	6
2.1.4 Use and Ownership of Equipment	6
2.1.5 Directory Errors	6
2.2 Minimum Period of Service	8
2.2.1 Termination Liability Charge	8
2.3 Payment for Services Rendered	9
2.3.1 Responsibility for All Charges	9
2.3.2 Deposits	9
2.3.3 Payment of Charges	11
2.3.4 Return Check Charge	11
2.3.5 Late Payment Charges	12
2.3.6 Customer Overpayments	12
2.4 Installation Service	13
2.5 Access to Customer's Premises	13
2.6 Telephone Surcharges/Taxes	13
2.6.1 General	13
2.7 Suspension or Termination of Service	14
2.7.1	14
2.7.2	14
2.7.3	14
2.7.4	16
2.7.5	16
2.7.6	17
2.7.7	17
2.7.8	17
2.7.9	18
2.7.10	18
2.7.11	18
2.7.12	19

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

2.8	Additional Provisions Applicable To Business Customers	19
2.8.1	Application of Rates	19
2.8.2	Telephone Number Changes	20
2.8.3	Deposits	20
2.8.4	Dishonored Checks	21
2.9	Additional Provisions Applicable to Residential Customers	21
2.9.1	Application of Rates	21
2.9.2	Telephone Number Changes	21
2.9.3	Deposits	22
2.9.4	Installment Billing for Nonrecurring Charges	24
2.9.5	Adjusted Payment Schedule	25
2.9.6	Suspension or Termination for Nonpayment	25
2.9.7	Deferred Payment Agreements	26
2.9.8	Dishonored Checks	26
2.9.9	Suspension or Termination - Abandonment	26
2.9.10	Back Billing for Residential Customers	27
2.10	Allowances for Interruptions in Service	27
2.10.1	Credit for Interruptions	27
2.10.2	Limitations on Credit Allowances	29
2.11	Automatic Number Identification	30
2.11.1	Regulations	30
2.11.2	Terms and Conditions	30

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

SECTION 3 - CONNECTION CHARGES

3.1	Connection Charge	1
3.1.1	General	1
3.1.2	Exceptions to the Charge	2
3.1.3	Special Construction	2
3.2	Restoral Charge	3
3.3	Moves, Adds and Changes	3
3.4	Record Order Charge	3
3.5	Primary Interexchange Carrier (PIC) Change Charge.....	4
3.5.1	4
3.5.2	4
3.6	Public Pay Telephone Surcharge	5

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS
SECTION 4 – MISCELLANEOUS SERVICES AND CHARGES

4.1	Service Order and Change Charges	1
4.1.1	Service Order Charges	1
4.1.2	Change Order Charges.....	2
4.1.3	Record Change Charges	2
4.1.4	Miscellaneous Charges.....	2
4.1.5	Rates	3
4.2	Restoration of Service.....	4
4.3	Directory Assistance Service	5
4.3.1	General	5
4.3.2	Rates.....	6
4.3.3	Call Completion Service.....	7
4.3.4	National Directory Assistance	8
4.4	IntraLATA and InterLATA Toll Presubscription.....	9
4.4.1	9
4.4.2	9
4.4.3	Presubscription Charge Application.....	10
4.4.4	End User Charge Discrepancy	12
4.4.5	PIC Switchback Option-Business/Residence	13
4.4.6	Rates and Charges	13
4.5	Emergency Services (Enhanced 911)	14
4.6	Blocking "900" Information Service	15
4.6.1	General	15
4.6.2	Regulations	15
4.6.3	Rates.....	16
4.7	Custom Calling Features.....	17
4.7.1	Feature Descriptions.....	17
4.7.2	Rates.....	21
4.7.3	Caller ID Blocking.....	22
4.8	Intercept Referral Services	24
4.8.1	Application of Charges.....	24
4.8.2	Basic Referral Services.....	25
4.8.3	Corrective Referral Service.....	25
4.8.4	Split Referral Service	26
4.8.5	Number-to-Number Service	27
4.9	Toll Restriction	28
4.9.1	Rates.....	28

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

SECTION 5 - SUPPLEMENTAL SERVICES

5.1. Service and Promotional Trials 1

 5.1.1 General 1

 5.1.2 Regulations 1

5.2 Operator Services 2

 5.2.1 Busy Verification and Interrupt Service 2

5.3 Trap Circuit Service 4

 5.3.1 General 4

 5.3.2 Regulations 4

 5.3.3 Rates 4

5.4 Local Operator Service 5

5.5 Customer Requested Service Suspensions 6

 5.5.1 6

 5.5.2 6

5.6 Foreign Exchange Service 29

SECTION 6 - SERVICE AREAS

6.1 General 1

6.2 Local Calling Areas 2

6.3 Rates and Charges 13

 6.3.1 Residential and Business Measured Usage Rates 13

 6.3.2 Local Flat Usage Rates 13

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

SECTION 7 - RESIDENTIAL NETWORK SWITCHED SERVICES

7.1 General 1
7.2 Service Descriptions 2
 7.2.1 Residential Measured Rate Service 2
 7.2.2 Measured Rate Service 2

SECTION 8 - BUSINESS NETWORK SWITCHED SERVICES

8.1 General 1
8.2 Service Descriptions 2
 8.2.1 Basic Business Line Service 2
 8.2.2 Public Access Line Service 4
 8.2.3 PBX Trunk Service 5
 8.2.4 Rates 8
 8.2.5 Term Liability/Termination Charges 9
 8.2.6 PRI T-1 Service and Rates 9

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TABLE OF CONTENTS

SECTION 9 - SPECIAL SERVICES AND PROGRAMS

9.1 Discounted Service for the Hearing or Speech Impaired Customer 1

 9.1.1 General 1

 9.1.2 Certification 1

 9.1.3 Qualification 1

 9.1.4 Billing 1

9.2 Universal Emergency Telephone Number Service 2

 9.2.1 General 2

 9.2.2 Regulations 2

 9.2.3 Conditions of Furnishing Service 4

9.3 Enhanced Universal Emergency Telephone Number Service 5

 9.3.1 General 5

 9.3.2 Regulations 5

 9.3.3 Conditions of Furnishing Service 6

9.4 Telecommunications Relay Service 7

 9.4.1 General 7

 9.4.2 Surcharge 7

9.5 Emergency Contact Service 8

 9.5.1 Description 8

 9.5.2 Availability 8

 9.5.3 8

 9.5.4 8

 9.5.5 Rates and Charges 8

SECTION 10 - DIRECTORY

10.1 Alphabetical Directory 1

 10.1.1 Directory Listings 1

10.2 Directory Information Requests 4

10.3 Liability of the Company for Errors 4

 10.3.1 General 4

 10.3.2 Allowance for Errors 4

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

EXPLANATION OF SYMBOLS

A revision of a Tariff page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

C - Change

D - Decrease

I - Increase

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level;
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).1.
 - 2.1.1.A.1.(a).1.(i).
 - 2.1.1.A.1.(a).1.(i).(1).
- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING (“AR”)

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

AUTHORIZED USER

A person, corporation or other entity that is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION (“ALI”)

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION (“ANI”)

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

CALL INITIATION

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

CALL TERMINATION

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

CARRIER

EASTON TELECOM SERVICES, L.L.C., the issuer of this tariff.

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMPANY

EASTON TELECOM SERVICES, L.L.C. the issuer of this tariff.

COMMISSION

Pennsylvania Public Utility Commission

CUSTOMER

The person, firm, corporation, or other entity, which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEFAULT ROUTING ("DR")

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

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

DUAL TONE MULTI-FREQUENCY (“DTMF”)

The pulse type employed by tone dial station sets. (Touch tone)

E911 SERVICE AREA

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

E911 CUSTOMER

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

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber’s premises.

FINAL ACCOUNT

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

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

HANDICAPPED PERSON

A person, who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person," when used in connection with a person having a speech or hearing impairment, which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities' malfunction or human errors.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

LATA

“Local Access and Transport Area” is the area within which the Company provides local and long distance (“intraLATA”) service. Long distance companies provide service for calls to numbers outside the area (“interLATA”).

LINK

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

LOCAL CALL

A call that, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

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

LOOPS

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

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

DEFINITIONS

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PORT

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

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

SELECTIVE ROUTING ("SR")

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

TOLL CALL

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 1 - APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the service offerings, rates, terms and conditions applicable to switched services provided by Company as follows:

The furnishing of local exchange end-user communications services to customers within the Commonwealth of Pennsylvania.

1.1.1 Service Territory

EASTON TELECOM SERVICES, L.L.C. will provide service within the service areas of Verizon Pennsylvania Inc..

1.1.2 Availability

Service is available where facilities permit.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service

2.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the Commonwealth of Pennsylvania.

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.2 Limitations on Liability

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company.
- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.2 Limitations on Liability (continued)

- E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G. The Company is not liable for any claims for loss or damages involving:
- (1) Breach in the privacy or security of communications transmitted over the Company's facilities;
 - (2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - (3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
 - (4) Any act or omission in connection with the provision of 911, E911 or similar services;
 - (5) Any noncomplete call due to network busy conditions.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.2 Limitations on Liability (continued)

H. The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

(1) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

(2) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.2 Limitations on Liability (continued)

H. (continued)

(3) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.

