Granite Telecommunications, LLC

One Heritage Drive
Quincy, Massachusetts 02171

Telecommunications Service Guide

For Local and Intrastate Telecommunications Services Provided in the State of

New York

This Service Guide, in conjunction with or in lieu of any existing separate Service Agreements, Service Guides, and general or service specific terms and conditions, sets forth the retail rates applicable to Granite Telecommunications LLC's telecommunications services within the State of New York.

For additional information or assistance, please visit us on the web at www.granitenet.com or contact our Customer Care representatives, toll free at (866) 847-1500, or in writing addressed to the attention of Granite Customer Service at One Heritage Drive, Quincy, Massachusetts 02171. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 10 p.m. (EST) and Saturday 9 a.m. to 6 p.m. (EST)

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APPLICATION OF SERVICE GUIDE

This Service Guide establishes the standard rates, terms, and conditions that apply to the provision and your use of Granite Telecommunications, LLC ("Granite" or "Company) retail local exchange and interexchange long distance telecommunications Services in the State of New York. Standard non-recurring rates appear in Granite's *Telecommunications Price List Non-Recurring Charges*, available to Customers at www.granitenet.com/Legal or upon request. Your verbal or written Service Order or any use by you of Granite's Service constitutes agreement by you to all of the rates, terms, and conditions set forth in this Service Guide, including any other documents specifically incorporated herein.

This Service Guide applies only to retail intrastate telecommunications Services furnished by Granite and does not apply, unless otherwise specified, to any other services, including, without limitation, Information Services and other unregulated services offered by Granite. Except as expressly specified in this Service Guide with respect to particular Service plans ordered by Customers, the rates and charges set forth in this Service Guide do not cover lines, facilities, or services furnished to Customers by other carriers, including, without limitation, lines, facilities, or services that are used by Customers to access Granite's long distance Services or to complete calls to or from points beyond Granite's local network calling areas. Customers are solely responsible for obtaining any customer premises equipment and for establishing suitable agreements or other arrangements with other carriers that may be needed to access and use Granite's Services.

The recurring rates contained in this Service Guide, together with Granite's standard telecommunications service Terms and Conditions, standard Telecommunications Price List Non-Recurring Charges, and Applicable tariffs, establish the sole and exclusive rates, terms, conditions, and understandings pertaining to Granite's provision and Customer's use of Services ordered by Customer, and supersede all prior agreements, proposals, representations, and understandings, whether written or oral, with respect to such Services. No provisions of this Service Guide or any Applicable tariff may be changed, waived, or otherwise amended, or modified in any manner except pursuant to a Written Contract document that has been duly executed by Granite for such purpose.

In the event of any conflict between the provisions of this Service Guide and any applicable Written Contract tariff, such conflict will be resolved by giving preference, first, to the Applicable Written Contract tariff provisions and, second, to this Service Guide.

The recurring rates, rules, terms, and conditions contained in this Service Guide are subject to change at Granite's sole discretion. Customers will be notified of changes through bill messages or inserts or otherwise in accordance with Applicable Law and regulations prior to the date on which changes become effective. Changes will also be posted on Granite's website at http://www.granitenet.com/Legal. Your continued use of Granite's Service following any such changes constitutes your agreement to such changes.

This Service Guide is governed by and interpreted according to Applicable Laws and regulations of New York.

In the event of disputes or complaints between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file an inquiry or complaint by contacting the New York State Department of Public Service by phone, online or by mail.

Online at http://www.dps.ny.gov/complaints.html or,

By Mail: NYS Department of Public Service, Office of Consumer Services, 3 Empire State Plaza, Albany, NY 12223-1350

By Phone: Helpline (for complaints/inquiries):

1-800-342-3377 for Continental United States or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

For additional information or assistance, please visit us on the web at www.granitenet.com or contact our Customer Care representatives, toll free at (866) 847-1500, or in writing addressed to the attention of Granite Customer Service at One Heritage Drive, Quincy, Massachusetts 02171. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 10 p.m. (EST) and Saturday 9 a.m. to 6 p.m. (EST)

BY PRESUBSCRIBING, OTHERWISE UTILIZING, OR PAYING, DIRECTLY OR INDIRECTLY FOR COMPANY'S SERVICES, YOU HEREBY AGREE TO THE RATES, CHARGES, TERMS, AND CONDITIONS WHICH FOLLOW. IF YOU BELIEVE THAT YOUR USE OF SERVICES HAS BEEN MADE IN ERROR, PLEASE CONTACT GRANITE TELECOMMUNICATIONS, LLC'S SERVICE DEPARTMENT IMMEDIATELY AT 866.847.1500.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Certain terms used generally throughout this Service Guide for Services of Company are defined below.

Authorized User:

A person, firm, corporation or other entity that either is authorized by the Customer to use Service or is placed in a position by the Customer, either through acts or omissions, to use Service.

Business Service:

A Service that conforms to one or more of the following criteria:

- the Service is primarily for paid commercial, professional or institutional activity; or
- the Service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- the Service number is listed as the principal or only number for a business in any telecommunications directory; or
- the Service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of Service, without compensation or reimbursement, for a charitable or civic purpose will not constitute business use of Service unless other criteria apply.

Called Station:

The terminating point of a call (i.e., the called number).

Carrier:

A company authorized by the New York State Department of Public Service to provide telecommunications services.

Channel:

A communications path between two or more points of termination.

Collect Call:

A billing arrangement where a call is billed to the called station.

Commission (or Department):

The New York Department of Public Service

Company:

Granite Telecommunications, LLC

Contract:

A binding agreement between Customer and Company specifying terms, pricing, and other conditions of Service. A Contract for a particular Service is formed upon the Company's acceptance of a Service Order or the Customer's use of the Service provided by the Company. Except as otherwise provided in a Written document signed by the Company and the Customer, the provisions of this Service Guide, together with the applicable Service Order, constitute the Contract for the Service requested or used by the Customer.

Customer or Subscriber:

The person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., that is provided a Service and that is responsible for the payment of charges and compliance with the terms and conditions of this Service Guide and any Written Contract for Service.

Customer Premises:

A location(s) designated by the Customer for the purposes of connecting to Company's Services.

Customer Premises Equipment (CPE):

Equipment located at the Customer's Premises for use with Company's Services.

