

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
REGULATIONS AND SCHEDULE OF CHARGES
APPLYING TO COMPETITIVE LOCAL EXCHANGE SERVICES WITHIN
THE SERVICE AREAS OF VERIZON PENNSYLVANIA, INC.

PROVIDED BY

DSCI Corporation
1050 Waltham Street
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SUPPLEMENT NO. 1 - PA P.U.C. NO. 1

LIST OF MODIFICATIONS

Changes:

Title Page – 1st Revised Title Page
Preface - 1st Revised Page No. 2
Preface - 1st Revised Page No. 3
Section 2 - 1st Revised Page No. 27

EXPLANATION OF SYMBOLS

The following symbols shall be used in this Tariff for the purpose indicated below:

- (I) To signify increase in rates.
- (D) To signify decrease in rates.
- (C) To signify any other changes.

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APPLICATION OF TARIFF

This Tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by DSCI Corporation (“Company”), to Customers within the Commonwealth of Pennsylvania.

This Company’s Tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Communications Act of 1934 as amended by the Telecommunications Act of 1996.

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TARIFF FORMAT

A. Page Numbering – Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. Page Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Pennsylvania Public Utility Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Pennsylvania Public Utility Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently 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).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets – When a Tariff filing is made with the Pennsylvania Public Utility Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages 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 this page if these are the only changes made to it (i.e., the format, etc., remain 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 page is the most current on file with the Pennsylvania Public Utility Commission.

SECTION 1 – DEFINITIONS

For purposes of this tariff, the following definitions will apply:

Account Codes – Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Advance Payment – Part or all of a payment required before the start of service.

Automatic Numbering Identification (ANI) – A type of signaling provided by a local telephone company which automatically identifies the local exchange line from which a call originates.

Collocation – An arrangement whereby the Company’s switching equipment is located in a local exchange Company’s central office.

Commission – Refers to the Pennsylvania Public Utility Commission, unless otherwise indicated.

Company – DSCI Corporation, the issuer of this Tariff.

Customer – The person, firm or corporation that orders service and is responsible for payment of charges and compliance with the terms and conditions of this Tariff.

Deposit – Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

Dial Pulse (or “DP”) – The pulse type employed by rotary dial station sets.

DSCI Corporation – DSCI Corporation, issuer of this Tariff.

Dual Tone Multi-Frequency (or “DTMF”) – The pulse type employed by tone dial station sets.

Duplex Service – Service which provides for simultaneous transmission in both directions.

End Office – The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Exchange Telephone Company or Telephone Company – Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

SECTION 1 – DEFINITIONS (CONT'D)

Fiber Optic Cable – A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Hearing Impaired – Those persons with communications impairments, including those hearing impaired, deaf, deaf/blind and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

Hunting – Routes a call to an idle station line in a prearranged group when the called station line is busy.

In-Only – A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

IXC or Interexchange Carrier – A long distance telecommunications service provider.

LATA – A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designed as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor Tariff(s).

Minimum Point of Presence (“MPOP”) – The main telephone closet in the Customer’s building.

Monthly Recurring Charges – The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Multi-Frequency (or “MF”) – An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring Charge (“NRC”) – The initial charge, usually assessed on a one-time basis, to initiate and establish service.

NPA – Numbering plan or area code.

Other Telephone Company – An Exchange Telephone Company, other than the Company.

SECTION 1 – DEFINITIONS (CONT'D)

PBX – Private Branch Exchange.

Point of Presence (“POP”) – Location where the Company maintains a facility for purposes of interconnecting to the Company's Network.

Recurring Charges – Monthly charges to the Customer for services, and equipment, which continues for the agreed-upon duration of the service.

Service – Any means of service offered herein or any combination thereof.

Service Commencement Date – The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to access service which does not conform to standards set forth in the Service order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order – The written or verbal request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Shared – A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Shared Inbound Calls – Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls – Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that “1 + 10-digit number” calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing “10XXX” or 101XXXX” with a “1+10-digit number.”

Tandem – A class 4 switch facility to which NPA and NXX codes are subtended.

Two-Way – A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

Usage Based Charges – Charges for minutes or messages traversing over local exchange facilities.

User or End User – A Customer, Joint User or any other person authorized by a Customer to use service provided under this Tariff.

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

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.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

The Company's Tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa Code, 66 Pa. C.S. and the Communications Act of 1934 as amended by the Telecommunications Act of 1996), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

2.1.2 Shortage of Equipment or Facilities

1. 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.
2. 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.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions

1. Service is provided on the basis of a minimum period of at least thirty (30) days, 24 hours per day. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.
2. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
3. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
4. In any action between the parties to enforce any provision of this Tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
5. Prior to termination of service, the utility should mail or deliver written notice to the Customer at least 10 days prior to the date of the proposed termination. Termination of service by a carrier to a customer should follow a two-step process, whereby the carrier shall mail or deliver written notice to the Customer at least seven (7) days before the date of proposed suspension regardless upon which suspension is sought (52 Pa. Code §64.71). When at least ten (10) days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons: (1) failure to make satisfactory arrangements to pay arrears; (2) failure to post a deposit; (3) failure to meet the requirements of a payment agreement; (4) failure to give adequate assurances that an unauthorized use or practice will cease (52 Pa. Code §64.121).

Service may be terminated upon written notice to the Customer if:

- a. the Customer is using the service in violation of the Tariff; or
 - b. the Customer is using the service in violation of the law.
6. This Tariff shall be interpreted and governed by the laws of the Commonwealth of Pennsylvania regardless of its choice of laws provision.

SECTION 2 – RULES AND REGULATIONS (CONT'D)**2.1 Undertaking of the Company (Cont'd)****2.1.3 Terms and Conditions (Cont'd)**

7. Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
8. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

2.1.4 Liability of the Company

1. 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 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities.
2. 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.
3. 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.
4. 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.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

5. 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 2.1.4.5 as a condition precedent to such installations.
6. 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.
7. The Company shall be indemnified, defended and 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.
8. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by the Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

9. 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.
10. Directory Errors – The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a Customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred.
11. With respect to Emergency 911 Service:
 - A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or person, 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: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
 - B. Neither is the Company responsible for any infringement, nor 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 emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, 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 emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, its users, agencies or municipalities, or the employees or agents of any one of them.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

11. With respect to Emergency 911 Service (Cont'd)

- C. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local government authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.6 Provision of Equipment and Facilities

1. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any customer.
2. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
3. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
4. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
5. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any other party other than the Company, including, but not limited to, the Customer.
6. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - (A) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - (B) the reception of signals by Customer-provided equipment.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.7 Universal Emergency Telephone Number Service (911, E911)

1. 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.
2. 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
3. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name and address associated with the originating station location are furnished to the Public Safety Answering Point.
4. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.1 Undertaking of the Company (Cont'd)

2.1.7 Universal Emergency Telephone Number Service (911, E911) (Cont'd)

5. The Company assumes no liability for any infringement, or any invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or person, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this Tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of 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 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection 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 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

SECTION 2 – RULES AND REGULATIONS (CONT'D)**2.1 Undertaking of the Company (Cont'd)****2.1.8 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional hours may apply.

2.1.9 Special Construction

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

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would normally utilize in the furnishing of its services;
3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its normal construction.

2.1.10 Ownership of Facilities

Title to all facilities provided in accordance with this Tariff remains in the Company, its partners, agents, contractors or suppliers.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and PUC regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owned to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Tariff will apply.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this Tariff;
2. damage to or loss of the Company's facilities or equipment caused by the acts of omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.3. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Obligations of the Customer (Cont'd)

2.3.1 General (Cont'd)

5. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., asbestos) prior to any construction or installation work;
6. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1.4; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein removing the facilities or equipment of the Company;
7. not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
8. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Obligations of the Customer (Cont'd)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. any loss, destruction or damage to the property of the Company or any third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.4 Customer Equipment and Channels

2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Tariff.