(4) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

(5) The Company's liability, if any, will be limited to the lesser of:

(a) the actual monetary damages incurred and proved by the Customer as the direct result of the Company's action, or failure to act, in providing the service; or

(b) the sum of \$1,000.00.

I. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

J. Company's entire liability with respect to any service provided to customer (including without limitation with respect to the installation, delay, provisions, termination, maintenance, repair, interruption or restoration of any such services) shall not exceed an amount equal to the charge applicable for the period during which services were affected. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.3 Use of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

2.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

2.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (continued)

2.1.5 Directory Errors (continued)

- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks)
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- E. Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- F. Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS**2.2 Minimum Period of Service**

The Minimum Period of Service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the Minimum Period of Service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premise entirely, the period of service at each location is accumulated to calculate if the customer has met the Minimum Period of Service obligation.

If service is terminated before the end of the Minimum Period of Service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the Minimum Period of Service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

The Company may offer services, which require a minimum use guarantee ("MUG") wherein the customer agrees, in writing, to pay the minimum amount per period agreed to upon commencement of service. Customers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement.

Should the customer choose to terminate their contract prior to expiration of the term agreed to in the MUG agreement, the customer will be liable for the minimum usage requirements contained in the contract multiplied by the number of months remaining in the term, unless customer converts to another Company service with equal or greater term and minimum usage commitment. If no termination of customer's contract, customer will be liable for their monthly average usage (calculated over the last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term.

The initial contract period for service under this section is one month. Subsequent contract periods shall be for additional one-month periods unless otherwise specified.

2.2.1 Termination Liability Charge

If a Subscriber terminates business network switched or dedicated services, to include private branch exchange trunk service and PRI T-1 or comparable services, in whole or in part, before the expiration of the contract period, the Subscriber shall pay to the Company an early termination liability charge for each disconnected service(s) or feature(s) equal to the applicable monthly rate for the Company service(s) or feature(s) multiplied by the number of months remaining in the contract term.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS**2.3 Payment for Service Rendered****2.3.1 Responsibility for All Charges**

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.3.2 Deposits

Any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two (2) months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

Advanced Payments may also be required prior to furnishing any of the following: (1) the construction of facilities and furnishing of special equipment, and (2) temporary service for short-term use.

Residential service will be provided without requiring a deposit when the applicant or customer satisfies one of the following requirements: (1) applicant had service with an LEC within a period of 24 consecutive months before the date of application and meets the conditions outlined in 52 Pa. Code §64.32(1) (i)-(iv); (2) applicant verifies ownership of real property or meets residential requirements as described in 52 Pa. Code §64.32(2); (3) applicant has prior satisfactory credit history as defined in 52 Pa. Code §64.32(3); and (4) applicant provides information and verification demonstrating that he/she is not an unsatisfactory credit risk as explained in 52 Pa. Code §64.32(4).

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.3.2 Deposits (continued)

A. Interest on Deposits

Interest rates on customer Deposits are calculated based on the rates of interest posted for one-year US Treasury bills for the months of September, October, and November of the previous year.

B. Inadequate Deposit

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

C. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check. Deposits will be returned in accordance with the procedures set forth in the Commission's regulations at 52 Pa. Code §64.37.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.3 Payment for Service Rendered (continued)

2.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly, in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S Mail, or at any location designated by the Company. All bills are presumed accurate and shall be binding on the Customer unless written notice of the disputed charge(s) is received by the Company within thirty (30) days after the invoice date. If Company initiates legal proceedings to collect any amount due hereunder and the Company substantially prevails in such proceedings, then the Customer shall pay the reasonable attorneys' fees and costs incurred by Company in prosecuting such proceedings and any appeals therefrom. If the Company does not receive objection within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an object may be considered or if the customer has in his or her possession such Company records. If objection results in a refund to the Customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the Company receives the overpayment.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if the Company does not receive objection within two months after the bill is rendered.

2.3.4 Return Check Charge

When a check, which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of **\$35.00**.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.3 Payment for Service Rendered (continued)

2.3.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made not more than five (5) days after the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.25% per month for business customers and 1.25% per month for residential customers will be applied to all unpaid and overdue amounts previously billed under this Tariff, excluding one month's local service charge. The rate, when annualized, may not exceed 15% per annum—computed by the simple interest method—and may not include previously accrued late payment charges. A late payment charge may not be assessed against an outstanding security deposit. An additional charge, fixed fee or penalty designed to recover the cost of a subsequent rebilling may not be charged.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.
- D. Late payment charges do not apply to government agencies of the State of Pennsylvania. These agencies are required to make payment in accordance with applicable state law.

2.3.6 Customer Overpayments

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.3 Payment for Service Rendered (continued)

2.3.6 Customer Overpayments (continued)

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

2.4 Installation Service

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

2.5 Access to Customer's Premises

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.6 Telephone Surcharges/Taxes

2.6.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges, contributions and taxes (however designated) (including without limitation telephone relay service contributions, sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of the Company's services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS**2.7 Suspension, Termination, Discontinuation or Refusal of Service**

2.7.1 Service may be terminated by the Customer prior to the expiration of the minimum contract period upon notice being given by the Customer to the Company five (5) days in advance of the desired date of termination. The Company shall thereafter render a final bill to the Customer for all services furnished and any applicable termination charges or fees as provided in this Section or elsewhere in this tariff.

A. Specifically, in case of additional directory listings and joint user service, where the listing has appeared in the directory, the termination charges are the charges due to the end of the directory period.

B. Specifically, in the case of special equipment for which the minimum contract period is in excess of one month at the same location, the termination charges are such proportion of the sum of the cost of the equipment and of its installation, plus the cost of removal, less the salvage value of the equipment removed, as the unexpired portion of the minimum contract period bears to the full minimum contract period.

2.7.2 Service may be terminated by the Customer after the expiration of the minimum contract period, upon oral or written notice given by the Customer to the Company five (5) days in advance of the desired date of termination specifying the date on which it is desired that service be discontinued. The Company shall thereafter render a final bill to the Customer for all services furnished and any applicable termination charges or fees as provided in this tariff. 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 Company with proper notice or access to the premises, the Customer shall continue to be responsible for equipment and service rendered.

2.7.3 The Company will suspend service in accordance with §64.61 of 52 Pa. Code. The Company may suspend or refuse service for any of the reasons stated below:

A. For failure to establish credit pursuant to applicable rules set forth in 1.5.4 preceding.

B. For failure to pay a past due bill owed to the Company, including one for the same class of service furnished to the Applicant or Customer at the same or another location, or where the Applicant or Customer at the same or another location, or where the Applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another Applicant or Customer.

C. For failure to provide Company representatives with necessary access to Company-owned service or equipment, after the Company has made a written request to do so.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.7 Suspension, Termination, Discontinuation or Refusal of Service (continued)

2.7.3 (continued)

- D. For failure to make payment in accordance with the terms of any deferred payment agreement.
- E. When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection.
- F. For violation or noncompliance with a Pennsylvania Public Utility Commission order.
- G. For violation or noncompliance with any rules and regulations of the Company on file with the Pennsylvania Public Utility Commission for which violation of or noncompliance with the Company is authorized by tariff to deny or refuse service.
- H. For violation of or noncompliance with municipal ordinances and/or other laws pertaining to telephone service.
- I. For failure to pay past due bill of a previous Customer of the premises to be served, provided that the Applicant for service voluntarily signed a form agreeing to assume responsibility for the bills of the previous Customer, or that the previous Customer is currently a member of the same household as the Applicant.
- J. Without notice in the event that the Customer's use of equipment adversely affects the Company's service to others.
- K. Without notice in the event that the Customer's use of equipment will endanger public safety or health.
- L. For a Customer who has not used the service for a period of 90 days and who appears, after investigation, to have left the community or who advised the Company that he or she does not desire to continue to be carried as a Customer.
- M. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair.
- N. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.7 Suspension, Termination, Discontinuation or Refusal of Service (continued)

2.7.3 (continued)

- O. Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation.
- P. Without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services.
- Q. The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company service(s).

2.7.4 In accordance with §64.371 of 52 Pa. Code, the Company shall mail or deliver written notice to the Customer at least 7 days before the date of suspension regardless of the grounds upon which suspension is sought, with the exception of the following: Failure to comply with the material terms of a payment agreement for toll or nonbasic service, or both. In these cases, the Company will comply with §64.81 of 52 Pa. Code.

2.7.5 In accordance with §64.62 of 52 Pa. Code, except for emergency situations, suspension or termination of Residential service for non-payment of charges may not commence on any of the following:

- A. Saturday or Sunday;
- B. A bank holiday;
- C. A holiday upon which the Company business office is closed.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.7 Suspension, Termination, Discontinuation or Refusal of Service (continued)

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

- A. Reason for the proposed suspension.
- B. Statement of accounts currently due, and of a required deposit.
- C. Statement that a Restoration of Service charge will apply to have service restored after it has been suspended.
- D. Date on or after which service will be suspended unless one of the following occurs:
 1. Payment is received in full.
 2. Grounds for suspension are otherwise eliminated.
 3. A deferred payment agreement is entered into in the good faith discretion of the Company.
 4. A dispute is filed with the Company.