Disconnect or Disconnection:

The termination of a circuit connection between the Originating Station and the Called Station or Company's operator.

Emergency Number Service:

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911. The 911 Services includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.

Facility:

Includes, in the aggregate or otherwise, but is not limited to, the following:

channels	lines
apparatus	devices
equipment	accessories
communications paths	systems

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

Force Majeure:

Causes beyond Company's 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 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; insurrection, riots, wars, unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, fraudulent acts of a third party, or other labor difficulties.

Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.

Individual Case Basis ("ICB"):

Aa Service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer.

Interexchange Carrier (IXC):

A Long Distance Telecommunications service provider.

Interruption:

The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for Service difficulties such as slow dial tone, Circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a Common Carrier or other entity other than the Company. Any Interruption allowance provided within this Service Guide by the Company shall not apply where Service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Service Guide, terminates Service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or breach of the provisions of this Service Guide, or as required by applicable law.

LATA:

Local Access and Transport Area (“LATA”). A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

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Local Access and Transport Area ("LATA"). A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Telephone or Local Exchange Service:

Public switched communication service between points within an Exchange Area

Long Distance Telecommunications (“Toll”) Service:

Public switched communication service between points in different Exchange Areas.

Monthly Recurring Charges (MRC):

Monthly charges to the Customer for Services, that continue for the agreed upon duration of the service.

Non-Recurring Charge (NRC):

A one-time charge assessed to initiate and establish a Service or in connection with other work performed by the Company.

Measured Rate Service:

Measured rate service is a classification of Local Exchange Service in connection with which local exchange usage is calculated on a per-minute, time of day, and distance-called basis for the purpose of charging for the service. For this service the dial tone line is offered with a limited monthly usage option, with an Exchange Flat/Measured Rate monthly usage option or without a monthly usage option.

Message Rate Service:

Message rate service is a classification of Local Exchange Service in connection with which local exchange message usage is calculated in terms of message units for the purpose of charging for the service. For this service the dial tone line is offered with or without a limited monthly usage option.

Message Unit

A message unit is a unit of measurement by which the charges for certain local messages are ascertained. Each message is charged for at least one message unit except as otherwise specified.

Network Interface Device (NID)

A device that readily permits the disconnection of all Customer Premises Wiring from the Company's network and provides access to the company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes.

Premises:

A building or buildings or contiguous property, not separated by a public highway or right-of-way.

Public Safety Answering Point (PSAP)

The answering point for a 911 call. A PSAP may be designated as Primary or Secondary, which refer to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. Any person dialing 911 from a telephone number that is used for local exchange telephone network access and arranged to provide 911 service will be automatically connected to the appropriate PSAP for that telephone.

Service(s):

The intrastate telecommunications Services that Company offers pursuant to this Service Guide.

Station:

Each telephone on a line where no telephone number associated with the line is provided on the same premises and in the same building; the first termination in station key equipment or a jack for use with a portable telephone.

Station-to-Station:

Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Telecommunications Relay Service (TRS):

Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

V & H Coordinates:

Geographic Points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

White Pages Directory Listing:

A directory listing found in the local White Pages telephone directory.

Written; In Writing:

Both “written” and “in –writing” describe materials intended to be read, either in hardcopy document form (including fax) or transmitted through electronic media. For purposes of these rules, whenever anything is required to be provided “in writing” or “in written” form” (e.g., a disclosure, a notice, or a confirmation), the requirement may be satisfied through the use of electronic media if both the Company and Subscriber parties to the communication have agreed to do so. If they have not, a tangible, hardcopy document is required. (The Company’s electronic communications with customers and agreements to use electronic communications must satisfy the requirements of the federal Electronic Signatures Act, 15 USCA §§ 7001 et seq. and/or state law, as applicable.)

SECTION 2 - RULES AND REGULATIONS

2.1. UNDERTAKING OF COMPANY

2.1.1. Company undertakes to provide Services subject to the terms and conditions of this Service Guide.

2.1.2. Company's Services are furnished for telecommunications originating and/or terminating in any area within the State of New York.

2.1.3. Company offers Services to Customers for the transmission and reception of voice, data, and other types of communications.

2.1.4. Company does not transmit messages pursuant to this Service Guide, but its Services may be used for that purpose.

2.1.5. Company's Services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

2.1.6. Company may, at Company's sole discretion, elect to employ third parties to perform any of its obligations under this Service Guide.

2.2. CUSTOMER'S USE OF SERVICE

2.2.1. Service may be used for any lawful purpose consistent with this Service Guide and with the transmission and switching parameters of the telecommunications facilities utilized in the provision of Services.

2.2.2. Equipment Company provides or installs at the Customer's premises for use in connection with the Services Company offers may not be used for any other purpose other than for which Company provided it. Customer may not, and may not permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the Services or equipment installed by Company or Company's agent, except upon the consent of Company.

2.2.3. The Services Company offers may not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits required to be obtained by Customer with respect thereto.

2.2.4. Service may not be used for any purpose for which the Customer receives any payment or other compensation, except when the Customer is a duly authorized and regulated common carrier, receives any payment or other compensation. This provision does not prohibit an arrangement between the Customer or Authorized User to share the cost of Service.

2.2.5. Service may not be used in any manner, which interferes with other persons in the use of their Service, prevents other persons from using their Service, otherwise impairs the quality of Service to other Customers, or impairs the privacy of any communications over any Service provided by Company. Company may require a Customer to shut down its transmission of signals if said transmission is causing interference to others.

2.2.6. Service may not be used in any manner so as to annoy, abuse, threaten, or harass other persons.

2.2.7. The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

2.2.8. The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

2.2.9. The Customer obtains no property right or interest in the use of any specific type of facility, Service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with Company.

2.2.10. Customer's use of any resold service obtained from other service providers is also subject to any applicable restrictions in the underlying provider's publicly available tariffs.

2.3. APPLICATION FOR SERVICE

2.3.1. A Customer desiring to obtain Service may be required to complete the appropriate service order form and submit the service order in compliance with Company subscription requirements as may be established from time to time.