2.4.2 Station Equipment

1. Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
2. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.4 Customer Equipment and Channels (Cont'd)

2.4.3 Interconnection of Facilities

1. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
2. Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Tariffs of the other communications carriers that are applicable to such connections.
3. Facilities furnished under this Tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this Tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
4. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this Tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.4 Customer Equipment and Channels (Cont'd)

2.4.4 Inspections

1. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements

2.5.1. Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

2.5.2 Billing and Collection of Charges

The Company complies with the requirements of Chapter 64 in Title 52 regarding billing standards and practices for customers. In instances where sections of the tariff may conflict with Chapter 64, regulations in Chapter 64 will prevail.

1. Non-recurring charges are due and payable from the customer within 30 days after the billing date, unless otherwise agreed to in advance.
2. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the billing date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
3. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.2 Billing and Collection of Charges (Cont'd)

4. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
5. A 1.25% Late payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill. the Customer's bill will be considered to be mailed within seven (7) days of the billing cycle and will be considered past due if payment is not received within thirty days after the billing date.
6. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor.
7. Customer have up to 90 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. The Bureau of Consumer Services has primary jurisdiction over complaints and Customers may contact the Bureau at the following address: Bureau of Consumer Services, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
8. If service is disconnected by the Company in accordance with Section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. Payments may be required in advance of furnishing any of the following services: (1) seasonal service, (2) construction of facilities and furnishing of special equipment, (3) temporary service for short-term use. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.4 Deposits

The Company does not collect Customer Deposits.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.5 Discontinuance of Service

1. Upon nonpayment of any amounts owing to the Company, the Company may, by giving ten (10) days' written notice to the Customer, discontinue or suspend service without incurring any liability.
2. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
3. 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, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
4. All procedures for discontinuance of service will be in accordance with 52 PA Code Section 64.71 and Section 64.121.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.5 Discontinuance of Service (Cont'd)

5. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
6. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
7. In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
8. Upon the Company's discontinuance of service to the Customer under Section 2.5.5.1. or 2.5.5.2., the Company, 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, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

2.5.6 Customer Responsibility

1. Cancellation by Customer

Customers may cancel service verbally or in writing. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

SECTION 2 – RULES AND REGULATIONS (CONT'D)**2.5 Payment Arrangements (Cont'd)****2.5.7 Cancellation of Application for Service**

1. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced. Such charge will be deducted from any Advance Payment collected as part of the Application for Service. The Company will reimburse Customers based on the following: Customers whose Service Orders have not yet been processed will receive a complete refund; those whose Service Orders are in process will receive a 50% credit; Service Orders that have been completed are not eligible for a refund.
2. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
3. The special charges described in 2.5.7.1. through 2.5.7.3. will be calculated and applied on a case-by-case basis.

2.5.8 Changes in Service Requested

If the Customer makes or request material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

SECTION 2 – RULES AND REGULATIONS (CONT'D)**2.6 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance 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 in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

Refunds for service interruptions shall conform with Section 64.52 of 52 Pa. Code.

1. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff. 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.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only 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.
3. A credit allowance will be given for interruptions of thirty (30) minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

Length of Interruption	Amount of Service to be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

Interruptions Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions Over 72 hours will be credit 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.6. Allowances for Interruptions in Service (Cont'd)

2.6.2 Limitations of Allowances

No credit allowance will be made for:

1. interruptions due to the negligence of or noncompliance with the provisions of this tariff by the Customer, authorized user, joint user or other common carrier providing service connected to the service of the Company;
2. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
3. Due to circumstances or causes beyond the reasonable control of the Company;
4. 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;
5. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
6. 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;
7. interruption of service due to circumstances or causes beyond the control of Company.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.6 Allowances for Interruptions in Service (Cont'd)

2.6.3 Reserved for future use.

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2.6.4 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.7 Use of Customer's Service by Others

2.7.1 Resale and Sharing

Any service provided under this Tariff may be resold to or shared with other persons at the option of the Customer, subject to compliance with any applicable laws or Pennsylvania Public Utility Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.7.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this Tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.8 Cancellation of Service/Termination Liability

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

The Customer's termination liability for cancellation of service shall be equal to:

- 2.8.1 all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- 2.8.2 any disconnection, early cancellation or termination charges reasonable incurred and paid to third parties by the Company on behalf of the Customer.
- 2.8.3 The maximum liability will not exceed all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation; minus
- 2.8.4 a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.9 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- 2.9.1 to any subsidiary, parent company or affiliate of the Company; or
- 2.9.2 pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.9.3 pursuant to any financing, merger or reorganization of the Company.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.10 Notices and Communications

- 2.10.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.10.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.10.3 Except as otherwise stated in this Tariff, all notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.10.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.11 Pennsylvania Telecommunications Relay Service

2.11.1 General

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in AT&T Communications of Pennsylvania, Inc.'s Tariff Telephone PA. P.U.C. No. 13.

2.11.2 Surcharge

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the PA TRS.

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

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

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

The following surcharge rates apply to all customer bills issued on or after July 1, 2005.

Per business access line, per month \$0.10

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

2.11.3 Rates

Local calls will be charged at the applicable flat rate or local measured service rate, except for calls originating from Pay Telephones, which shall be completed free of charge.

Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.12 Toll Free Services

- 2.12.1** The Company will make every effort to reserve toll free (i.e., “800/888”) vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.12.2** The Company will participate in porting toll free numbers only when all charges incurred as a result of the toll free number have been paid.
- 2.12.3** Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this tariff, the Company will only honor Customer requests for a change in Responsible Organization or toll free service provider for toll free numbers dedicated to the sole use of that single Customer.
- 2.12.4** If a Customer who has received a toll free number does not subscribe to toll free service within thirty (30) days, the Company reserves the right to make the assigned number available for use by another Customer.

SECTION 3 – SERVICE AREAS**3.1 Dial Tone Line Cell Classification**

Exchange Areas are classified into one of four (4) Dial Tone Line Cells which may be used to determine an Exchange Area Dial Tone Line monthly rate. The Cell classifications apply to business services and are determined by the following criteria:

Dial Tone Line Cell	Classification Criteria
1	All Philadelphia and Pittsburgh City Exchange Areas of Zones with working pairs per square mile greater than 9,000.
2	All remaining Philadelphia and Pittsburgh City Exchange Areas or Zones.
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones with more than 500 working pairs per square mile. Also, for those Exchange Areas with multi-central offices if one of the multi-central offices meets the 500 working lines per square mile criteria.
4	All remaining Exchange Areas.

SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Service Areas

3.2.1 Following are the Extended Area Service local calling areas for the Pennsylvania Exchange Areas.

SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North, Inc. Exchanges
Alexandria	Alexandria Huntington
Aliquippa Local Area	Aliquippa Ambridge Baden Glenwillard Hookstown Pittsburgh Suburban Zone 16 Rochester
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Allentown	Allentown Bath Bethlehem Catasauqua Easton Hellertown Kutztown Nazareth Northampton Riegelsville Slatington Springtown
Altoona	Altoona Bellwood Cresson Hollidaysburg Tyrone
Ambridge Local Area	Aliquippa Ambridge Baden Glenwillard Pittsburgh Suburban Zone 16
Extended Area	All stations in the Local Area plus: Pittsburgh Suburban Zone 15 Rochester
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Annville	Annville Hershey Jonestown Lebanon Mt. Gretna Palmyra
Ashland	Ashland Frackville Girardville Kulpmont Mt. Carmel Shenandoah
Austin	Austin Coudersport
Avella	Avella Burgettstown Washington
Avis	Avis Jersey Shore Lock Haven Woolrich
Avondale	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Oxford Unionville West Chester West Grove Westtown
Baden Local Area	Aliquippa Ambridge Baden Rochester
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Barnesboro	Barnesboro Carrolltown Cherry Tree Glen Campbell Hastings Patton
Bath	Allentown Bath Bethlehem Catasauqua Nazareth Northampton Slatington
Beaver Falls	Beaver Falls Ellwood City Hookstown Midland Rochester Wampum Zelienople
Bedminster	Bedminster Carversville Doylestown Dublin Perkasie Plumsteadville Quakertown
Bellefonte	Bellefonte Boalsburg Centre Hall Snow Shoe Spring Mills State College
Belle Vernon Local Area	Belle Vernon California Charlerol Donora Fayette City Monessen Monongahela Perryopolis West Newton
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange

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SECTION 3 – SERVICE AREAS
3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Bellwood	Altoona Bellwood Tyrone
Berwick	Berwick Bloomsburg
Bessemer	Bessemer New Castle
Bethlehem	Allentown Bath Bethlehem Catasauqua Easton Hellertown Ironton Nazareth Northampton Riegelsville Slatington Springtown
Big Run	Big Run Punxsutawney
Black Lick	Black Lick Blairsville Homer City Indiana
Blairsville	Black Lick Blairsville Bolivar Derry Homer City Indiana Latrobe
Bloomsburg	Berwick Bloomsburg Catawissa Danville Millville Numidia Washingtonville

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Boalsburg	Bellefonte Boalsburg Centre Hall Spring Mills State College
Bolivar	Blairsville Bolivar New Florence
Bradford	Bradford Eldred Mount Jewett Rew Smethport
Brownsville	Brownsville California Charlerio New Salem Republic Smock Uniontown
Buckingham Local Area	Buckingham Carversville Doylestown New Hope Philadelphia Suburban Zone 45 Wycombe
Extended Area	All stations in the Local Area plus: Dublin Line Lexington Newtown Philadelphia, Suburban Zone 39 Philadelphia, Suburban Zone 40 Plumsteadville
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Burgettstown	Avella Burgettstown McDonald Paris
Bushkill	Bushkill Lords Valley Stroudsburg
California	Belle Vernon Brownsville California Charleroi Fayette City
Canonsburg Local Area	Canonsburg McDonald McMurray Pittsburgh Suburban Zone 13 Washington
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Carbondale	Carbondale Jermyn Olyphant Scranton
Carrolltown	Barnesboro Carrolltown Ebensburg Hastings Patton
Carversville Local Area	Bedminster Buckingham Carversville Doyletown Dublin New Hope Plumsteadville Wycombe
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Catasauqua	Allentown Bath Bethlehem Catasauqua Easton Hellertown Ironton Nazareth Northampton Riegelsville Slatington Springtown
Catawissa	Bloomsburg Catawissa Danville Elysburg Numidia
Center Point Local Area	Center Point Collegeville Harleysville Lansdale Philadelphia Suburban Zone 30 North Wales Schwenksville
Extended Area	All stations in the Local Area plus: Green Lane Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 31 Philadelphia Suburban Zone 33 Phoenixville Royersford Souderton
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Centre Hall	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Charleroi	Belle Vernon Brownsville California Charleroi Donora Fayette City Monessen Monongahela
Chester Springs Local Area	Chester Springs Eagle Exton Philadelphia Suburban Zone 28 Phoenixville Pughtown Royersford
Extended Area	All stations in the Local Area plus: Collegeville Downingtown Glenmoore Philadelphia Suburban Zone 26 Philadelphia Suburban Zone 29 Pottstown West Chester
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Clairton Local Area	Clairton Elizabeth Pittsburgh Suburban Zone 10 Pittsburgh Suburban Zone 11
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Clarion	Clarion Leeper
Claysville	Claysville Washington West Alexander

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SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Clearfield	Clearfield Curwensville Frenchville Osceola Mills Philipsburg Winburne
Clymer	Cherry Tree Clymer Indiana
Coatsville Local Area	Avondale Coatesville Downingtown Eagle Exton Glenmoore Honey Brook Kennett Square Lenape Mortonville Parkesburg Unionville West Chester West Grove Westtown
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Suburban Exchange and all other zones of the Philadelphia Suburban Exchanges.
Collegeville Local Area	Center Point Collegeville Green Lane Harleysville Lansdale North Wales Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 31 Phoenixville Pottstown Royersford Schwenksville Souderton
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Connellsville	Connellsville Dawson Mount Pleasant Scottdale Uniontown
Coudersport	Austin Coudersport Roulette Ulysses
Cresco	Cresco Lords Valley Mount Pocono Newfoundland Stroudsburg
Cresson	Altoona Cresson Ebensburg Hollidaysburg Portage
Curwensville	Clearfield Curwensville Mahaffey
Danville	Bloomsburg Catawissa Danville Elysburg Northumberland Sunbury Washingtonville
Dauphin	Dauphin Halifax Harrisburg Zone 1
Dawson	Connellsville Dawson Perryopolis Scottdale
Derry	Blairsville Derry Greensburg Latrobe

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Donora Local Area	Belle Vernon Charleroi Donora Elizabeth Monessen Monogahela
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Metropolitan Exchange
Downingtown Local Area	Chester Springs Coatesville Downingtown Eagle Exton Glenmoore Honey Brook Lenape Mortonville Philadelphia Suburban Zone 28 Pughtown West Chester Westtown
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchanges

SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Doylestown Local Area	Buckingham Carversville Doylestown Dublin Line Lexington Philadelphia Suburban Zone 45 Plumsteadville Wycombe
Extended Area	All stations in the Local Area plus: Bedminster Lansdale New Hope Newton North Wales Perkasie Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 40 Soudertown
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange
Dublin Local Area	Bedminster Buckingham Carversville Doylestown Dublin Lansdale Line Lexington Perkasie Plumsteadville Quakertown Souderton
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
DuBois	DuBois Reynoldsville Sykesville
Eagle Local Area	Chester Springs Coatesville Downington Eagle Exton Glenmoore Philadelphia Suburban Zone 28 Phoenixville Pughtown Royersford West Chester
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Easton	Allentown Bethlehem Catasauqua Easton Hellertown Nazareth Riegelsville Springtown Upper Black Eddy
East Palestine	East Palestine, PA.
Ebenshurg	Carrolltown Cresson Ebensburg
Eldred	Bradford Eldred Port Allegheny Rew Smethport

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3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Elizabeth Local Area	Clairton Donora Elizabeth Monongahela Pittsburgh Suburban Zone 10 Pittsburgh Suburban Zone 11
Extended Area	All stations in the Local Area plus: Finleyville Pittsburgh Suburban Zone 12 West Newton
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange
Ellwood City	Beaver Falls Ellwood City New Castle Wampum Zelienople
Elysburg	Catawissa Danville Elysburg Kulpmont Mt. Carmel Numidia Shamokin Sunbury
Endeavor	Endeavor Tidioute Tionesta
Exton Local Area	Chester Springs Coatesville Downingtown Eagle Exton Glenmoore Lenape Mortonville Philadelphia Suburban Zone 28 Pughtown West Chester Westtown
Metropolitan Area	All stations listed in the Local Area plus the Philadelphia Suburban Exchange

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Fairchance	Fairchance Masontown McClellandtown Point Marion Smithfield Uniontown
Farmington	Farmington Uniontown
Fayette City	Belle Vernon California Charleroi Fayette City Monessen Perryopolis
Finleyville Local Area	Finleyville McMurray Monongahela Pittsburgh Suburban Zone 11 Pittsburgh Suburban Zone 12
Extended Area	All stations in the Local Area plus: Clairton Elizabeth Pittsburgh Suburban Zone 10
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange
Fleetwood	Fleetwood Kutztown Reading
Frackville	Ashland Frackville Girardville Mahanoy City Minersville Pottsville Saint Clair Shenandoah