2.7.7 Notice of suspension of Residential Service shall not be mailed nor delivered by the Company if a notice of dispute was filed by the Customer, the dispute continues to exist, and the dispute concerns the subject matter of grounds for the proposed suspension.

2.7.8 If, at a time after the issuance of the suspension notice and before the suspension of service, a Residential Customer contacts the Company concerning the proposed suspension, an authorized employee of the Company shall fully explain in accordance with §64.74 of 52 Pa. Code, where applicable, some or all of the following:

- A. Reasons for the proposed suspension.
- B. All available methods of avoiding a suspension.
- C. Procedures for resolving disputes and informal complaints, including the address and phone number of the nearest regional Commission office.
- D. The duty of the Customer to pay a portion of a bill not honestly disputed.
- E. The duty of the Customer to restrict toll usage to 150% of the average normal toll usage.
- F. Medical emergency procedures.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.7 Suspension, Termination, Discontinuation or Refusal of Service (continued)

2.7.8 (continued)

G. That upon failure to timely appeal from or comply with a Company oral or written report, an informal complaint report, or an order from a formal complaint, the Company is not required to give further written notice before suspension so long as the Company makes a reasonable attempt to contact the Customer personally at least twenty-four (24) hours prior to suspension.

2.7.9 The Company shall not suspend nor refuse to restore service to a dwelling when an occupant in the dwelling is certified by a physician to be seriously ill or affected with a medical condition which will be aggravated by a complete cessation of service except where access to emergency service by telephone is retained.

Such physician certification may initially be written or oral, subject to the right of the Company to verify the certification by calling the physician or to require written confirmation within seven (7) days.

Service shall not be suspended for the period specified in the certification, however, the maximum length of the certification shall be thirty (30) days.

When service is required to be restored for emergency conditions, the Company shall make a diligent effort to have service restored on the date of the medical certification, and shall restore service by the end of the next working day.

When service is restored or suspension postponed under medical emergency procedures, the Customer shall make timely payment for all service subsequent to the restoral or postponement of suspension, and shall restrict toll usage to an amount no greater than \$25.00 in a billing period while the medical certification is in effect.

When certification expires, the original grounds for suspension are revived and the Company may suspend service without additional written notice if prior notice of suspension was given, the Customer failed to make payment arrangements, and the Company makes a reasonable attempt to contact the Customer at least twenty-four (24) hours before suspension.

2.7.10 The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

2.7.11 Upon the Company's discontinuance of service to the Customer under this Section, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.7 Suspension or Termination of Service (continued)

2.7.12 In accordance with §64.121-§64.123, the Company may terminate service when at least 10 days have passed since suspension of service. Immediately after suspension of service, a termination notice which conforms to the suspension notice and indicating how the Customer may arrange to have service restored will be mailed the Customer's billing address. The termination notice will include a medical emergency restoration notice. The notice will indicate the date service will be terminated and explain that the Customer will have to request service as an applicant, subject to additional charges, if termination occurs. The Company may terminate for failure to pay a reconnection fee and to remedy the original grounds for suspension.

2.8 Additional Provisions Applicable to Business Customers

2.8.1 Application of Rates

A. Business rates as described in this Tariff apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature;
2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
3. At any location when the listing or public advertising indicates a business or a profession;

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.8 Additional Provisions Applicable to Business Customers (continued)

2.8.1 Application of Rates (continued)

A. Business rates as described in this Tariff apply to service furnished: (continued)

4. At any location where the service includes an extension, which is at a location where business rates apply unless the extension is restricted to incoming calls;

5. At any location where the customer resells or shares exchange service;

B. Public Access Line service is classified as business service regardless of the location.

C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2.8.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned to any customer.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

2.8.3 Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.8 Additional Provisions Applicable to Business Customers (continued)

2.8.4 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

2.9 Additional Provisions Applicable to Residential Customers

2.9.1 Application of Rates

Residential rates as described in this Tariff apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

2.9.2 Telephone Number Changes

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

The Company reserves all rights to any telephone number assigned to a customer for local service.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.3 Deposits

A. General

With the exception of customers who have established credit as defined by 2.9.b. of this Tariff, the Company may require a deposit, as described in Section 2.3.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six-month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

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

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

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.3 Deposits (continued)

B. Established Credit

A customer has established credit if:

- (1) The customer has a recent payment history (within the preceding twelve months) with the Company unless his or her records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.9.7 below)
- (2) The customer had service with a LEC within the previous 24 consecutive months, under the conditions that (a) the service was furnished in the name of the customer, and there is no unreturned equipment, (b) the service was not suspended or terminated for nonpayment during the last 12 months of service, (c) the customer does not have an unpaid balance from earlier service, and (d) the customer was not required to pay a security deposit for the earlier service.
- (3) The customer has ownership or the entry into an agreement to purchase real property located in the area served by the LEC or is renting a residence under a lease of 1 year or longer, unless the customer has had an unsatisfactory payment history as a LEC customer in the previous 2 years to the application.
- (4) The customer provides information and verification demonstrating that he or she is not a credit risk. If a credit investigation is expected to take longer than 3 business days the Telephone Company shall provide service pending completion of the investigation.
- (5) The customer has a prior satisfactory credit history for use of another utility service. The Telephone Company shall obtain from the customer authorization as a condition for completing the utility credit search.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.3 Deposits (continued)

C. Deposit Refund

New deposits from a residential customer are reviewed after the first three (3) monthly bills have been rendered; if too much has been taken, the excess plus accrued interest is returned. The entire deposit plus accrued interest is returned to a residential customer either when the customer has established proper credit or after one (1) year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied.

If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.9.4 Installment Billing For Nonrecurring Charges

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

Installment billing is subject to the following restrictions:

- A. Installment billing may be used only by residential customers;
- B. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- C. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- D. More than one installment plan may be in effect for the same customer at the same time;
- E. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.4 Installment Billing For Nonrecurring Charges (continued)

- F. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- G. Installment billing payments will continue even when an account is temporarily suspended;
- H. No interest or carrying charges will be applied to the outstanding balance during the installment period.

2.9.5 Adjusted Payment Schedule

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

2.9.6 Suspension or Termination for Nonpayment

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.6 Suspension or Termination for Nonpayment (continued)

E. Nonpayment of toll charges may result in the disconnection of toll service, but will not result in the disconnection of local service.

F. Nonpayment of nonbasic or nonregulated service charges cannot result in the disconnection of local service or regulated toll service.

2.9.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more month's service and for who service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

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

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

2.9.8 Dishonored Checks

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

2.9.9 Suspension or Termination - Abandonment

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Residential Customers (continued)

2.9.10 Backbilling for Residential Customers

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

2.10 Allowances for Interruptions in Service

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

2.10.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.10 Allowances for Interruptions in Service (continued)

2.10.1 Credit for Interruptions (continued)

C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:

(1) if interruption continues for less than 24 hours:

(a) 1/30th of the monthly rate if it is the first interruption in the same billing period.

(b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

(2) if interruption continues for more than 24 hours:

(a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

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

Two or more interruptions of 30 minutes or more during any one 24-hour period shall be considered as one interruption.

D. Credit to Customer

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.10 Allowances for Interruptions in Service (continued)

2.10.1 Credit for Interruptions (continued)

E. "Interruption" Defined

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

2.10.2 Limitations on Credit Allowances

No credit allowance will be made for:

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS

2.11 Automatic Number Identification

2.11.1 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

2.11.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 3 – CONNECTION CHARGES

3.1 Connection Charge

3.1.1 General

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

The Connection Charge is comprised of two charges:

1. Service Order
2. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- A. A Service Order charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- B. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. Only one charge applies per customer order.
- C. Service Calls: When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15-minute increments

Per hour rate per technician: \$15.00

- D. Central Office Line charge:

Up to 99 lines \$50.00

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 3 – CONNECTION CHARGES

3.1 Connection Charge (continued)

3.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4.

3.1.3 Special Construction

A. Basis for Cost Computation

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) a combination thereof.

B. Basis for Rates and Charges

The costs referred to in 3.1.1 preceding may include one or more of the following items to the extent that they are applicable:

- 1. Installed cost of the facilities to be provided including estimated costs for the rearrangement of existing facilities. Cost installed include the cost of:
 - (a) equipment and materials provided or used,
 - (b) engineering, labor, and supervision,
 - (c) transportation, and
 - (d) right of way;
- 2. cost of maintenance;
- 3. depreciation on the estimated cost installed of any facility provided, based on the anticipated useful service life of the facility with an appropriate allowance for the estimated net salvage;
- 4. administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 3 – CONNECTION CHARGES

3.2 Restoral Charges

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 2.8.1 of this Tariff.