2.3.2. The name(s) of the Customer(s) desiring to use the Service must be set forth in the application for Service.

2.3.3. Company reserves the right to refuse an application for Service made by a present or former Customer who is indebted to Company for Service previously rendered pursuant to this Service Guide until the indebtedness is satisfied. Company may also refuse an application when, in Company's sole discretion, provision of Service is precluded under Section 2.6.1.

2.3.4. Request for Service under this Service Guide will authorize Company to conduct a credit search on the Customer. Company reserves the right to refuse Service on the basis of credit history and to refuse further Service due to late payment or nonpayment by the Customer.

2.3.5. Where the Customer cancels an application for Service, a cancellation charge will apply as specified in the Cancellation or Modification of Service by Customer Section of this Service Guide.

2.3.6. Company may require an applicant for Service, who intends to use Company's offerings for resale and/or for shared use, to file a letter with Company confirming that the applicant's use of Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.

2.4. DEPOSITS AND ADVANCE PAYMENTS

2.4.1. Company will not collect deposits.

2.4.2. To safeguard its interests, Company may require a Customer to make an advance payment before Services are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's recurring charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges for a period to be set between Company and the Customer (if any). The advance payment will be credited to the Customer's initial bill.

2.5. CREDIT

2.5.1. Company, in order to ensure payment of its charges for Service or for loss of or damage to Company property, will require Applicants and Customers to establish and maintain credit. The establishment or re-establishment of credit as provided in this Section does not relieve an applicant or Customer from compliance with other provisions of this Service Guide as to the payment of bills and in no way modifies the Sections regarding disconnection and termination of Service for failure to pay bills due for Service furnished. If an applicant for Service is unable to provide satisfactory credit information, Company may refuse to provide Service.

2.6. PROVISION AND MAINTENANCE OF SERVICE

2.6.1. Company will use reasonable efforts to make Service available to Customers on or before a particular date, subject to the provisions and compliance by the Customer within the provisions of this Service Guide. The lack of facilities or other operational impediments, including regulatory approvals, may preclude or delay provision of Service (a) in a particular location or to a particular Customer and/or (b) at any promised performance level. Actual transmission speeds and service characteristics of a Service may vary from those expected by the Customer due to such factors as the length and gauge of the line and other operational characteristics of the equipment and facilities used.

2.6.2. At the request of the Customer, installation or maintenance may be performed outside of 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 by Company will apply. If installation or maintenance 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 charges may apply.

2.6.3. Company will have control over the installation, rearrangement, repair, maintenance, and disconnection of all network elements owned or otherwise obtained to ensure the required level of Service. Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but will not thereby alter the technical parameters of the Service provided to the Customer.

2.6.4. Company will use reasonable efforts to maintain the Service that it furnishes to the Customer. Company may make such tests, adjustments and inspections as may be necessary to maintain Company's Services and equipment in satisfactory operating condition. When Company makes tests, adjustments and inspections that will interrupt the Customer's service, a reasonable notice and/or release will be made to or obtained from the Customer before such interruption.

2.6.5. Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Service Guide are being complied with in the installation, operation or maintenance of the Customer's or Company's facilities or equipment. If the protective requirements of Customer-provided equipment are not being complied with, Company may take such action as it deems necessary to protect its Services, equipment and personnel. Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take such action. If the Customer fails to do this, Company may take whatever additional action is deemed necessary, including the suspension of Service to protect its Services, equipment and personnel from harm.

2.6.6. Service will continue to be provided until cancelled by the Customer. Customers may cancel service at any time via verbal or written notice.

2.6.7. Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or Services.

2.7. SPECIAL CONSTRUCTION

2.7.1. Subject to the agreement of the Company and to all of the regulations contained in Company service guides or tariffs, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications not otherwise specified under Service Guide, or for the provision of service on an expedited basis or in some other manner different from the normal Service Guide conditions. Special construction is that construction undertaken:

A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;

B. of a type other than that which the Company would normally utilize in the furnishing of its services;

C. over a route other than that which the Company would normally utilize in the furnishing of its services;

D. in a quantity greater than that which the Company would normally construct;

E. on an expedited basis;

F. on a temporary basis until permanent facilities are available;

G. involving abnormal costs; or

H. in advance of its normal construction.

2.7.2. Basis for Charges

Where the Company furnishes a facility or service on a special construction basis, charges will be based on the costs incurred by the Company, including (1) nonrecurring type charges; (2) recurring type charges, (3) termination liabilities, or (4) combinations thereof, plus an administrative fee minus any credit for reuse or salvage. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

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

2.7. SPECIAL CONSTRUCTION, Continued

2.7.3. Basis for Cost Computation

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

A. installed costs of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installed costs include the cost of:

1. equipment and materials provided or used,

2. engineering, labor and supervision,

3. transportation,

4. rights of way, and

5. any other item chargeable to the capital account.

B. annual charges including the following:

1. cost of maintenance;

2. depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;

3. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;

4. any other identifiable costs related to the facilities provided; and

5. an amount for return and contingencies.

2.7. SPECIAL CONSTRUCTION, Continued

2.7.4 Termination Liability

To the extent that there is no other requirement for use by the Company, the Customer may have a termination liability for facilities specially constructed at the request of the Customer, if and only if such liability is clearly stated in a written agreement between the Company and the Customer.

A. The maximum termination liability is equal to the total cost of the special facility as determined herein, adjusted to reflect the re-determined estimate net salvage, including any reuse of the facilities provided.

B. The maximum termination liability shall be divided by the original term of service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's termination liability shall be equal to this monthly amount multiplied by the remaining unexpired term of service (rounded up to the next whole number of months), discounted to present value at six percent (6%), plus applicable taxes.

2.8 MINIMUM SERVICE PERIOD

2.8.1 The minimum Service period is one month (30 days), with the first thirty (30) days being the initial minimum Service period. The Customer must pay the regular rate for Service for the minimum period of Service if service is disconnected during the initial minimum Service period. If a Customer disconnects Service after the initial minimum Service period has ended, then the Customer will be billed pro rata for services rendered. When the Service is moved within the same building, to another building on the same Premises, or to a different Premises entirely, the period of Service at each location is accumulated to calculate if the Customer has met the minimum Service period obligation.

2.8.2 If Service is terminated before the end of the minimum period of Service as a result of condemnation of property, damage to property requiring the Premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for Service for the remainder of the minimum period.