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Freeland	Freeland Hazleton McAdoo Weatherly White Haven
Frenchville	Clearfield Frenchville Philipsburg Snow Shoe Winburne
Galeton	Galeton
Girardville	Ashland Frackville Girardville Mahanoy City Shenandoah
Glen Campbell	Barnesboro Cherry Tree Glen Campbell
Glenmoore	Chester Springs Coatsville Downingtown Eagle Exton Glenmoore Honey Brook Parkesburg Pughtown West Chester
Glenwillard Local Area	Aliquippa Ambridge Glenwillard Pittsburgh Suburban Zone 15 Pittsburgh Suburban Zone 16
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Green Lane	Center Point Collegeville Green Lane Harleysville Lansdale Pennsburg Perkasie Quakertown Schwenksville Souderton
Greensburg Local Area	Greensburg Herminie Jeannette Latrobe Youngwood
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Greenville	Greenville Sharpsville
Grove City	Grove City Mercer
Halifax	Dauphin Halifax Harrisburg Zone 1
Hamburg	Hamburg Reading
Hamlin	Hamlin Lake Ariel Moscow Newfoundland Olyphant Scranton Wallenpaupack

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Harleysville Local Area	Center Point Collegeville Green Lane Harleysville Lansdale Line Lexington North Wales Perkasie Philadelphia Suburban Zone 30 Schwenksville Souderton
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Harrisburg Zone 1	Dauphin Halifax Harrisburg Zone 1 Harrisburg Zone 2 Hummelstown Mechanicsburg Middletown
Zone 2	Harrisburg Zone 1 Harrisburg Zone 2 Hummelstown Middletown
Hastings	Barnesboro Carrolltown Hastings Patton
Hawley	Hawley Honesdale Lords Valley Newfoundland Wallenpaupack

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Hazleton	Freeland Hazleton McAdoo Weatherly White Haven
Hellertown	Allentown Bethlehem Catasauqua Easton Hellertown Riegelsville Springtown
Herminie Local Area	Greensburg Herminie Jeannette Pittsburgh Suburban Zone 23
Extended Area	All stations in the Local Area plus: Pittsburgh Suburban Zone 10 West Newton Youngwood
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange
Hollidaysburg	Altoona Cresson Hollidaysburg
Homer City	Black Lick Blairsville Homer City Indiana
Honesdale	Hawley Honesdale Lake Ariel Lords Valley Wallenpaupack

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3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Honey Brook	Coatesville Downingtown Glenmoore Honey Brook Parkesburg
Hookstown	Aliquippa Beaver Falls Hookstown Midland Rochester Smith Ferry
Houtzdale	Clearfield Houtzdale Osceola Mills Philipsburg
Hummelstown	Harrisburg Zone 1 Harrisburg Zone 2 Hummelstown Middletown Palmyra
Huntingdon	Alexandria Huntingdon Mount Union
Imperial Local Area	Imperial McDonald Oakdale Pittsburgh Suburban Zone 14.b Pittsburgh Suburban Zone 15
Extended Area	All stations in the Local Area plus Pittsburgh Suburban Zone 14.a.
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh-Suburban Exchange.
Indiana	Black Lick Blairsville Clymer Homer City Indiana Marion Center Parkwood

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Jeannette Local Area	Greensburg Herminie Jeannette Pittsburgh Suburban Zone 23
Metropolitan Area	All stations in Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange
Jermyn	Carbondale Jermyn Olyphant Scranton
Jersey Shore	Avis Jersey Shore Lock Haven Williamsport Woolrich
Jim Thorpe	Jim Thorpe Lehighton Nesquehoning Weatherly White Haven
Kane	Kane Ludlow Mount Jewett
Kemblesville	Avondale Kemblesville Kennett Square Landenburg Mendenhall Oxford Unionville West Grove

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Kennett Square Local Area	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Unionville West Chester West Grove Westtown
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Kingston	Kingston Mountaintop Nanticoke Pittston Plymouth Wilkes-Barre Wyoming
Kulpmont	Ashland Elysburg Kulpmont Mount Carmel Shamokin
Kutztown	Allentown Fleetwood Kutztown Reading
Lake Ariel	Hamlin Honesdale Lake Ariel Newfoundland Olyphant Scranton Wallenpaupack

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3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Lake Como	Lake Como
Lancaster	Lancaster Landisville Manheim Millersville
Landenberg	Avondale Kemblesville Kennett Square Landenberg Lenape Mendenhall Oxford Unionville West Chester West Grove Westtown
Landisville	Lancaster Landisville Millersville Strasburg

SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Landsdale Local Area	Center Point Harleysville Lansdale Line Lexington North Wales Souderton
Extended Area	All stations in the Local Area plus: Collegeville Doylestown Dublin Green Lane Perkasie Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 45 Schwenksville
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Latrobe	Blairsville Derry Greensburg Latrobe Ligonier
Lebanon	Annville Lebanon Mt. Gretna Palmyra
Leeper	Clarion Leeper Marienville
Lehighton	Jim Thorpe Lehighton Nesquehoning Palmerton

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3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Lenape Local Area	Avondale Coatesville Downingtown Exton Kennett Square Landenberg Lenape Mendenhall Mortonville Philadelphia Suburban Zone 10 Philadelphia Suburban Zone 28 Unionville West Chester West Grove Westtown
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Lewiston	Lewiston McVeytown
Ligonier	Latrobe Ligonier
Line Lexington Local Area	Doylestown Dublin Harleysville Lansdale Line Lexington North Wales Perkasie Philadelphia Suburban Zone 45 Souderton
Extended Area	All stations in the Local Area plus: Buckingham Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Plumsteadville
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Lock Haven	Avis Jersey Shore Lock Haven Woolrich
Lords Valley	Bushkill Cresco Hawley Honesdale Lords Valley Mount Pocono Newfoundland Stroudsburg Wallenpaupack
Lowellville	Bessemer Lowellville New Castle
Ludlow	Kane Ludlow
Mahaffey	Mahaffey Curwensville
Mahanoy City	Frackville Girardville Mahanoy City Shenandoah Tamaqua
Marchand	Marchand Punxsutawney
Marienville	Leeper Marienville
Marion Center	Indiana Marion Center
Masontown	Fairchance Masontown McClellandtown Point Marion Smithfield Uniontown

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
McAdoo	Freeland Hazleton McAdoo Tamaqua Weatherly
McClellandtown	Fairchance Masontown McClellandtown Smithfield Uniontown
McDonald Local Area	Burgettstown Canonsburg Imperial McDonald Oakdale Pittsburgh Suburban Zone 13
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
McMurray Local Area	Canonsburg Finleyville McMurray Pittsburgh Suburban Zone 12 Pittsburgh Suburban Zone 13
Extended Area	All stations in the Local Area plus: Washington
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
McVeytown	Lewistown McVeytown
Mechanicsburg	Harrisburg Zone 1 Mechanicsburg

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Mendenhall Local Area	Avondale Kemblesville Kennett Square Landenberg Lenape Mendenhall Philadelphia Suburban Zone 10 Unionville West Chester West Grove Westtown
Mendenhall Metropolitan Area	All Stations included in Local Area proceeding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Mercer	Grove City Mercer Sharon Sharpsville
Middletown	Harrisburg Zone 1 Harrisburg Zone 2 Hummelstown Middletown
Midland	Beaver Falls Hookstown Midland Rochester Smiths Ferry
Millersville	Lancaster Landisville Millersville Strasburg
Millheim	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College
Millville	Bloomsburg Millville Washingtonville

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Milton	Milton Northumberland Sunbury Washingtonville
Minersville	Frackville Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven
Monessen	Belle Vernon Charleroi Donora Fayette City Monessen Monongahela
Monongahela Local	Belle Vernon Charleroi Donora Elizabeth Finleyville Monessen Monongahela
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Moosic	Moosic Pittston Scranton Taylor Wyoming

SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Morrisville Local Area	Morrisville Newtown Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 43 Philadelphia Suburban Zone 44 Yardley
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other zones of the Philadelphia Suburban Exchange.
Mortonville Local Area	Avondale Coatesville Downingtown Exton Kennett Square Lenape Mortonville Parkesburg Unionville West Chester West Grove Westtown
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all Zones of the Philadelphia Suburban Exchange.
Moscow	Hamlin Moscow Newfoundland Scranton Wallenpaupack
Mountaintop	Kingston Mountaintop Nanitcoke Plymouth Wilkes-Barre
Mount Carmel	Ashland Elysburg Kulpmont Mount Carmel Shamoken

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Mount Gretna	Annville Lebanon Mount Gretna Palmyra
Mount Jewett	Bradford Mount Jewett Kane
Mount Pleasant Local Area	Connellsville Greensburg Mount Pleasant Scottdale Youngwood
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Mount Pocono	Cresco Lords Valley Mount Pocono Newfoundland Stroudsburg
Mount Union	Huntingdon Mount Union
Nanticoke	Kingston Mountaintop Nanticoke Plymouth Wilkes-Barre
Nesquehoning	Jim Thorpe Lehighton Nesquehoning
Nazareth	Allentown Bath Bethlehem Catasauqua Easton Nazareth

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
New Castle	Bessemer Ellwood City New Castle Wampum
New Florence	Bolivar Johnstown New Florence
Newfoundland	Cresco Hamlin Hawley Lake Ariel Lords Valley Moscow Mount Pocono Newfoundland Wallenpaupack
New Hope Local Area	Buckingham Carversville Doylestown New Hope Newtown Plumsteadville Wycombe Yardley
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
New Kensington Local Area	New Kensington Pittsburgh Suburban Zone 20 Springdale Tarentum
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
New Philadelphia	Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven Tamaqua

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
New Salem	Brownsville New Salem Republic Uniontown
Newtown Local Area	Newtown Philadelphia Suburban Zone 40 Philadelphia Suburban Zone 43 Wycombe Yardley
Extended Area	All stations in the Local Area plus: Buckingham Doylestown Morrisville New Hope Philadelphia Suburban Zone 37 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 44 Philadelphia Suburban Zone 45
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Northampton	Allentown Bath Bethlehem Catasauqua Ironton Northampton Slatington
Northumberland	Danville Milton Northumberland Sunbury

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
North Wales Local Area	Center Point Harleysville Lansdale Line Lexington North Wales Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 33 Souderton
Extended Area	All stations in the Local Area plus: Collegeville Doylestown Philadelphia Suburban Zone 31 Philadelphia Suburban Zone 32 Philadelphia Suburban Zone 34 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 45
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Numidia	Bloomsburg Catawissa Elysburg Numidia
Oakdale Local Area	Imperial McDonald Oakdale Pittsburgh Suburban Zone 13 Pittsburgh Suburban Zone 14
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Olyphant	Carbondale Hamlin Jermyn Lake Ariel Olyphant Scranton Taylor

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Orwigsburg	Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven
Osceola Mills	Clearfield Houtzdale Osceola Mills Philipsburg
Oxford	Avondale Kemblesville Landenberg Oxford West Grove
Palmyra	Annville Harrisburg Zone 1 Hummelstown Lebanon Mount Gretna Palmyra
Paris	Burgettstown Paris
Parkesburg	Coatesville Glenmoore Honey Brook Mortonville Parkesburg West Grove
Parkwood	Indiana Parkwood
Patton	Altoona Barnesboro Carrolltown Hastings Patton

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3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Pennsburg	Green Lane Pennsburg Perkasie Quakertown Souderton
Perkasie Local Area	Bedminster Doylestown Dublin Green Lane Haryleysville Lansdale Line Lexington Pennsburg Perkasie Plumsteadville Quakertown Schwenksville Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Perryopolis Local Area	Belle Vernon Dawson Fayette City Perryopolis Uniontown
Metropolitan Area Plus	All stations in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Philipsburg	Clearfield Frenchville Houtzdale Osceola Mills Philipsburg Winburne

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Phoenixville Local Area	Chester Springs Collegeville Eagle Philadelphia Suburban Zone 28 Philadelphia Suburban Zone 29 Phoenixville Pughtown Royersford
Extended Area	All stations included in Local Area preceding plus: Center Point Philadelphia Suburban Zone 26 Philadelphia Suburban Zone 30 Pottstown
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Pittston	Kingston Moosic Pittston Scranton Taylor Wilkes-Barre Wyoming
Plumsteadville Local Area	Bedminster Buckingham Carversville Doylestown Dublin Line Lexington New Hope Perkasie Plumsteadville Quakertown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Plymouth	Kingston Mountaintop Nanticoke Plymouth Wilkes-Barre
Point Marion	Fairchance Masontown Point Marion Smithfield Uniontown
Portage	Cresson Ebensburg Johnstown Portage Southfork
Port Allegany	Eldred Port Allegany Roulette Smethport
Pottstown	Collegeville Phoenixville Pottstown Pughtown Royersford Schwenksville
Pottsville	Frackville Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven Tamaqua

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Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Pughtown Local Area	Chester Springs Downingtown Eagle Exton Glenmoore Phoenixville Pottstown Pughtown Royersford
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Punxsutawney	Big Run Marchand Punxsutawney
Quakertown	Bedminster Dublin Green Lane Pennsburg Perkasie Plumsteadville Quakertown Souderton Springtown
Reading	Fleetwood Hamburg Kutztown Reading
Renovo	Renovo

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Republic	Brownsville New Salem Republic Uniontown
Rew	Bradford Eldred Rew Smethport
Reynoldsville	DuBois Reynoldsville Sykesville
Riegelsville	Allentown Bethlehem Catasauqua Easton Hellertown Riegelsville Springtown Upper Black Eddy
Rochester Local Area	Aliquippa Ambridge Banden Beaver Falls Hookstown Midland Rochester
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Roulette	Coudersport Port Allegany Roulette

SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Royersford Local Area	Center Point Chester Springs Collegeville Eagle Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 30 Phoenixville Pottstown Pughtown Royersford Schwenksville
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Russell	Russell Sugar Grove Warren Youngsville
Saint Clair	Frackville Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven
Saxton	Saxton
Schuylkill Haven	Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven

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SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Schwenksville Local Area	Center Point Collegeville Green Lane Harleysville Lansdale Perkasie Philadelphia Suburban Zone 30 Pottstown Royersford Schwenksville Souderton
Metropolitan Area Plus	All stations included in the Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Scottdale Local Area	Connellsville Dawson Mount Pleasant Scottdale
Scottdale Metropolitan Area	All stations included in the Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Scranton	Hamlin Jermyn Lake Ariel Moosic Moscow Olyphant Pittston Scranton Taylor Wyoming
Shamokin	Elysburg Kulpmont Mount Carmel Shamokin Sunbury
Sharon	Mercer Sharon Sharpsville West Middlesex
Sharpsville	Greenville Mercer Sharon Sharpsville West Middlesex

SECTION 3 – SERVICE AREAS
3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Shenandoah	Ashland Frackville Girardsville Mahoney City Shenandoah
Slatington	Allentown Bath Bethlehem Catasauqua Northampton Slatington
Smethport	Bradford Eldred Port Allegany Rew Smethport
Smithfield	Fairchance Masontown McClellandtown Point Marion Smithfield Uniontown
Smiths Ferry	Hookstown Midland Rochester Smiths Ferry
Smock	Brownsville Smock Uniontown
Snow Shoe	Bellefonte Frenchville Snow Shoe

SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Souderton Local Area	Center Point Collegeville Doylestown Dublin Green Lane Harleysville Lansdale Line Lexington North Wales Pennsburg Perkasie Quakertown Schwenksville Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Exchange.
Springdale Local Area	New Kensington Pittsburgh Suburban Zone 19 Pittsburgh Suburban Zone 20 Springdale Tarentum
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Spring Mills	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College
Springtown	Allentown Bethlehem Catasauqua Easton Hellertown Quakertown Riegelsville Springtown Upper Black Eddy