3.3 Moves, Adds, Changes

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

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

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

3.4 Record Order Charge

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

- A. addition of directory listings
- B. change in listed name
- C. change of address
- D. change of billing party
- E. change in listed service to non-published service, not involving a change of telephone number.

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 3 – CONNECTION CHARGES

3.5 Primary Interexchange Carrier Change Charge

3.5.1 The customer may incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service. A charge is assessed on a change to the customer's interLATA and intraLATA provider.

Charge: \$5.00

3.5.2 The customer may at their discretion request that the Company provide a switch function commonly known as a carrier freeze. This option allows the Customer the ability to prevent any unauthorized changing of their interexchange, intraLATA or local exchange telephone service.

This service is offered on a non-discriminatory basis and is at the sole discretion of the Customer. The Customer's request for this service must be clearly listed on a letter of agency, or, if ordered via the company's toll free number, recorded on the Company's third party verification system. There is no charge for this service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 3 – CONNECTION CHARGES**3.6 Public Pay Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan, effective October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate, interstate, and international calls that originate from any domestic pay telephone used to access Company services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the # symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Per Call Charge: \$0.65

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.1 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's billing information.

4.1.1 Service Order Charges

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire. This charge also applies for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.1 Service Order and Change Charges (continued)

4.1.2 Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Home Edition Change Charge - applies when a residential Customer requests/orders a change in service from Home Edition- Basic Service to Home Edition- Standard Service or from Home Edition - Standard Service to Home Edition - Basic Service.

4.1.3 Record Change Charges

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

4.1.4 Miscellaneous Charges

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.1 Service Order and Change Charges (continued)

4.1.5 Rates

	<u>Residence</u>	<u>Business</u>
Service Order Charges		
Primary Service Connection Charge	\$ <u>20.00</u>	\$ <u>25.00</u>
Secondary Service Connection Charge	\$ <u>10.00</u>	\$ <u>15.00</u>
Transfer of Service Charge, Primary Line	\$ <u>30.00</u>	\$ <u>30.00</u>
Transfer of Service Charge, Secondary Line	\$ <u>30.00</u>	\$ <u>30.00</u>
Technician Dispatch Charge	\$ <u>40.00</u>	\$ <u>40.00</u>
Change Order Service Charges		
Feature or Feature Pack Change Order	\$ <u>20.00</u>	\$ <u>25.00</u>
Toll Restriction Fee Order	\$ <u>15.00</u>	\$ <u>15.00</u>
Telephone Number Change Order	\$ <u>40.00</u>	\$ <u>45.00</u>
Listing Change Charge	\$ <u>15.00</u>	\$ <u>20.00</u>
Service Order Charge		\$ <u>15.00</u>
<u>Record Change</u>	\$ <u>10.00</u>	\$ <u>10.00</u>
Miscellaneous Charges		
Duplicate Invoice	\$ <u>10.50</u>	\$ <u>10.50</u>
Call Detail Report	\$ <u>20.00</u>	\$ <u>20.00</u>

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.2 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<u>Residence</u>	<u>Business</u>
Per occasion	\$ <u>40.00</u>	\$ <u>45.00</u>

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EASTON TELECOM SERVICES, L.L.C.
3046 Brecksville Road, Summit II – Unit A
Richfield, OH 44286

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.3 Directory Assistance Service

4.3.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

Residential Customers may make up to two (2) direct dialed calls per month to Directory Assistance at no charge.

Customers will be provided with a maximum of two (2) telephone numbers for each call to Directory Assistance.

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

- A. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- B. Requests for telephone numbers of non-published services
- C. Charges for Directory Assistance are not applicable to calls from patients in hospitals, skilled nursing homes and convalescent homes licensed by the Commonwealth of Pennsylvania or a business or residence main telephone exchange line where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.
- D. Calls from pay telephones.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.3 Directory Assistance Service (continued)

4.3.2 Rates

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

	<u>Residence</u>	<u>Business</u>
Customer-Dialed	\$ <u>1.35</u>	\$ <u>1.35</u>
Operator-Dialed	\$ <u>2.00</u>	\$ <u>2.00</u>
Call Completion, per call	\$ <u>0.65</u>	\$ <u>0.65</u>
Enhanced Directory Assistance, per call	\$ <u>2.00</u>	\$ <u>2.00</u>

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.3 Directory Assistance Service (continued)

4.3.3 Call Completion Service

Call Completion Service provides Directory Assistance Customers, for an additional charge, the ability to have the requested number dialed. The number may be dialed automatically the network equipment or manually by the Directory Assistance Operator.

Call Completion Service is provided only where the facilities and service used by the Customer can support all billing requirements.

There are no allowances for Call Completion Service; however, the Directory Assistance portion of the call is still governed by the appropriate call allowances.

Charges for Call Completion Service are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in Section 4.4.1 of this tariff.

A maximum of two (2) Directory Assistance numbers are available to Directory Assistance Customers. Automatic dialing is not available to Customers requesting a second number.

A. Rates

The Call Completion surcharge is applied only to completed calls.

Call Completion Service surcharge, per call: \$ 0.65

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.3 Directory Assistance Service (continued)

4.3.4 National Directory Assistance

National Directory Assistance provides listings of individuals and business located outside the Regional Calling Area, but within the United States.

A maximum of two (2) requested numbers per call are permitted.

There are no call allowances for National Directory Assistance.

Charges for National Directory Assistance are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in Section 4.3.1 of this tariff.

If Customer dials "0," operator handled charges, as specified in Section 5.4 of this tariff, are applicable.

	<u>Residence</u>	<u>Business</u>
Rate per call	\$ <u>2.00</u>	\$ <u>2.00</u>

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.4 IntraLATA and InterLATA Toll Presubscription

4.4.1 IntraLATA Presubscription is a procedure whereby a Customer designates to the Company the IntraLATA or InterLATA Toll Provider (ITP), which the Customer wishes to be the carrier of choice for intraLATA and InterLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes of 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 the Company has made with or prior arrangements. 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 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.

4.4.2 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.

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.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.4 IntraLATA and InterLATA Toll Presubscription (continued)

4.4.3 Presubscription Charge Application

- A. 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 ninety (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 the 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 ITP's. This choice can be made by directly contacting the Company.
- B. 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.

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.4 IntraLATA and InterLATA Toll Presubscription (continued)

4.4.3 Presubscription Charge Application (continued)

- C. 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 change charge for each end user that is currently designated to the ITP at the time of discontinuance.

- D. 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 4.6.7 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 FCC 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 the Company's corresponding FCC Tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.4 IntraLATA and InterLATA Toll Presubscription (continued)

4.4.4 End User Charge Discrepancy

A. 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 application 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 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.

B. 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 FCC's current anti-slamming practices and procedures.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.4 IntraLATA and InterLATA Toll Presubscription (continued)

4.4.5 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 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 dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves the ITP of the FCC requirements for:

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

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

4.4.6 Rates and Charges

	Per Line <u>Nonrecurring Charge</u>
Each Carrier Change (per line)	\$ <u>5.00</u>

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.5 Emergency Services (Enhanced 911)

Allows the Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 911 provider for display at the Public Service Answering Point (PSAP).

The Company is in compliance with all requirements of the Public Safety Emergency Telephone Act (Act 78-1990), *as amended*.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.6 Blocking "900" Information Service

4.6.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. Line Blocking must be added to a customer's line by contacting the Telephone Company business office and having a service order issued. The following blocking options are available to residential and business customers:

- A. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- B. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- C. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- D. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it. Toll Restriction will not block the following types of calls:
 - 911 (Emergency)
 - 1 + 800 (Toll Free)
 - Operator assisted toll calls.
- E. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.D. of this Section, and blocking of 411 calls.
- F. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.
- G. Call ID Blocking-refer to Section 4.7.1 of this tariff.

4.6.2 Regulations

- A. Blocking service may not be available with certain multi-line business arrangements.
- B. There is no charge to remove 900, 700 Information Service blocking.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.6 Blocking "900" Information Service (continued)

4.6.2 Regulations (continued)

- C. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- D. Blocking Service is available where equipment and facilities permit.
- E. **Initial blocking is provided at no charge upon customer request.** Subsequent requests for "900" and "700" Information Services Blocking will be provided at the rates referenced in Section 4.6.3.

4.6.3 Rates

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

CONNECTION CHARGES apply as specified in Section 3 of this tariff.

A. 900 and 700 Blocking

	<u>Service Charges</u>
<u>Residence</u>	
Subsequent Request (per line)	\$ <u>5.00</u>
<u>Business</u>	
Subsequent Request (per line)	\$ <u>5.00</u>

B. Recurring Charges

Third Number Billed and Collect Call Restriction	
- Residential	\$ <u>5.00</u>
- Business (up to 200 lines)	\$ <u>5.00</u>
Toll Restriction	
- Residential	\$ <u>5.00</u>
- Business (up to 200 lines)	\$ <u>8.00</u>
Toll Restriction Plus	
- Residential	\$ <u>5.00</u>
- Business (up to 200 lines)	\$ <u>8.00</u>
Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	\$ <u>5.00</u>
- Subsequent Activation (per line)	\$ <u>8.00</u>

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features

The Company offers the following Custom Calling Features on a per use basis.