2.8.3 If Service is transferred to a new Customer at the same Premises during the first month of Service, the new Customer assumes responsibility to meet the remainder of the minimum Service period requirements. For Services not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum Service period obligation in accordance with the terms under which the Service was originally furnished.

2.9. CUSTOMER RESPONSIBILITIES

2.9.1 The Customer is responsible for the payment of all charges for Service furnished to the Customer and for all additional charges for calls the Customer elects to continue making.

2.9.2 The Customer is responsible for compliance with applicable regulations set forth in this Service Guide.

2.9.3 Upon Company request, the Customer must verify the name(s) of Authorized Users allowed to request and use the Customer's Service.

2.9.4. Customer will return to Company within five (5) days of termination of Service all Company-provided equipment. All returned equipment must be in the same condition as when delivered to the Customer by Company. Upon demand, Customer will reimburse Company for any costs incurred by Company due to Customer's failure to comply with this Section.

2.9.5. Customer is responsible for the payment of any bills for Services and for the resolution of any disputes or discrepancies with Company. Company has no responsibility with respect to billings, charges or disputes related to services used by Customer which are not included in Services herein including, without limitation, any local, regional and long distance services not provided by Company.

2.9.6 The Customer is responsible for establishing identity as often as is necessary during the course of the call or when seeking credits from Company.

2.9.7 The Customer must make arrangements or obtain permission for safe, reasonable and continuous access and right-of-way for Company employees or agents of Company to enter the Premises of the Customer or any Authorized User of the Customer at any reasonable hour for the purpose of performing Company's obligations under this Service Guide.

2.9. CUSTOMER RESPONSIBILITIES, Continued

2.9.8. The Customer is responsible for the payment of (a) Service charges as set forth herein and (b) charges for visits by Company's agents or employees to the Premises of the Customer or Authorized User when the Service difficulty or trouble report results from the use of Services and equipment by the Customer or Authorized User.

2.9.9. Customer will, at Customer's expense, provide reasonable space, power, and level of heating and air conditioning, and otherwise maintain the proper environment to operate Company's Service at Customer's or Authorized User's premises.

2.9.10. The Customer may not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Service Guide, and any attempt to make such an assignment, transfer, disposition without consent will be null and void.

2.9.11 A Customer or Authorized User may not represent in any way that the relationship between Customer or Authorized User and Company is anything other than one of customer and supplier, respectively. Nothing in this Service Guide gives Customer or Authorized Users any authority to bind or otherwise incur liability on behalf of Company. Nothing in this Service Guide constitutes an endorsement by Company of any activity, service or product of Customer or Authorized Users.

2.9.12 The Customer is responsible for any damages, including usage charges that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's Premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over Company's network without the authorization of the Customer.

2.10. PAYMENTS AND BILLING

2.10.1. Service is provided and recurring Service charges billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer.

2.10.2. Non-recurring charges and charges based on actual usage are billed monthly in arrears.

2.10.3. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charge billed as local taxes multiplied by 1.5 percent.

2.10.4. A Customer will not be liable for any late payment charge applicable to a disputed portion of that Customer's bill, so long as the Customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute on a timely basis, pursuant to Section 2.10.9.

2.10.5. Checks presented in payment for Services and subsequently returned to Company by the Customer's financial institution for "Non-Sufficient Funds" or other reasons will incur a $20.00 nonrecurring charge per Customer per check.

2.10.6. A Customer will be placed on a "cash only" basis upon receipt of two (2) returned checks within a twelve (12)-month period of time. "Cash only" is herein defined as cashier's checks, U.S. currency, or money orders.

2.10.7. Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance will not constitute payment of a Customer's account, and Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

2.10.8. Billing disputes should be addressed to Company's Customer service organization via a toll-free telephone numbers, 866.847.1500 or 866.847.5500. Customer service representatives are available at 866.847.1500 from 9:00 a.m. to 6:00 p.m. Eastern Time. Messages may be left for Customer services from 6:01 p.m. to 8:59 a.m. Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service. Twenty-four hour customer service is available at 866.847.5500.

2.10. PAYMENTS AND BILLING, Continued

2.10.9. In case of a billing dispute between Customer and Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, Customer may enter the following arrangement:

A. First, Customer requests, and Company will comply with the request, an Investigation and review of the disputed amount. Customer must pay the undisputed portion of the bill by the Due Date shown on the bill.

B. The Customer may pay the disputed portion of the bill by the Due By Date shown on the bill. However, Service will not be subject to termination if the disputed amount is not paid during the pendency of the investigation.

C. If there is still disagreement after the investigation and review by a manager of Company, Customer may appeal to Department of Public Service for its investigation and decision.

D. After the investigation and review are completed by Company as noted in subsection A. above, and the dispute is resolved indicating that the disputed amount is due and payable to the Company, the disputed amount becomes due and payable at once. In order to avoid disconnection of Service, the disputed amount must be paid within seven (7) calendar days after the date Company notifies Customer that the investigation and review are completed, the dispute has been resolved and that such payment must be made or Service will be suspended or terminated. However, the Service will not be terminated prior to the Due Date shown on the bill. Failure to pay non-regulated or competitive services charges will not result in disconnection of local exchange Service.

E. Contact information for the Department of Public Service are:

Online at http://www.dps.ny.gov/complaints.html or,

By Mail: NYS Department of Public Service, Office of Consumer Services, 3 Empire State Plaza, Albany, NY 12223-1350

By Phone: Helpline (for complaints/inquiries):

1-800-342-3377 for Continental United States or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

F. Limitations of Damages and of Period for Bringing Claims - The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company shall be commenced more than one (1) year after the Service related to the claim is rendered. Claims applicable to overbilling against Company shall be commenced no more than two (2) years after the Service related to the claim is rendered pursuant to Section 415, U.S. Code, 47 U.S.C. §415.

2.11. TAXES

Customer must pay, without limitation, all sales, use, gross receipts, excise, access, bypass, 911, Telecommunications Relay Service, rights-of-way, and other local, state and federal taxes, charges, fees, and surcharges, however designated, imposed on or based upon the provision, sale or use of the Services (excluding taxes on Company's net income). Such taxes and fees will be separately stated on the applicable invoice.