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
State College	Bellefonte Boalsburg Centre Hall Spring Mills State College
Strasburg	Lancaster Landisville Millersville Strasburg
Stroudsburg	Bushkill Cresco Lords Valley Mount Pocono Stroudsburg
Sugar Grove	Russell Sugar Grove Warren Youngsville
Sunbury	Danville Elysburg Milton Northumberland Shamokin Sunbury
Sykesville	DuBois Reynoldsville Sykesville
Tamaqua	Mahoney City McAdoo New Philadelphia Pottsville Tamaqua
Tarentum Local Area	New Kensington Pittsburgh Suburban Zone 20 Springdale Tarentum
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 3 – SERVICE AREAS
3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Taylor	Moosic Olyphant Pittston Scranton Taylor Wyoming
Tidioute	Endeavor Tidioute Tionesta Warren
Tionesta	Endeavor Tidoute Tionesta
Tyrone	Altoona Bellwood Tyrone
Ulysses	Coudersport Ulysses
Uniontown	Brownsville Connellsville Fairchance Farmington Masontown McClellandtown New Salem Point Marion Republic Smithfield Smock Uniontown

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SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Unionville Local Area	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Unionville West Chester West Grove Westtown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Upper Black Eddy	Easton Riegelsville Springtown Upper Black Eddy
Wallenpaupack	Hamlin Hawley Honesdale Lake Ariel Lords Valley Moscow Newfoundland Wallenpaupack
Wampum	Beaver Falls Ellwood City New Castle Wampum
Warren	Russel Sugar Grove Tidioute Warren Youngsville

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SECTION 3 – SERVICE AREAS
3.2 Exchange Service Areas – Extended Area Services (Cont'd)**3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Washington Local Area	Avella Canonsburg Claysville McMurray Washington West Alexander
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Washingtonville	Bloomsburg Danville Millville Milton Washingtonville
Weatherly	Freeland Hazleton Jim Thorpe McAdoo Weatherly White Haven
West Alexander	Claysville Washington West Alexander

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SECTION 3 – SERVICE AREAS

3.2 Exchange Service Areas – Extended Area Services (Cont’d)

3.2.2 Exchange Listings (Cont’d)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
West Chester Local Area	Downingtown Exton Lenape Mendenhall Mortonville Philadelphia Suburban Zone 28 West Chester Westtown
Extended Area	All stations included in Local Area preceding plus: Avondale Chester Springs Coatesville Eagle Kennett Square Landenberg Philadelphia Suburban Zone 10 Philadelphia Suburban Zone 11 Philadelphia Suburban Zone 12 Philadelphia Suburban Zone 22 Unionville West Grove
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange
West Grove	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Oxford Parkesburg Unionville West Chester West Grove Westtown

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
West Middlesex	Sharon Sharpsville West Middlesex
West Newton Local Area	Belle Vernon West Newton
Extended Area	All stations included in Local Area preceding plus: Donora Elizabeth Herminie Monessen Mount Pleasant Perryopolis Pittsburgh Suburban Zone 10 Scottdale
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Westtown Local Area	Lenape Philadelphia Suburban Zone 10 Mendenhall West Chester Westtown
Extended Area	All stations included in Local Area preceding plus: Avondale Coatesville Downingtown Exton Kennett Square Landenberg Mortonville Philadelphia Suburban Zone 11 Philadelphia Suburban Zone 12 Philadelphia Suburban Zone 22 Philadelphia Suburban Zone 28 Unionville West Grove
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
White Haven	Freeland Hazleton Jim Thorpe Weatherly White Haven
Wilkes-Barre	Kingston Mountaintop Nanticoke Pittston Plymouth Wilkes-Barre Wyoming
Williamsport	Jersey SHore Williamsport

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Winburne	Clearfield Frenchville Philipsburg Winburne
Woolrich	Avis Jersey Shore Lock Haven Woolrich
Wycombe Local Area	Buckingham Doylestown New hope Newtown Philadelphia Suburban Zone 40 Philadelphia Suburban Zone 45 Wycombe
Extended Area	All stations included in Local Area preceding plus: Carversville Morrisville Philadelphia Suburban Zone 37 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 43 Philadelphia Suburban Zone 44 Yardley
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Wyoming	Kingston Moosic Pittston Scranton Taylor Wilkes-Barre Wyoming

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SECTION 3 – SERVICE AREAS**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges
Yardley Local Area	Morrisville New Hope Newtown Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 43 Philadelphia Suburban zone 44 Wycombe Yardley
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Youngsville	Russell Sugar Grove Warren Youngsville
Youngwood Local Area	Greensburg Mount Pleasant Youngwood
Metropolitan Area Plus	All stations in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Zelienople	Beaver Falls Ellwood City Zelienople

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SECTION 4 – BASIC SERVICES AND RATES

4.1 Timing of Calls

- A. Local exchange usage charges are based on the actual usage of the Company's service. Chargeable time begins when a connection is established between the Calling Station and the Called Station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.
- B. Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is eighteen (18) seconds for interstate and intrastate toll calls. In addition, unless otherwise specified in this Tariff, usage is measured thereafter in six (6) second increments and rounded to the next higher six (6) second period.
- C. There is no charge for incomplete calls.

4.2 Local Exchange Service

- A. Company provides Customer with a voice-grade communications channel and unique phone number address(es) that enable the Customer to:
 - 1. Place calls to any calling station in the local calling area as defined in this tariff;
 - 2. Receive calls from any calling station in the local calling area as defined in this tariff;
 - 3. Access Enhanced 911 Emergency Service;
 - 4. Access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
 - 5. Access Operator Services;
 - 6. Access Directory Assistance Services;
 - 7. Place or receive calls to 800/888/877 telephone numbers;
 - 8. Access Telecommunications Relay Service.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.3 Reserved for Future Use.

4.4 Reserved for Future Use.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.5 Individual Case Basis (ICB) Arrangements**

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

4.6 Caller ID Service

- A. Caller ID Standard Service. Caller ID Standard services is an optional feature that permits a customer to see the name and telephone number of an incoming call displayed on the customer provided display unit. The telephone number of an incoming call will display between the first and second rings. Caller ID Service works only on calls that originate from and terminate in central offices that are equipped to provide this service or between central offices that are equipped and have SS7 connectivity. Caller ID is available to customers by monthly subscription only, which provides unlimited use of this service.
- B. As facilities permit, the Caller ID service described in A. above, will be provided to the following customers listed below. For calls originating from a line within a PBX Multi-line hunting group, only the “main” telephone number will be delivered.
1. Business One-Party Service.
 2. PBX Trunks.
- C. The telephone numbers that will be displayed on either a subscriber’s display unit include listed, non-listed and non-published telephone numbers. The telephone numbers that will not be displayed to the Caller ID subscriber are:
1. Calls from customers who use Per-Call blocking or subscribe to Per-Line blocking;
 2. Calls from customers located in central offices not part of the SS7 signaling system; and
 3. Calls placed by an operator.