4.7.1 Feature Descriptions

Return Call: Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

Call Trace: Allows a Customer to initiate an automatic trace of the last call received. After receiving the call, which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company. The Customer using Call Trace is required to contact the Company for further action. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Repeat Dialing: Permits the Customer to redial automatically the last number dialed.

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.

Call Blocking: Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all services.

VIP Alert: Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. This feature may not be available with all services.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.1 Feature Descriptions (continued)

Hunting, per arrangement: A Hunting Service Arrangement is furnished using equipment located in the Company's central office arranged to select the next available line of a group of hunting lines, when the line associated with the called number in the hunting group is busy. All lines (includes PBX trunks) in a hunting group must originate from the same central office. A single hunting group may be shared by two or more customers provided all the customers' lines are technically capable of being in the same hunting group. Where two or more customers share the same hunting group, all lines in that hunting group must connect on the same premises.

Call Forwarding: permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding 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 dialing 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 is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding is active.

Call Forwarding-Plus: combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature access method, Call Forwarding-Plus provides customers access from any touch-tone or tone-signaling-capable telephone. The customer will dial a number 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 Hold: is an arrangement, which permits an established call to be placed on hold in order to continue a conversation from another extension on the line.

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

Customized Ringing: service enables an individual line subscriber to have up to two telephone numbers assigned to one dial tone line in addition to the main number. Each number when dialed will result in a distinctive ring, which facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Customized Ringing Service and Call Waiting. Customized Ringing service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.1 Feature Descriptions (continued)

Speed Calling: is an arrangement, which provides for the calling of a telecommunications network number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a twenty-code capacity.

Call Transfer: is an arrangement, which allows for the transfer of incoming calls to another line in the same residence or business.

Call ID and Call ID with Name: Service may be provided to residence, business and PBX customers (if the PBX equipment is compatible with Call ID) This feature allows a customer to see the telephone number of an incoming call displayed on the customer provided display unit. The telephone numbers that will be displayed on a Call ID subscriber's display unit include listed, non-listed and non-published numbers. Telephone numbers that will not be displayed are: (1) calls from customers who use Per-call Blocking or Line-Blocking (2) calls from customers located in central offices not a part of the SS7 Signaling System and; (3) calls placed through an operator. Call ID service also provides a residential customer with the ability to reject calls from customers who have blocked the display of their telephone number on outgoing calls. This feature is called Anonymous Call Rejection (ACR) and can be activated and deactivated by dialing a specific code. There is no additional charge for ACR service.

Call ID Per-Call Blocking: is automatically available to all customers served by the Company. This blocking option allows the calling party to block the passage of their telephone number and name on outgoing calls. To activate Per-Call Blocking a special code is dialed prior to placing each call. When this blocking feature is activated by the calling party, and they place a call to a Call ID subscriber, the subscriber's display unit will indicate that the incoming call has been blocked. There is no charge to activate Per-Call Blocking and the service is provided on an unlimited basis. Call ID Per-Call Blocking does not prevent the delivery of telephone number to 911 emergency service providers.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.1 Feature Descriptions (continued)

Call ID Per-Line Blocking: The calling party may prevent the display of their telephone number and name on a permanent basis by subscribing to Per-Line Blocking. This blocking option automatically prevents the display of the calling number and name for all calls placed from that line to a Call ID subscriber, unless the feature is deactivated. This service is limited to residential customers. If a subscriber of Per-Line Blocking chooses to deactivate blocking, the calling telephone number and name would be sent for that call only.

After the call is completed, the line automatically reverts back to the Per-Line Blocking feature. The deactivation of Per-Line Blocking is completed by dialing a special code prior to placing each call. The code to deactivate Per-Line Blocking is different than the one used to activate Per-Call Blocking. Call ID Per-Line Blocking will be available where facilities permit. The Per-Line Blocking option can only be added or removed from a customer's line by placing a service order with the Company. When this service is removed the line is automatically converted to the Per-Call Blocking capability. Call ID Per-Line Blocking does not prevent the delivery of telephone numbers to 911 emergency service providers.

Customers who use either Per-Call Blocking or Per-Line Blocking will be unable to complete calls to Call ID subscribers that have activated the Anonymous Call Rejection (ACR) feature. When a caller who has blocked the display of his/her telephone number and name calls a Call ID subscriber who has activated ACR, the caller will hear an announcement that the called party does not take anonymous calls. To complete a call to a Call ID subscriber that has activated ACR: (1) place the call by unblocking the telephone number (2) place the call through an operator which may involve charges in addition to the cost of the call. The live operator surcharge will be waived for customers who are victims of domestic violence, the staffs of domestic violence program agencies and emergency services personnel. If the operator surcharge cannot be waived when the call is being placed, the Company will, upon notification, credit the live operator surcharge amount to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.2 Rates

FEATURE	Residential Charge	Business Charge	Monthly Maximum
Call Tracing - per use	\$ <u>2.00</u>	\$ <u>2.00</u>	
Repeat Dialing, (*66) - per use	\$ <u>1.25</u>	\$ <u>1.25</u>	\$ <u>12.00</u>
Return Call, (*69) - per use	\$ <u>1.25</u>	\$ <u>1.25</u>	\$ <u>12.00</u>
Three-Way Calling - per use	\$ <u>1.25</u>	\$ <u>1.25</u>	
	Per Month	Per Month	
Call Blocking	\$ <u>5.00</u>	\$ <u>10.00</u>	
VIP Alert	\$ <u>5.00</u>	\$ <u>10.00</u>	
Hunting, per arrangement	\$ <u>10.00</u>	\$ <u>10.00</u>	
Call Forwarding	\$ <u>4.00</u>	\$ <u>4.00</u>	
Call Forwarding - Plus	\$ <u>10.00</u>	\$ <u>10.00</u>	
Call Hold	\$ <u>5.00</u>	\$ <u>5.00</u>	
Call Waiting	\$ <u>5.00</u>	\$ <u>5.00</u>	
Three Way Calling	\$ <u>5.00</u>	\$ <u>5.00</u>	
Speed Calling 8	\$ <u>10.00</u>	\$ <u>10.00</u>	
Speed Calling 20	\$ <u>10.00</u>	\$ <u>10.00</u>	
Call Transfer	\$ <u>5.00</u>	\$ <u>5.00</u>	
Call ID	\$ <u>15.00</u>	\$ <u>15.00</u>	

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.3 Caller ID 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 Central Office Services, which utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call Service.

Customers have two blocking options as follows:

A. Per-Call Blocking

Per-Call Blocking will prevent the display of Customers' telephone numbers on outgoing calls. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call.

Per-Call Blocking is provided at no charge, and is automatically placed on all telephone lines by the Company.

Per-Call Blocking will not prevent the display of telephone numbers to 911 emergency service providers.

B. Per-Line Blocking

Customers requesting Per-Line Blocking will prevent the display of their telephone numbers on all outgoing calls. The Per-Line Blocking feature may be deactivated at any time by Customers on a call-by-call basis through the activation of a special code. Blocking will be deactivated for that outgoing call only. Per-Line Blocking is provided free of any recurring charge, but is a special feature, which must be ordered by Customers.

The Company will initially install Per-Line Blocking at no charge. Requests to remove Per-Line Blocking on Customer lines will be completed at no charge. Subsequent requests to re-install Per-Line Blocking will be completed at prevailing Company nonrecurring service order rates.

Per-Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.7 Custom Calling Features (continued)

4.7.3 Caller ID Blocking (continued)

B. (continued)

Customers who use either per-call blocking or line blocking may be unable to complete calls to Caller ID Number/Caller ID Name subscribers who have activated the Anonymous Call Rejection feature of Caller ID Number/Caller ID Name Service. If a customer using blocking calls a Caller ID Number/Caller ID Name subscriber who has activated Anonymous Call Rejection, he/she will hear an announcement that the Caller ID Number/Caller ID Name subscriber is not accepting blocked calls. There are several ways to complete a call to a Caller ID Number/Caller ID Name subscriber who has activated Anonymous Call Rejection: (1) place the call through an operator; (2) place the call using a calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.8 Intercept Referral Services

Referral Services announce to the calling party the status of a called party's number and, when appropriate, refers the calling party to a number (s) where the called party can be reached for a specified time period. These services are provided either through a recorded announcement or by a special operator. The Company Representative negotiates the type of referrals offered to customers when they permanently disconnect, temporarily suspend or change their numbers, or are involved with a media error. These customers can choose between having their numbers referred and having a disconnect message provided to the calling party. Customers whose telephone services are permanently disconnected because of nonpayment are placed on Disconnect Announcement Service with a referral to another number.