2.12. ALLOWANCES FOR INTERRUPTION OF SERVICE

2.12.1 For the purpose of applying this provision, the word "interruption" means the inability to access Service due to equipment malfunction or human errors. "Interruption" does not include, and no allowance will be given for, Service difficulties such as slow access, circuits busy or other network and/or switching capacity shortages.

2.12.2. Credit allowances will be given in accordance to this Section 2.12. for interruptions of Service which are not due to Company's testing or adjusting (when proper notice and release is obtained), to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer or another Carrier, and are subject to the general limitation of liability provisions set forth in Section 2.16. Customer must notify Company of any interruptions of Service. Before giving such notice, the Customer must ascertain that the trouble is not caused by any action or omission of the Customer, and not otherwise within the Customer's control.

2.12.3. For purposes of computing a credit under Section 2.12. every month is considered to have 720 hours. No credit will be allowed for an interruption of a continuous duration of less than two hours. Company will credit the Customer for an interruption of two (2) hours or more at the rate of 1/720th of the monthly charge for the Service affected for each hour or major fraction thereof that the interruption continues.

Credit formula: Credit - (A/720) X B

A - outage time in hours

B - total monthly charge for affected Service

2.13. SUSPENSION, TERMINATION OR MODIFICATION OF SERVICE BY CUSTOMER

2.13.1. Customers may suspend or terminate Service by providing written or verbal notice to Company prior to suspension or termination. Notice must specify the date on which Service is to be suspended or terminated.

2.13.2. The Customer remains responsible for all Service charges until the day and time on which Service is actually suspended or terminated.

2.13.3. If Customer terminates Service before Company completes installation of the Service and at the time of termination Company has incurred any expense in installing Services or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and Non-Recurring charges and all amounts others may charge Company that would have been chargeable to the Customer had Service been initiated.

2.13.4. If the Customer terminates Service after Company has completed installation, the charge set forth in Section 2.12.3. will apply to the extent Company has not yet recovered the costs described in Section 2.12.3. In addition, the minimum Service period obligations described in Section 2.8. will apply regardless of whether Service has been initiated and the charges due under Section 2.8. apply.

2.13.5. In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

2.13.6. Customers must pay the Line Restoration charge set forth in Section 4 of this Service Guide prior to restoration of Service suspended at Customer's request.

2.14. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY

2.14.1 Company may, without incurring liability, refuse, suspend or terminate the Service for any of the following reasons, provided that the Company shall issue ten (10) days written notice to the Customer via first-class mail prior to termination of Service.

A. If there is a condition determined in Company's sole discretion to be hazardous to the Customer, to other Customers of Company, to Company's equipment, to the public or to employees or agents of Company

B. If Company deems refusal of Service, suspension or disconnection necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or Services

C. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to Service

D. For use of Company's Services for any purpose other than that described in the application

E. In the event of Customer use of equipment in such a manner as to adversely affect Company's equipment or the Service to others

F. In the event of tampering with the equipment furnished and owned by Company

G. In the event of abuse or fraudulent use of Service

1. Abuse or fraudulent use of Service includes:

a. The use of Service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an applicable charge

b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the established charge for such Service.

H. In the event that the Customer abandons Service;

2.14. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY, Continued

2.14.1., Continued

I. For use of foul or profane language over the Service

J. For impersonation of another person with fraudulent intent over the Service

K. For nonpayment of any deposit required by the Company

L. For violation of this Service Guide, except as provided in Section 2.14.1., including without limitation, non-payment of bills for Service, refusal to provide Company with either a deposit or advance payment, or failure to meet Company's credit requirements; or

M. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or

N. When necessary for Company to comply with any order or request of any governmental authority having jurisdiction.

2.14.2. The Company may continue suspension of service until all charges due have been paid and all violations have ceased. During the period of such suspension all monthly charges apply. Should the Customer comply with the Company's instructions during the suspension period, the Customer must pay the Suspended Service Restoration charge set forth in Section 4 of this Service Guide in addition to all applicable monthly service charges. The Company may terminate the service without suspension of service or following suspension of service, and disconnect and remove any of its equipment from the Customer's premises. If service is terminated after a suspension, the date of termination is considered to be the date service was suspended.

2.14.3. A Customer's local exchange service may only be disconnected for non-payment of noncompetitive Services regulated by the Commission. Local exchange service may not be disconnected for non-payment of toll services, voice mail, Internet, paging, charges not billed on behalf of the Company and federally imposed customer charges and taxes.

2.14.4 The termination of Service(s) by Company pursuant to this section does not relieve the Customer of any obligations to pay Company for charges due and owing for Service(s) furnished up to the time of termination. A Customer whose Service has been terminated by the Company also must pay the Service Restoration Charges set forth in Section 4 of this Service Guide. The remedies set forth herein are not exclusive, and Company is at all times entitled to all the rights available to it under law or equity.

2.15. RESTORATION OF SERVICE

2.15.1. The use and restoration of Service in emergencies may be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.

2.15.2. When a Customer's Service has been terminated in accordance with this Service Guide and the Service has been terminated through the completion of a Company service order, Service will be restored only upon the basis of application for new Service.

2.15.3. A Customer whose Service has been terminated by the Company also must pay the Service Restoration Charge before Service is restored.

2.15.4. A Customer whose Service has been terminated is required to pay the Service Connection Charge before Service is restored.

2.15.5. A Customer whose Service has been terminated for failure to establish credit or for nonpayment of bills will be required to pay the unpaid balance due and the Service Restoration Charge set forth in Section 4 of this Service Guide before Service is restored.

2.15.6. Whenever Service has been terminated for fraudulent or other unlawful use, Company may, before restoring Service, require the Customer to make, at its own expense, all changes in facilities or equipment necessary to eliminate such fraudulent or otherwise unlawful uses and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.15.7. A Customer whose Service has been suspended by the Company must pay the Suspended Service Restoration Charge set forth in Section 4 of this Service Guide in addition to all applicable monthly service charges due and owing during the period of suspension.

2.15.8. A Customer whose Service has been suspended at the Customer’s request must pay the Line Restoration charge set forth in Section 4 of this Service Guide prior to restoration of Service.