When these types of calls are received by a Caller ID subscriber, their display unit will notify them that the calling telephone is unavailable.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.6 Caller ID Service (Cont'd)**

- D. Anonymous Caller Rejection (ACR): Caller ID service that provides a subscriber with the ability to reject calls from customers who have blocked the display of their telephone numbers on outgoing calls. This feature is called Anonymous Call Rejection (ACR) and may be activated and deactivated by a specific code. This feature is initially provided to the subscriber in deactivated mode and will remain either on or off until the subscriber initiates it by using the specific code. The subscriber will hear a confirmation tone when the feature is activated or deactivated. When a caller who has activated the Per-Call Blocking or Per-Line Blocking and then calls a subscriber who has activated ACR, that caller will hear a recording that calls from blocked telephone numbers are not being accepted. The subscriber's phone does not ring. There is no additional charge for this feature. Blocked local or long distance calls routed to the ACR recording will not be rated as completed calls. Caller ID Standard Service, Per Call Blocking and Per Line Blocking can be used by customers with touchtone or rotary telephones.
- E. Caller ID Per Call Blocking: Per Call Blocking is automatically available to all customers served by the Company. This blocking option permits the calling party to block the passage of their telephone number and name on outgoing calls. A special code is required to activate Per Call Blocking prior to placing each call. When this blocking feature is activated by the calling party, and they place a call to a 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. Caller ID Per Call Blocking does not prevent the delivery of telephone numbers to 911 Emergency Service Providers.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.6 Caller ID Service (Cont'd)**

- F. Caller 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 Caller ID Subscriber, unless the feature is deactivated. 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 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. Caller ID Per-Line Blocking will be available to all customer in the Company serving area. 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. Caller ID Per-Line Blocking does not prevent the delivery of telephone numbers to 911 Emergency Service Providers.
- G. Customers who use either the Per-Call Blocking or Per-Line Blocking feature will be unable to complete calls to Caller ID subscribers that have activated the ACR feature as described in 3.14.D. herein. When a caller has blocked the display of his/her telephone number and name calls a Caller ID subscriber that has activated ACR, the caller will hear a recording that the called party does not take anonymous calls.
- H. To complete a call to a subscriber that has activated ACR, A caller must: 1) Place the call by unblocking the telephone number; or 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 of Company who are victims of domestic violence, the staffs of domestic violence program agencies (when involved with domestic violence counseling) and emergency service personnel (while in performance of their official employment duties) 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 parties telephone bill. Furthermore, if alternative methods become available in the future that 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.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.7 Local Exchange Usage Rates****A. Dial Tone Line**

1. The Dial Tone Line provides customers with access to the telephone network. The term Dial Tone line applies to individual, multi-line and party business lines. An individual line subscriber is a customer with no more than one (1) business Dial Tone Line in Pennsylvania provided by Company. A multi-line subscriber is a customer with more than one (1) business line in Pennsylvania provided by Company.
2. For the purposes of determining an Exchange Area Dial Tone Monthly rate, the Exchange Areas are classified into one of four (4) Dial Tone Line Cells. The Cell classifications are determined by the following criteria:

<u>Dial Tone Line Cell</u>	<u>Classification Criteria</u>
1	All Philadelphia and Pittsburgh City Exchange Areas or Zones with working pairs per square mile greater than 9,000.
2	All remaining Philadelphia and Pittsburgh City Exchange Areas.
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones with more than 500 working pairs per square mile.
4	All remaining Exchange Areas.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.7 Local Exchange Usage Rates****B. Regulations**

1. Usage Option Change – Usage Option Changes (e.g., Unlimited to Standard or Budget) are limited to one (1) such change during a billing period.
2. Each Local Area Unlimited Usage Package is Associated with a particular Dial Tone Line. The Unlimited Usage Package rates as set forth in this tariff apply only to that usage package and will not be applied to the maximum rate for the Local Area Standard or Budget Usage Options.
3. The Local Calling Area associated with the Local Usage Options in this tariff are contained in this section pertaining to each Exchange Area.
4. The Exchange Areas associated with this tariff are contained in Section 3.
5. Exchange Rate Classifications
 - A. This section only applies to rates in the Pennsylvania Exchange Area.
 - B. The Local Area Unlimited and Extended Area Unlimited Usage Packages for Customers are classified into Usage Rate Groups on the basis of the number of lines in the Local Area Unlimited Usage Package local calling areas adjusted by weighing factors that reflect distance.
 - i. Lines – The number of lines for each exchange is the sum of the total number of business main lines.
 - ii. Weighting Factors – The weighting factors are:
 - a. For the exchange itself, each line is counted as one (1).
 - b. For each other exchange that may be called on a local basis, the number of lines is multiplied by a factor based upon the rate center to rate center distance as follows:

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

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.7 Local Exchange Usage Rates (Cont'd)****B. Regulations (Cont'd)**

5. Exchange Rate Classifications (Cont'd)

c. The Weighed Line Rate Groups for Exchange Usage are:

<u>Usage Rate Group</u>	<u>Weighted Lines in Local Calling Area</u>
A	0 – 6,000
B.	6,001 – 12,000
C	12,001 – 27,000
D	27,001 – 46,000
E	46,001 – 83,000
F	83,001 – 170,000
G	170,001 – 350,000

6. Budget Option, Standard Usage Package, and Value-Pak Allowances.

- A. The monthly Standard Usage Package and Value-Pak rates include an allowance. The allowance is only applied toward usage charges that accumulate as set forth in 4.5 following.
- B. When Budget or Standard Service or Value-Pak is established or discontinued during a billing month, the allowance is a pro rata share of the monthly usage allowance. For purposes of administering the allowance, every month is considered to have thirty (30) days.
- C. No credit is given for any unused allowance during a billing month, nor is any unused allowance accumulated and/or carried forward over billing months.
- D. Where a customer subscribes to more than one (1) Budget Usage Option and/or Standard Usage Package at the same premises, any allowances are combined and the total is applied to the total usage accumulated over all lines except those lines associated with Unlimited Usage Packages.
- E. Where a multi-line customer subscribes to more than one Budget Usage Option, the Standard Usage Package or Value-Pak Option at the same premises, any allowances are combined and the total is applied to the total usage accumulated over all lines except those lines associated with Unlimited Usage Packages.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.8 Business Local Usage Options – Description and Availability**

Local usage as defined following is provided to customers under options that differ in the way the rates applicable to outgoing usage are charged. With any of the options, the customer may receive at no additional charge an unlimited number of incoming calls. Unless specified otherwise, the Options listed herein are available in all Exchange Areas. Rates for the Local Usage Option are shown following.

A. Budget Usage Option

With the Budget Usage Option, the customer is charged the applicable rate for each completed outgoing local call. Charges are based upon the Measured Use Rate schedule. This option is available to all Business customers.

B. Local/Metropolitan Area Standard and Unlimited Usage Option

1. With the Local/Metropolitan Area Standard Usage Option, the customer pays a stipulated monthly charge for up to a specified amount of outgoing measured use – the Standard Allowance – within a specified measured local calling area. Additional charges accrue for outgoing measured use in excess of the Standard Allowance. Accumulations of usage are based upon the Measured Use rates. This option is available to all Business customers.
2. With the Local/Metropolitan Area Unlimited Usage Package Option, the customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area. This option is available to all business customers.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.8 Business Local Usage Options – Description and Availability

C. Local/Metropolitan Area Business Value-Pak Option

With the Value-Pak Usage Option, the customer pays a stipulated monthly charge for up to a specified amount of outgoing measured use – the Value-Pak Allowance – within a specified measured local calling area. Additional charges accrue for outgoing measured use in excess of the Value-Pak Allowance. Accumulations of usage are based upon the Measured Use rates. This option is available to all Business customers.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.9 Business Local Exchange Service Rates****A. Dial Tone Line**

	<u>Individual</u>	<u>Multi-Line</u>
<u>Pennsylvania Exchange Area</u>		
Cell 3	\$15.23	\$13.13
Cell 4	\$17.73	\$15.63
<u>Philadelphia & Pittsburgh Exchange Areas</u>		
Cell 1	\$10.23	\$8.13
Cell 2	\$12.73	\$10.63
<u>Philadelphia Suburban and Pittsburgh Suburban Exchange Areas</u>		
Cell 3	\$15.23	\$13.13