4.8.1 Application of Charges

- A. An additional name and number referred or an extension of service is not offered after the original agreement is processed by the Company.
- B. The applicable charges for services will be billed in advance as a one-time charge. Installment billing will not be provided.
- C. For Number-to-Number Referral Service, customers' requests for termination of service prior to the originally agreed service termination date will be honored, and credit or reimbursement arrangements are available for the unused portion of service. However, customers are responsible for an initial one-month minimum charge, and the monthly charge for each full or partial subsequent month that service was provided. Billing is based on an entire month of service; partial month adjustments are not available.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.8 Intercept Referral Services (continued)

4.8.2 Basic Referral Service

Basic Referral Service uses a recorded announcement to give the caller of a disconnected, suspended or changed number, the number's status and a referral number. This service offered free for three months.

A. Rates

Monthly Charge

Residence, per number	\$ <u>10.00</u>
Business, per number	\$ <u>10.00</u>

4.8.3 Corrective Referral Service

Corrective Referral Service provides the caller of a number that has been printed or announced incorrectly through a media source a recorded announcement of its status and a referral number. This service applies to media errors involving a number that has not been assigned to another customer. This service is available for a minimum of one (1) month to a maximum of fifteen (15) months.

A. Rates

Monthly Rate*

Nonrecurring Charge

Residence, per number	\$ <u>2.00</u>	\$ <u>15.50</u>
Business, per number	\$ <u>2.50</u>	\$ <u>35.00</u>

*The monthly rate is applied to the status of each number for the length of service requested and paid in advance. For example, if a Customer wants a referral for four (4) months, the monthly rate would be multiplied by four (4) and paid in advance.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.8 Intercept Referral Services (continued)

4.8.4 Split Referral Service

Split Referral Service routes a call, which was placed to a disconnected, suspended or changed number (s) to an announcement, which states the called number's status and provides one or more referral numbers to the calling party. This service could also apply to a working number that has been printed or announced incorrectly through a media source. Service is available for a minimum of one (1) month to a maximum of fifteen (15) months.

A. Rates

1. Maximum of two names and two numbers referred.

	Monthly Rate*	Nonrecurring Charge
Residence, per number	\$ <u>15.00</u>	\$ <u>15.50</u>
Business, per number	\$ <u>35.00</u>	\$ <u>35.00</u>

2. Additional Name and Number- each additional Name and Number Referred

	Monthly Rate*	Nonrecurring Charge
Residence, per number	\$ <u>10.00</u>	
Business, per number	\$ <u>20.00</u>	

* The monthly rate is applied to the status of each number for the length of service requested and paid in advance. For example, if a customer wants a referral for four (4) months, the monthly rate would be multiplied by four (4) and paid in advance.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.8 Intercept Referral Services (continued)

4.8.5 Number-to-Number Service

Number-to-Number referral service provides the caller of a disconnected, suspended, or changed individual line residence, individual line business, Centrex, or DID line number, a recorded announcement that states the line number status and a referral number. Number -to- Number Service may be purchased beyond the Basic Referral Service period. Service is provided for a minimum of one (1) month to a maximum of twelve (12) months.

A. Rates

Monthly Charge

Per Line Number

\$ 10.00

* The monthly rate is applied to the status of each number for the length of service requested and paid in advance. For example, if a customer wants a referral for four (4) months, the monthly rate would be multiplied by four (4) and paid in advance.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4.0 - MISCELLANEOUS SERVICES AND CHARGES

4.9 Toll Restriction

Provides for Exchange Access lines or trunks to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. This service is offered subject to the availability of facilities to individual line residence and individual line business Customers. Provision of toll restriction does not alleviate Customer responsibility for completed toll calls.

4.9.1 Rates

	<u>Residence</u>	<u>Business</u>
Nonrecurring Charge, per line	\$ <u>15.00</u> *	\$ <u>15.00</u>

* This charge does not apply if Toll Restriction is provided at the time of initial service. Subsequent requests for this option will incur this charge on a per-line basis

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Service and Promotional Trials

5.1.1 General

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

5.1.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial within the time frames set forth in 52 Pa. Code §53.60.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.2 Operator Services

5.2.1 Busy Line Verification and Interrupt Service

5.2.1.1 General

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

5.2.1.2 Rate Application

- A. A Verification Charge will apply when:
1. The operator verifies that the line is busy with a call in progress, or
 2. The operator verifies that the line is available for incoming calls.
- B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- B. No charge will apply when the calling party advises that the call is from an official public emergency agency.
- C. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

<u>Rates</u>	<u>Per Call</u>
Busy Line Verification, per request	\$ <u>5.00</u>
Emergency Interruption	\$ <u>6.50</u>

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 3046 Brecksville Road, Summit II – Unit A
 Richfield, OH 44286

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.2 Operator Services (continued)

5.2.1 Busy Line Verification and Interrupt Service (continued)

5.2.1.3 Rates

Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- A. Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- B. Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and request interruption.
- C. Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:
- D. The operator verifies that the line is busy with a call in progress.
- E. The operator verifies that the line is available for incoming calls.
- F. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call advising the called party the name of the calling party. One charge will apply for both verification and interruption.

Per Request

Busy Line Verification	\$ 5.00
Busy Line Intercept	\$ 6.50
Intercept Call Completion	\$ 6.50

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 3046 Brecksville Road, Summit II – Unit A
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.3 Trap Circuit Service

5.3.1 General

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

5.3.2 Regulations

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

5.3.3 Rates

Upon request for this service, the monthly charge to the customer will be increased by any charges incurred by the Company for the provision of this service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.4 Local Operator Service

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station-to-station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

The following surcharges will be applied on a per call basis:

Third Number Billing	\$ <u>5.00</u>
Collect Calling	\$ <u>2.00</u>
Person-to-Person	\$ <u>6.50</u>
Operator Dialed	\$ <u>5.00</u>
General Assistance	\$ <u>2.00</u>

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.5 Customer Requested Service Suspension

5.5.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.5.2 The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month	½ Regular Monthly Rate (up to the one-year limit)

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 – SUPPLEMENTAL SERVICES

5.6 Foreign Exchange Service

Foreign Exchange Service provides local telephone service from a central office outside the subscriber's exchange area.

A. Rates

Billing is calculated by multiplying the customer's DID trunk rate times the number of subscribed channels.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.1 General

Each exchange within the Company's service area within Pennsylvania is assigned to a Zone, which is used to specify Business and Residential Local Flat and Local Measured Rates. Section 6.2 lists the Company's Pennsylvania local calling areas.

Zone One indicates contiguous exchanges and are considered local calls. All calls made to locations other than those included in Zone One are considered intraLATA toll calls. Rates for Company completed intraLATA toll calls can be found in Company PA PUC Tariffs No. 1 and No.2.

For example, suppose a customer wanted to know how much it would cost to call Bedminster from Doylestown. They would locate Doylestown in the left column under EXCHANGE OR LOCALITY. They would then search for Bedminster in that row either under the column heading ZONE ONE CALLING AREA. Bedminster is located under ZONE ONE CALLING AREA and thus the call has a Zone One rate. If Bedminster was not located under the ZONE ONE CALLING AREA column heading it would be considered an intraLATA toll call.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.1 General (continued)

A. Company Rate Centers

For the purpose of determining measured local use and local calling areas, the Company's service area within the Commonwealth of Pennsylvania is divided into the following zones. The zones include:

Philadelphia Zone 1- Center includes all customers with the NPA/Nxx of 215/825

Chester	Darby-Ridley/Park-Sharon Hill
Doylestown	Newton
Media	UpperDarby
Lansdale	Northwales
Swarthmore	Havertown-Manoa
Linexngtn	

Philadelphia Zone 2 - Center includes all customers with the NPA/Nxx of 267/295

Broomall-Newton Square

Philadelphia Zone 4 - Center includes all customers with the NPA/Nxx of 267/350

Cynwyd-Narbeth	Pottstown
Flourtown	Eddington-Cornwells Heights
Ardmore	Royersford
Ambler	Bristol
BrynMawr	W. Chester
Cheltenham-Elkins/Park-Jenkintown	Langhorne
Wayne	Levittown
Bethayres-Huntingdon	New Castle
Paoli-Malvern-Berwyn	Warrington
Willow Grove	Norristown
Valley Forge	Collegevl
Hatboro	Exton
Conshohocken	Northampton
Feasterville-Churchville	Chester Heights

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Ambler	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Ardmore	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Bethayres-Huntingdon	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Bristol	Morrisvl, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Chester Heights, Chester, Media, Swarthmore, Darby-Ridley/Park-Sharon Hill, Upper Darby, Havertown-Manoa, Broomall-Newton Square, Cynwyd-Narberth, Ardmore, Bryn Mawr, Wayne, Paoli-Malvern-Berwyn, Valley Forge, Norristown, Conshohocken, Fourtown, Ambler, Cheltenham-Elkins/Park-Jenkintown, Bethayres-Huntingdon, Willow Grove, Hatboro, Feastenille-Churchville, Eddington-Cornwells Heights, Bristol, Langhorne, Levittown, Warrington, Yardley

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 3046 Brecksville Road, Summit II – Unit A
 Richfield, OH 44286