2.16. LIMITATION OF LIABILITY

2.16.1. Company will not be liable to the Customer or Authorized User for, and the Customer and any Authorized User, jointly and severally, will indemnify, defend and hold harmless Company from any allegation, claim, loss, damage, liability, defect, cost or expense resulting from or involving:

A. Libel, slander, or invasion of privacy from material, data, information or other content transmitted over Company's facilities

B. Patent or trademark infringement or other infringement of intellectual property rights including, but not limited to, copyrights, trademarks, and trade secrets, arising from (1) combining (or using in connection with) Company-provided Services and equipment with any facilities, services functions, or products provided by the Customer or Authorized User or (2) use of Services, functions, or products which Company furnished in a manner Company did not contemplate and over which Company exercises no control. In the event that any such infringing use is enjoined, the Customer or Authorized User at its expense, will obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim in infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringemen;

C. A breach in the privacy or security of communications transmitted over Company's facilities

D. Acts, mistakes, omission, interruptions delays, errors or defects in transmission over Company's facilities or equipment

E. Injuries to persons or property from voltages or currents transmitted over Company-provided facilities caused by Customer-provided equipment or Premises wire

F. The disconnection of Service for failure to pay the charges billed to Customer, including but not limited to, any direct, indirect, incidental, special consequential, exemplary or punitive damages, so long as such disconnection of Service complied with the applicable rules and regulations

2.16. LIMITATION OF LIABILITY, Continued

2.16.1. Continued

G. Violations of the obligations of the Customer under this Service Guide

H. Defacement of or damage to Customer Premises, facilities or equipment resulting from the furnishing of Service or equipment on such Premises or the installation, maintenance, repair or removal thereof, unless such defacement or damage is caused by willful misconduct of Company's agents or employees

I. The interruption of a call to any party or any other person in conjunction with use of the Busy Line Verification and Interrupt Service as set forth in this Service Guide

J. Any lost, destruction or damage to property of the Customer, the Customer's agent, distributors, or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Company, Customer, Authorized User or their employees, agents representatives or invitees

K. Any delay or failure of performance or equipment due to a Force Majeure condition or any unlawful acts of Company's agents and employees if committed beyond the scope of their agency or employment

L. Misrepresentation of, or the failure to disclose, the lawful rates and charges published in the Service Guide, so long as Company has complied with any applicable rules and regulation related thereto

M. Fees Company delivered to a jurisdiction in question and not returned to Company as provided in the Taxes Section of this Service Guide

2.16. LIMITATION OF LIABILITY, Continued

2.16.1. Continued

N. Any act, mistake, omission fraudulent act of a third party, interruption, delay error, or defect caused by or contributed to by:

1. Another company or Carrier, or its agents or employees, when the facilities or equipment of the other company of Carrier are used for or with the Service Company offers. This included the provision of a signaling system or other database by another company;

2. The Customer, or any third party acting as its agent, in connection with Company-provided or Customer-provided facilities or equipment, including, but not limited, the Customer's failure to take all necessary steps to obtain, install and maintain all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer to Company's network; or

3. A third party.

O. Any failures, errors malfunctions or omissions of Caller ID Blocking whether or not arising from or relating to any ordinary negligence or other conduct by Company; or

P. Any unauthorized use of the Service provided to Customer.

2.16.2. The liability of Company for damages arising out of the furnishing of, or failing to furnish, its Services, including but not limited to mistakes, omission, disconnections, interruptions, delays, acts of a third party, errors, defects, or representations, whether caused by acts or omissions is limited to the extension of allowances for interruption as set forth in this Service Guide. Such allowances for interruptions are the sole remedy of the Customer and the sole liability of Company. 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, or the acts or omissions, acts of a third party, or the acts or omissions of Company, its employees or agents.

2.16. LIMITATION OF LIABILITY, Continued

2.16.3. The liability of Company's suppliers and vendors for damages arising out of the furnishing of, or failing to furnish, their services, including but not limited to mistakes, omissions, interruptions, delays, errors, defects, or representations, whether caused by acts or omissions of such suppliers and vendors shall be limited to the extension of allowances for interruptions as set for in this Service Guide. The extension of such allowances for interruptions will be the sole remedy of the Customer and the sole liability of Company's supplier and vendors. Company's suppliers and vendors will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer, as a result of any service, equipment or facilities, or the acts or omissions, of Company's suppliers and vendors, or the employees or agents of Company's suppliers and vendors.

2.16.4. The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever will in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company may be commenced more than one (1) year after the Service is rendered.

2.16.5. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. COMPANY MAKES NO WARRANTY THAT SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE OR MEET ANY PARTICULAR PERFORMANCE LEVEL; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED THROUGH THE SERVICES OR THAT ANY DEFECT IN THE SERVICE WILL BE CORRECTED.

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

2.16. LIMITATION OF LIABILITY, Continued

2.16.7. With respect to Emergency Number 911 Service:

A. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. 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 to or death of any person or persons, or 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 this Service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this Service.

B. Neither is Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any Services furnished by 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 arises out of the negligence or other wrongful act of Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

2.16.8. With respect to Directory Listing Service:

A. In the absence of gross negligence or willful misconduct, Company has no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof.

B. Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's Service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to Service affected during the period covered by the directory in which the error or omission occurs.

C. As part of providing any private listing or semi-private listing Services, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.

D. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service. By subscribing to Service under this Service Guide, the Customer agrees to the release of such information under the above provision.

2.16. LIMITATION OF LIABILITY, Continued

2.16.9. Company will not be liable for any refusals or failures to provide or delays in commencing Service to any Customer pursuant to Section 2.6.1 or for any failure to provide or maintain Service at any particular performance level.

2.16.10. Company makes no warranty or representation of any kind whatsoever with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds 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 entity 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. Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section as a condition precedent to such installations.

2.17. NOTICES

Any notice Company may give to a Customer will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to the Customer's billing address. Any notice the Customer may give Company will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to Company at the address provided in the most recently revised Service Guide pages.

2.18. CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION

2.18.1 Customer-provided equipment on the Premises of Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment must be provided by and maintained at the expense of the Customer or Authorized User. Conformance of Customer-provided equipment with Part 68 of the FCC Rules is the responsibility of Customer.

2.18.2 Customer or Authorized User must ensure 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 must be such as not to cause damage to Company-provided equipment and wiring or injury to Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury may be provided by Company at Customer's expense.