B. Special Calling Plans (Monthly)Pennsylvania Exchange AreaUsage Rate Group

	<u>A, B, or C</u>	<u>D or E</u>	<u>F or G</u>
Local Area Unlimited Option	\$10.70	\$15.00	\$19.20
Local Area Value-Pak	\$9.20	\$13.80	\$13.80
Local Area Standard Usage Option	\$6.90	\$6.90	\$6.90
Monthly Allowance			
Local Area Value-Pak Option	\$12.00	\$18.00	\$18.00
Local Area Standard Usage Option	\$8.00	\$8.00	\$8.00

Philadelphia Exchange Area and Pittsburgh Exchange Area

	<u>Rate</u>	<u>Allowance</u>
Local Area Value-Pak Option	\$18.40	\$24.00
Local Area Standard Usage Option	\$6.90	\$8.00

Philadelphia and Pittsburgh Suburban Exchange Areas

	<u>Rate</u>	<u>Allowance</u>
Local Area Unlimited Option (Philadelphia Suburban)	\$23.50	-
Local Area Unlimited Option (Pittsburgh Suburban)	\$22.95	-
Local Area Value-Pak Option	\$18.40	\$24.00
Local Area Standard Usage Option	\$6.90	\$8.00

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.10 Telephone Service Options**

A. Additional Listings

Additional Listings allow customers to list other members of the household on the main number or list additional numbers in the telephone book. Customers may also list their number in other directories outside their area.

Additional Listing, per listing	\$2.05/month
One time Set-up charge	\$12.00

B. Call Block

Call Block permits customers to select up to six (6) numbers within their local calling area to block from reaching their home. Blocked callers will reach a recording that customer is not receiving calls at time of call.

Call Block, per line	\$5.00
Set-up charge (Business)	\$10.00

C. Call Forwarding

1. Call Forwarding lets you forward calls to another number by programming the feature from customer's home phone. A one-time set up fee of \$5.00 will apply.

Call Forwarding, per line	\$5.00/month
Set-up charge	\$10.00

2. Call Forwarding Plus allows lets customers forward calls to another number by programming the feature from any phone.

Call Forwarding Plus, per line	\$7.00/month
Set-up charge	\$10.00

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.12 Telephone Service Options**

D. Caller ID Standard

Caller ID Standard	\$9.50
Set-up charge	\$10.00

E. Call Trace allows a Customer to initiate a trace of the last incoming call by dialing a code immediately after the call has ended.

\$1.00/per successful trace

F. Call Waiting allows customers to know when another person is calling them while they are on the phone with someone through use of a special tone.

Call Waiting, per line	\$5.00/month
Set-up charge	\$10.00

G. Call Wall permits customers to block outgoing calls. The types of calls that can be blocked are 1) All calls (except emergency); 2) Specific local and long distance calls; 3) Entire area codes; 4) International calls; 5) Operator-assisted calls; 6) Directory-assistance calls; and 7) Customized list of numbers.

Call Wall, per line	\$4.00/month
Set-up charge	\$10.00

H. Directory Assistance

Rate per Access	\$0.50
National 411 per Access	\$0.95

Exemptions: Two (2) free calls per line/month, Exchange lines of the Comm. of Pennsylvania and its political subdivisions and single line registered business main telephone numbers of handicapped users.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.10 Telephone Service Options**

- I. Distinctive Ring lets customers give out two (2) different numbers for the same telephone line, each of which has a different phone ring.

Distinctive Ring, per number	\$6.50/month
Set-up charge	\$10.00

- J. Non-listed Number Non-Published Number

1. Non-listed Number – Customer's phone number will be listed in directory assistance but not in phone book.
2. Non-published Number – Customer's phone number will not be listed in either directory assistance or the phone book.
3. Rates:
 - a. Non-Listed Number \$1.25/month
 - b. Non-published Number \$1.75/month
 - c. One time Set-up charge \$15.00
(for both features)

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.10 Telephone Service Options**

M. Operator Assistance

A Customer may obtain the assistance of a local exchange operator to assist with completion of local exchange calls within the State of Pennsylvania. These calls are billed on per call (surcharge) basis and on an incremental (per minute) basis.

1. Third Number Billing provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party's number. The party answering has the option to refuse acceptance of the charges in advance or when queried by the operator.

Surcharge per call	\$1.40
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2. Collect Calls provides the Customer with the capability to charge a call to the called party. Upon announcement of the call by the operator, the called party has the option to refuse acceptance of the charges in advance or when queried by the operator.

Surcharge per call	Automated System	\$1.40
	Operator Assisted	\$1.75

3. Person to Person provides the Customer with the capability to place calls completed with the assistance of an operator to the particular station and person, specified by the caller. The call may be billed to the calling or called station.

Surcharge per call	\$3.50
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4. Station to Station provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the calling or called station.

Surcharge per call	Automated System	\$1.40
	Operator Assisted	\$1.75

5. General Assistance provides the Customer with the option to request general information from the operator, such as dialing instructions, county or city codes, area codes and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

Surcharge per call:	None
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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.11 Calling Card Usage Rates

<u>Initial 18 Seconds</u>	<u>Additional 6 Seconds</u>
\$0.075	\$.025

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.12 Directory Assistance Service****4.14.1 General**

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers of this Company request assistance in determining telephone numbers with the same Numbering Plan Area designation, which are requested from the Pennsylvania Directory Assistance attendant in the originating Number Plan Area.

4.12.2 Regulations**A. Monthly Call Allowance**

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted. Call allowances are not transferable between separate accounts of the same customer.

B. Exceptions

1. Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
2. Calls placed from the business telephone of a certified handicapped customer where assistance is otherwise not available.

C. Multiple Numbers Requested

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

4.12.3 Rates

	<u>Per Call</u>
a. Where the customer direct dials Directory Assistance	\$0.75
b. Where the customer places a call to the Directory Assistance attendant via a Company operator	\$1.25*
c. Where the customer direct dials Directory Assistance from a pay phone	\$1.25
d. Where the customer originates a Directory Assistance call from a pay telephone via a Company operator	\$1.50*

*Plus the applicable operator handled rate.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.13 911 Service****4.13.1 Glossary of Terms**

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

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

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-1 of a standard MSAG record:

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

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

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.13 911 Service (Cont'd)****4.13.2 Regulations**

- A. The Company will comply with the Protocols as set forth in, and in the form of: Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-0097 1203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Company's liability and insurance provisions are fully stated in its tariff's General Regulations.
- D. Cases of service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The service provider will not use the county's/municipality's MSAC for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in "read/write" format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance or upgrading of the 9-1-1 service.
- G. The Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.

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SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.13 911 Service (Cont'd)

4.13.2 Regulations (Cont'd)

- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.

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

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.14 Toll Presubscription

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

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IXC, only one access code of that carrier may be incorporated into the switching system of the 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 IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Company. IXCs must submit an Access Service Request (ASR) to the Company.

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

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

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**4.14 Toll Presubscription (Cont'd)****B. Presubscription Charge Application****1. End user choices for toll presubscription:**

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

2. If a new customer cannot decide upon presubscription IXCs, the Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a "No-PIC" and must dial an access code to make toll calls.**3. If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Company that this activity has taken place.**

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

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

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

If an unauthorized change in intraLATA and interLATA presubscription occurs at the same time, on the same business line, and the presubscribed IXC is the same carrier for intraLATA and interLATA, presubscription change charges as provided herein and the Company's corresponding F.C.C. Access Tariff apply. In addition, the IXC will be assessed the applicable charges for returning the end user to the preferred IXC as provided herein and in the Company's corresponding F.C.C. tariff.

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.14 Toll Presubscription (Cont'd)

C. End User Charge Discrepancy

1. When a discrepancy is determined regarding an end user's designation of a presubscription IXC, the following applies depending upon the situation described.

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

2. Verification of Orders for Telemarketing

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

SECTION 4 – BASIC SERVICES AND RATES (Cont'd)

4.14 Toll Presubscription (Cont'd)

D. PIC Switchback Option

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 toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Company, IXCs 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 IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

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

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