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Broomall-Newton Square	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Bryn Mawr	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Cheltenham-Elkins/ Park-Jenkintown	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Chester	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Holly Oak, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Chester Heights	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Holly Oak, Langhorne, Lenape, Levittown, Media, Mendenhall, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, W Chester, W Town, Warrington, Wayne, Willow Grove, Wilmington
Collegeville	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Center Pt., Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Green Lane, Harleysvl, Hatboro, Havertown-Manoa, Langhorne, Lansdale, Levittown Warrington, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Phoenixvl, Pottstown, Royersford, Schwenksvl, Souderton , Swarthmore, Upper Darby, Valley Forge, Wayne, Willow Grove
Conshohocken	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Cynwyd-Narberth	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove

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SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Darby-Ridley/ Park-Sharon Hill	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Doylestown	Ambler, Ardmore, Bedminster, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Buckingham, Carversvl, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Dublin, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Hew Hope, Langhorne, Lansdale, Levittown, Linelxngtn, Media, N Wales, Newtown, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Perkasio, Philadelphia Zones 1, 2, 3, 4, Plumstedvl, Souderton, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Wycombe
Eddington-Cornwells Heights	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Exton	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Chesterspg, Coatesvl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Downingtn, Eagle, Eddington-Cornwells Heights, Exton, Feastenille-Churchville, Fourtown, Glenmoore, Hatboro, Havertown-Manoa, Langhorne, Lenape, Levittown, Media, Mortonvl, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Pughtown, Swarthmore, Upper Darby, Valley Forge, W Chester, W Town , Warrington, Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Feastenville-Churchville	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Newtown, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Wycombe
Flourtown	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Hatboro	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Havertown-Manoa	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Langhorne	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Morrisvl, Newtown, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Yardley
Lansdale	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Center Pt, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Dublin, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Green Lane, Harleysvl, Hatboro, Havertown-Manoa, Langhorne, Lansdale, Levittown, Linelxngtn, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Perkasio, Philadelphia Zones 1, 2, 3, 4, Schwenksvl, Souderton, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Levittown	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Morrisvl, Newtown, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Yardley
Linelxngtn	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Buckingham, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Dublin, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Harleysvl, Hatboro, Havertown-Manoa, Langhorne, Lansdale, Levittown, Linelxngtn, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Perkasio, Philadelphia Zones 1, 2, 3, 4, Plumstedvl, Souderton, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Media	Ambler,Cheltenham-Elkins/Park-Jenkintown Bethayres-Huntingdon, Ardmore, Bristol, Broomall-Newton Square, Bryn Mawr, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
N Wales	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Center Pt., Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Harleysvl, Hatboro, Havertown-Manoa, Langhorne, Lansdale, Levittown, Linelxngtn, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Souderton , Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
New Castle	Delawarecy, Hockessin, Holly Oak, Middletown, N Castle, Newark, Wilmington
Newtown	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Buckingham, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Mortonvl, New Hope, Newtown, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Wycombe, Yardley
Norristown	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Center Pt., Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenville-Churchville, Fourtown, Harleysvl, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, N Wales, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Phoenixvl, Royersford, Schwenksvl , Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
North Hampton	Allentown, Bath, Bethlehem, Catasauqua, Ironton, N Hampton, Slatington
Paoli-Malern-Berwyn	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Chesterspg, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Downingtn, Eagle, Eddington-Cornwells Heights, Exton, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Lenape, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Phoenixvl, Swarthmore, Upper Darby, Valley Forge, W Chester, W Town, Warrington , Wayne, Willow Grove
Philadelphia Zone 1	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Philadelphia Zone 2	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Philadelphia Zone 4	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
Pottstown	Boyertown, Collegevl, Douglassvl, Phoenixvl, Pottstown, Pughtown, Royersford, Sassmnsvl, Schwenksvl
Royersford	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Center Pt., Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Chesterspg, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eagle, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Phoenixvl, Pottstown, Pughtown, Royersford, Schwenksvl, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Swarthmore	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Upper Darby	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, evittown, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove
Valley Forge	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Collegevl, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Phoenixvl, Royersford, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove

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 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.2 Local Calling Areas (continued)

<u>Exchange or Locality</u>	<u>Zone One Calling Area</u>
W Chester	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Downingtn, Eddington-Cornwells Heights, Exton, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Lenape, Levittown, Media, Mendenhall, Mortonvl, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, W Chester, W Town, Warrington , Wayne, Willow Grove
Warrington	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Buckingham, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Doylestown, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Linelxngtn, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington, Wayne, Willow Grove, Wycombe
Wayne	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove
Willow Grove	Ambler, Ardmore, Bethayres-Huntingdon, Bristol, Broomall-Newton Square, Bryn Mawr, Cheltenham-Elkins/Park-Jenkintown, Chester, Chester Heights, Conshohocken, Cynwyd-Narberth, Darby-Ridley/Park-Sharon Hill, Eddington-Cornwells Heights, Feastenille-Churchville, Fourtown, Hatboro, Havertown-Manoa, Langhorne, Levittown, Media, Norristown, Paoli-Malvern-Berwyn, Pennsburg, Philadelphia Zones 1, 2, 3, 4, Swarthmore, Upper Darby, Valley Forge, Warrington , Wayne, Willow Grove

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - SERVICE AREAS

6.3 Rates

6.3.1 Residential and Business Measured Usage Rates

Zone One¹ Calls per minute rate \$ 0.25

6.3.2 Local Flat Usage Rates

Zone One Calls monthly recurring rate \$ 0.45

A. Nonrecurring Service Charge \$ 25.00
For Flat Usage Customers

¹See Section 6.1 of this tariff for additional information.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 7 - RESIDENTIAL SERVICES

7.1 General

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

- A. place and receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. In compliance with intraLATA and interLATA pre-subscription Order at Docket No. 1-00940034, a customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (1010XXXX). To the extent that intraLATA and interLATA presubscription is available, at the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intraLATA and interLATA toll service. If the customer does not select an intraLATA PIC, and does not request blocking of intraLATA toll calls, the Company shall be deemed to have been designated as the customer's intraLATA PIC.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 7 - RESIDENTIAL SERVICES

7.2 Service Descriptions

The following Residential Network Switched Service Options are offered:

7.2.1 Residential Measured Rate Service

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

7.2.2 Measured Rate Service

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

A. Description

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

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 7 - RESIDENTIAL SERVICES

7.2 Service Descriptions (continued)

7.2.2 Measured Rate Service (continued)

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

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

Non-Recurring Installation Fee **

** Rates will mirror those set by Verizon Pennsylvania Inc.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.1 General

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

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (1010XXXX). To the extent that intraLATA presubscription is available, at the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

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

CONNECTION CHARGES as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES**8.2 Service Descriptions**

The following Business Access Service Options are offered:

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

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

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

8.2.1 Basic Business Line Service**A. General**

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

The following Advanced Features are available at an additional charge:

1. Voice Messaging; and
2. 6-Way Conference per line.

Each Basic Business Line has the following characteristics:

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.1 Basic Business Line Service (continued)

B. Measured Rate Basic Business Line Service

1. Description

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

2. Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Rates will mirror those set by Verizon Pennsylvania Inc.
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Rates will mirror those set by Verizon Pennsylvania Inc.
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.3 PBX Trunk Service

A. General

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

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

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

Each DS0 level Trunk has the following characteristics:

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.3 PBX Trunk Service (continued)

B. Measured Rate PBX Trunks

1. Description

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

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Service to customers may require the use of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

** Rates will mirror those set by Verizon Pennsylvania Inc.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.3 PBX Trunk Service (continued)

C. Measured Rate Analog PBX Trunks

1. Recurring and Nonrecurring Charges

Terminal Numbers:

1-20 lines in terminal group

100 lines in terminal group

2. Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

** Rates will mirror those set by Verizon Pennsylvania Inc.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.4 Rates

A. PBX Trunks (minimum of 24)

	<u>Monthly</u>	<u>Nonrecurring Installation</u>
1. One-Year Term		
DOD Trunk, per Line	\$ **	\$ **
DID Trunk, per Line	\$ **	\$ **
Two Way Combo Trunk	\$ **	\$ **
PBX/Attendant Trunk	\$ **	\$ **
2. Two-Year Term		
DOD Trunk, per Line	\$ **	\$ **
DID Trunk, per Line	\$ **	\$ **
Two Way Combo Trunk	\$ **	\$ **
PBX/Attendant Trunk	\$ **	\$ **
3. Three-Year Term		
DOD Trunk, per Line	\$ **	\$ **
DID Trunk, per Line	\$ **	\$ **
Two Way Combo Trunk	\$ **	\$ **
PBX/Attendant Trunk	\$ **	\$ **

B. DID Numbers

1. 20 Station Numbers	\$ **
2. Per 100 Numbers	\$ **

C. Order Charge - each additional line/trunk \$ **

D. One Way Toll-Free Trunk \$ **

** Rates will mirror those set by Verizon Pennsylvania Inc.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 8 - BUSINESS SERVICES

8.2 Service Descriptions (continued)

8.2.5 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period, which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

8.2.6 PRI T-1 Service

PRI T-1 (Primary Rate Interface) T-1 Service provides the customer with a direct digital connection via switched access to one or more private or public services. PRI T-1 Service is an enhanced T-1 service that allows the customer Integrated Services Digital network (ISDN) bandwidth that facilitates end-to-end digital connectivity to support a variety of services. PRI T-1 Service is 23 B channels each being a full 64,000 bps. One channel is a D channel to allow for signaling information to be passed. The service is utilized to connect ISDN compatible equipment at the customer premises to a suitably equipped Company node.