2.18.3. Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provided equipment is connected to the facilities and equipment furnished under this Service Guide, the responsibility of Company will be limited to the furnishing of Service, facilities and equipment offered pursuant to this Service Guide. Beyond this responsibility, Company will not be responsible for:

A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission;

B. the reception of signals by Customer-provided equipment; or

C. network control signaling when performed by Customer-provided network control signaling equipment.

2.18.4. The Customer must secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with Company. In addition, the Customer must ensure that its equipment and/or system or that of its Authorized User or agent(s) is properly interfaced with Company's Service and the signals emitted into Company s network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its Authorized User or agent(s) fails to properly maintain and operate its equipment and/or system, Company may, upon written request, require the use of protective equipment at the Customer s expense.

2.18.5. Interconnection between the facilities or services of other carriers is governed by the applicable terms and conditions of the other carriers' tariffs.

2.18.6. Service furnished by Company may be interconnected with services or facilities of other authorized carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers must be provided at the Customer's expense.

2.19. PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

2.19.1 The Customer has no property right in any telephone number or any right to continuance of Service through any particular serving office. Company may change a telephone number or a serving office designation, or both, of a Customer if required for engineering or technical reasons or whenever Company deems it desirable in the conduct of its business to do so.

2.20. EMERGENCY NUMBER SERVICE (911)

2.20.1. All terms and conditions set forth in this Section are applicable to Emergency Number Service as defined in this Service Guide.

2.20.2. Emergency Number Service allows customers to reach appropriate emergency services including police, fire and medical services. The telephone user who dials the 911 number will not be charged for the call.

2.20.3. Emergency Number Service may be classified as one of two types: Basic service or Enhanced Service. Basic Emergency Number Service provides for routing all 911 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single Public Service Answering Point (PSAP) that is prepared to receive those calls. Enhanced Emergency Number Service provides certain features such as selective routing of 911 calls to a specific PSAP that is selected from the various PSAP serving Customers within that central office area. Basic and Enhanced Emergency Number Service are one-way services limited to the provision and use of the digits “9-1-1” as the Universal Emergency Telephone Number code.

2.20.4. For Emergency Number Service, the incumbent local exchange carrier, municipality, or government agency(ies) designated as responsible for the control and staffing of the emergency report center is referred to as the “Agency”.

2.20.5. This Service Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in Emergency Number Service, nor does the Company undertake such responsibility.

2.20.6. Emergency Number Service information, consisting of the names, addresses and telephone numbers of all telephone customers, is confidential. The Company will release such information periodically for the update of their systems.

2.20.7. The Emergency Number Service calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number (ANI) and address (ALI) associated with the originating station location are furnished to the PSAP, on a call by call basis, after an Emergency 911 call has been received.

2.20.8. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all Emergency Number Service calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency’s public safety jurisdiction.

2.21. PROMOTIONAL OFFERINGS

Company may make promotional offerings of its regulated Services which may include reducing or waiving applicable charges for the promoted Service. No individual promotional offering will exceed six (6) months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

The Company will submit its Promotions by letter to the Commission Staff outlining the promotion, listing the tariffed item being promoted, and the promotion's start and end dates in lieu of filing language in the Service Guide.

2.22. SPECIAL ASSEMBLY

The Company may provide a unique intrastate service arrangement for a Customer where no Service exists for the service. The unique service can be provided via a Special Assembly.

The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

2.23. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Service Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. The Company will maintain records of its ICBs for Commission review as conditions or circumstances may require.

SECTION 3 - DESCRIPTION OF SERVICE

3.1. APPLICATION OF RATES

3.1.1. Timing of Calls

A. The Customer's usage charge is based on the actual usage of Company's Service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer and termination is determined by hardware supervision in which the distant local telephone company sends or ends an supervision signal to Company's switch or the software utilizing audio tone detection. The timing of the call occurs when the called party answers and terminated when either party hangs up.

B. The minimum call duration for billing purposes is one minute with one minute billing increments thereafter.

C. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.

D. There is no billing for incomplete calls.

3.1.2. Service Areas

A. Company's local exchange Service area is set forth in Section 5 of this Service Guide.

B. Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.

3.1. APPLICATION OF RATES, Continued

3.1.3. Local Exchange Service Rates and Charges

A. General

The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

1. Nonrecurring Charges for installation of facilities and Services;

2. Monthly Recurring Charges for availability and use of facilities; and

3. Measured or Message Usage Charges.

B. Installation Charges

1. Installation Charges are nonrecurring charges for establishing Services. Installation Charges are incurred by Customer-initiated request and are in addition to all other scheduled rates and charges, unless specifically exempted in this or other sections of this Service Guide.

2. The charges specified herein reflect Service provided during regularly scheduled work hours, at current installation intervals and without work interruptions by the Customer.

3. Customer requests for expedited Services that require installations on a date that is less than the normal offered interval may result in an increase in applicable Service Connection Charges.

3.1. APPLICATION OF RATES, Continued

3.1.3. Local Exchange Service Rates and Charges, Continued

B. Installation Charges, Continued

4. Customer requests performed on an out-of-hours basis shall also incur an add-on to applicable Installation Charges (excluding the Service Ordering Charge), along with any additional costs that may be involved.

5. Installation Charges for the initial establishment of Service are payable with the first bill rendered for Service.

C. Service Order Charge

1 Service Order Charge will apply to each initial order and to service moves and changes. No charge applies for a change to a service for which a lower monthly rate applies, made within ninety (90) days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.

2 The Company may, from time to time, waive or reduce the charge as part of a promotion.

D. Message/Measured Usage Charges

Usage charges consist of Message Rate Charges for calls over the allowance for dial tone lines with a Limited Monthly Usage Option, and Message Rate Charges for dial tone lines without a Monthly Usage Option.

E. Extended Local Service

Extended Local Service (ELS) is a mandatory additive charge that offsets the costs of recent expansion to the local calling area. Add-On Local Area Rate is an extension of the local service calling area. Toll rates between specified exchanges are eliminated and calls are rated as local usage.

3.1. APPLICATION OF RATES, Continued

3.1.4. Maintenance Visit Charges

A Maintenance Visit Charge applies per visit to a Customer's premises where a service difficulty or trouble report results from the use of equipment or facilities not the responsibility of the Company.