A. PRI T-1 Rates

		<u>Recurring Charge</u>	<u>Nonrecurring Charge</u>
PRIT1	1 yr term	\$ **	\$ **
PRIT1	2 yr term	\$ **	\$ **
PRIT1	3 yr term	\$ **	\$ **
DigitalT1	1 yr term	\$ **	\$ **
DigitalT1	2 yr term	\$ **	\$ **
DigitalT1	3 yr term	\$ **	\$ **

** Rates will mirror those set by Verizon Pennsylvania Inc.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.1 Discounted Service for the Hearing or Speech Impaired Customer

9.1.1 General

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

9.1.2 Certification

Acceptable certifications are:

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

9.1.3 Qualification

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

9.1.4 Billing

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.2 Universal Emergency Telephone Number Service

9.2.1 General

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

9.2.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- C. 911 service is furnished for incoming calls only.
- D. For 9-1-1 service interruptions in the city of Philadelphia, the Company has established Primary, Secondary ("alternate") and Final routing for calls to the PSAP. The Company, through its intercarrier interconnection agreements, has established direct interconnection trunking facilities with the primary incumbent local exchange carrier serving the city of Philadelphia. These trunking facilities carrying 9-1-1 traffic are directly connected with incumbent local exchange carrier's tandem switching facilities at Locust and at Market Street. Traffic is then routed by either tandem to the PSAP. Primary routing for 9-1-1 calls through the Company network will be handled through the Locust 9-1-1 tandem. If the Primary route is busy or out of service, the calls will overflow via the Secondary route to the Market St. tandem. If the Secondary route is busy or out of service, the calls will route to an announcement. The announcement will state, "All Company circuits are busy now. Please hang up and try your call again." The Company maintains insurance coverage only for liability arising from failure of the 9-1-1 or E-9-1-1 telecommunications service.
- E. The Company will not use the city of Philadelphia's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service to its customers.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.2 Universal Emergency Telephone Number Service (continued)

9.2.2 Regulations (continued)

- F. The Company will install the city of Philadelphia's MSAG in "read only" format on one computer network and its back-up unless the Company obtains permission from the city to modify the format to make the MSAG compatible with the Company's software system. The Company will not modify the content of the city of Philadelphia's MSAG.
- G. The Company will not sell, lease, license, rent, loan, or provide or transfer the city's MSAG to any other person(s) or entity(ies) without the express written authorization of the city of Philadelphia's 9-1-1 Coordinator or his/her designee.
- H. The Company shall not modify or create any derivatives of the city of Philadelphia's MSAG or copy the city's MSAG, except that one (1) copy may be made for archival purposes only.
- I. The Company will abide by all terms and conditions regarding MSAG and the provision of 9-1-1 services required pursuant to the Pennsylvania Public Utility Commission's proceeding in any docket or dockets relating to this matter and with the entity's (county or municipality that is responsible under Act 78 or the laws of the Commonwealth of Pennsylvania) protocols for 911 service provision.
- J. The Company's liability and its obligation to furnish 9-1-1/E9-1-1 Service are limited as described by Company liability and indemnification clauses spelled out in Section 2.1 of this tariff (specifically 2.1.2) incorporated herein by reference and the laws of the Commonwealth of Pennsylvania.
- K. The Company is not an insurer of persons or property. The liability of the Company to the subscriber, the customer or any other person for a loss or injury suffered or a liability incurred by any or all of them as a result of a failure in the 9-1-1/E9-1-1 Service shall be limited in accordance with the provisions of Section 2.1.2 and Section 2.11 which are incorporated herein by reference. The subscriber or customer and any other persons who may be affected by a failure of the 9-1-1/E9-1-1 Service are advised that they should obtain insurance and take all other steps necessary to protect themselves against loss or injury which they may suffer or liability which they may incur as a result of failure of 9-1-1/E9-1-1 Service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.2 Universal Emergency Telephone Number Service (continued)

9.2.3 Conditions of Furnishing Service

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

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.3 Enhanced Universal Emergency Telephone Number Service

9.3.1 General

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

9.3.2 Regulations

- A. In addition to the following, the regulations in 9.5.2 apply.
- B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.3 Enhanced Universal Emergency Telephone Number Service (continued)

9.3.3 Conditions of Furnishing Service

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

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.4 Telecommunications Relay Service

9.4.1 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 the tariff filed by AT&T Communications of Pennsylvania, Inc.

9.4.2 Surcharge

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.

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 are currently in effect as of July 1, 2005.

	<u>Monthly Rate</u>
Per residence access line	\$ <u>0.07</u>
Per business access line	\$ <u>0.10</u>

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 9 – SPECIAL SERVICES AND PROGRAMS

9.5 Emergency Contact Service

9.5.1 Description

Emergency Contact Service (ECS) allows the Emergency 911 center to view the exact number or extension of the calling party within the premises of the Customer. This will direct the 911 dispatcher to the exact section and floor of the building from which the call originated. Customers who request ECS will provide the Company with a callback number for each DID number owned by the Customer. This callback number will then be incorporated into the 911 database for use by the Emergency 911 center

9.5.2 Availability

Emergency Contact Service is only available upon request and to those customers that support an ISDN PRI trunk.

9.5.3 Provisions of this service are at the sole discretion of the Customer. The Company assumes no liability for provision of this service except that covered for refunds in the event of service outage. Service is limited as described by Company’s liability and indemnification clauses spelled out in Section 9.5 of this tariff incorporated herein by reference and the laws of the state in which this tariff applies

9.5.4 The Customer is responsible for providing accurate information relating to the location/locations of end-users Customers who request this service are required to provide the Company with a callback number for each direct inward dialing (DID) number owned by the Customer and are responsible for association of that number with an office location, suite location or other internal type location peculiar to the Customer's business address. This callback number will then be incorporated into the 911 database for use by the Emergency 911 center. The Customer is solely responsible to the Company for updates if any of the information provided is altered in any way

9.5.5 Rates and Charges

Monthly Recurring Charge: \$ **
Installation Fee: \$ **

** Rates will mirror those set by Verizon Pennsylvania Inc.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 10 – DIRECTORY

10.1 Alphabetical Directory

10.1.1 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- A. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is no impaired thereby. Where more than one listing is required to properly list the Customer, no additional charge is made.
- B. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing, which is found to be in violation of its rules with respect thereto.
- C. Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Government listings in the Government section. The Company, upon notification to the customer, will withdraw any listing, which is found to be in violation of its rules with respect thereto.
- D. In order for a listing to appear in an upcoming directory, the customer must furnish the listing to the Company in time to meet the directory publishing schedule.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 10 – DIRECTORY

10.1 Alphabetical Directory (continued)

10.1.1 Directory Listings (continued)

- E. Directory listings are provided in connection with each customer service as specified herein.
1. Primary Listing: A primary listing contains the name of the Customer, or the name under which a business regularly conducted, as well as the address and telephone number of the Customer. **This listing is provided at no additional charge.**
 2. Additional Listings: Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 10.1.1E.6.
 3. Nonpublished Listings: Listings that are neither printed in directories nor available from Directory Assistance. A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records subject to the provisions set forth in this Section. Rates for Nonpublished Listings are specified in Section 10.1.1E.6.
 4. Nondirectory Listed Numbers: A Nondirectory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nondirectory Listed Numbers are specified in Section 10.1.1E.6.
 5. Foreign Listings: Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.

 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 10 – DIRECTORY

10.1 Alphabetical Directory (continued)

10.1.1 Directory Listings (continued)

E. (continued)

6. Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

	<u>Per Listing or Per Number Monthly Recurring Charge</u>
Business	
Additional Listing	\$5.00
Foreign Exchange Listing	\$5.00
Alternate Listings	\$3.00
Non-Directory Listed Service	\$2.00
Non-Published Service	\$4.75
Toll-Free Directory Listing	\$3.00
Straight Line Under Listing	\$5.00
Caption and Subcaption Listings	\$5.00
Residential	
Additional Listing	\$3.00
Foreign Exchange Listing	\$3.00
Alternate Listings	\$2.00
Non-Directory Listed Service	\$2.00
Non-Published Service	\$3.00

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 4.1 of this tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 10 – DIRECTORY

10.2 Directory Information Requests

Requests for directory information are provided by dialing Directory Assistance. (See Section 4.3) The Company outside of normal directory assistance procedures will not issue information unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.3 Liability of the Company for Errors

10.3.1 General

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

10.3.2 Allowance for Errors

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

A. Free Listings

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

B. Charge Listings

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

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 10 – DIRECTORY

10.3.2 Allowance for Errors (continued)

C. Operator Records

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

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