Where a Network Interface Device ("NID") exists, if the company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premise) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

3.1.5. Moves, Adds, Changes

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

B. The Customer will be assessed a charge for any move, add or change of a Company service. Moves, Adds and Changes are defined as follows:

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

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

E. Change: A change in existing service at the same location, including rearrangement or reclassification.

3.2. CALCULATION OF DISTANCE

V & H coordinates needed for the calculations may be obtained from national publications produced by the National Exchange Carrier's Association ("NECA") and Telcordia.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION

3.3.1. Local Exchange Services provide a Customer with connection to Company's network, enabling the Customer, among other things, to:

A. Originate communications to other points on Company's network

B. Receive communications from other points on Company's network

C. Access Company's Services as set forth in this Service Guide

D. Access local, interexchange and international telecommunications services provided by other authorized carriers and the customers of such carriers to the extent such carriers are interconnected with Company's network

E. Access Company's business office for Service-related assistance

F. Access 911 or E911 services, where available, operator services, directory assistance, and telecommunications relay services

G. Access Operator-Assisted Calling Services; and

H. Access Directory Assistance.

3.3.2. Business Local Exchange Services

Business Local Exchange Service is provided via two or more channels lines terminated at the Customer's premises. Each line corresponds to an analog, voice-grade telephonic communications line that can be used to place or receive one call at a time. Company provides Business Local Exchange Service exclusively to multiline commercial Subscribers. The per line rates below refer to the equivalent rate per line. The equivalent per line rate is multiplied by the number of lines ordered by the Subscriber. Subscribers may not order Business Local Exchange Service on a single line basis unless already subscribing to two or more Business Local Exchange Service Lines.

A. Flat rate service is unlimited local service within an exchange and to additional exchanges within the local service area. Flat rate charges consist of dial tone charge and charge for unlimited usage option.

B. Message rate and measured rate services provide for charging on a per-call basis on calls to the local service area with no usage allowance included in the monthly rates.

C. The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.2. Business Local Exchange Services, Continued

D. Extended Area Calling provides for calling on a measured rate or message rate usage basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area. Charges for calls to extended calling areas are as specified in Section 4.5 of this Service Guide.

E. Business DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises.

F. Business IOD service provides the user with an itemized statement of usage on directly dialed calls.

G. Custom Calling Features/Supplemental Services: The features and supplemental services set forth in this section are made available on an individual basis. Features may also be made available as part of a multiple feature package. All features and supplemental services are provided subject to availability and may not be available with all classes of service. The Company offers its business Customers a variety of optional feature packages to choose from.

H. CENTREX Service: A multi-station system offered to the business Customer with two (2) or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the Customer's premises. CENTREX Service enables the Customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for CENTREX Service.

I. Integrated Services Digital Network (ISDN) Services: A completely digital telecommunications network for carrying voice, data, images, and video at high speed by sending digitally-encoded signals. ISDN provides end-to-end digital service and can work on copper wiring phone lines.

J. Business Data Services: Provide a line with or without access to the exchange system for telephone communication between stations or order equipment furnished by Company.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.2. Business Local Exchange Services, Continued

K. PBX Trunk Service: Analog and/or digital PBX trunks are provided for connection of Customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multi-line hunting. DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

1. Message Rate Analog PBX Trunks: Provide the Customer with a single, analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

2. Digital PBX Trunk Services: Provide a Customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

L. Off Premise Extension Service: “Extension Service” denotes the extension lines at locations in addition to the location of the main line. Off Premise Extension Service is connected to an individual, auxiliary two-party or four-party line for the same Customer and with the same telephone number.

M. Business Key Service: Provides the Customer with analog, voice-grade telephonic communications channel(s) which can be used to place or receive calls. Business Key Service is available as a flat or message rated service. Business Key Service is provided for connection of Customer-provided key system terminal equipment. All key system lines are equipped with touch tone and multi-line hunt. Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer’s service in addition to a base monthly charge

N. Foreign Exchange Service: Enables a Customer to obtain local exchange service in a central office other than the central office which normally serves the Customer’s location.

O. IntraLATA Toll Service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Service Guide. The toll usage charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Service Guide. IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, third number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

3.3.4. Local Exchange Services Customers will provide, either directly or through arrangements with other carriers, blocking of calls placed to numbers beginning with a 976 NPA upon Customer request. Customers will not be charged to initiate or remove 976 blocking service.

3.3.5. Directory Assistance Service

Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "411". No charge will be assessed customers for the first three calls made, per line, per month. Callers may request two telephone numbers per call.

The rates specified following apply when customers request assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

3.3.6. Directory Listing Service

A. Company does not publish a directory or other similar listing of its Customers. However, Company will arrange for Customers, other than Customers requesting non-published and non-listed service, to be listed in the directories and directory assistance records of the applicable incumbent local exchange carrier in accordance with the incumbent's listing service tariff schedule, subject to availability of such listing service to Company's Customers. Local Exchange Services Customers receive one listing per assigned telephone number in the local White Pages Directory and receive a copy of the White Pages Directory at no additional charge.

B. Listing must conform to the Company's specifications with respect to directories. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or identification of the customer is not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.

C. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the caution of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

D. One listing, termed the primary listing, is provided without additional charge in connection with each Customer's service. When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.6. Directory Listing Service, Continued

E. A residential dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

F. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service.

G. Business additional listings are not permitted in connection with residence service.

H. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

I. Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.7. Non-listed and Nonpublished Telephone Service

A. Non-listed telephone service will be furnished, at the Customer's request, providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory. Such listings will be carried in the applicable incumbent local exchange carrier's directory assistance and other records and will be given to any calling party.

B. Nonpublished Telephone Service

Nonpublished telephone service will be furnished, at the Customer's request providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from directory assistance records. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies

C. Non-listed and Nonpublished charges, as specified in Section 4 of this Service Guide, are not applicable to Service furnished to a customer for data service where there is no voice use contemplated.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.8. Operator Assistance Service

A Customer may obtain the assistance of an operator to complete calls in the following manner. Surcharges will be applied on a per call basis for the following operator assisted services:

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

B. Collect Calls provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

C. Person-to-Person provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.

D. Operator Dialed 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 called party.

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

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.9. Specialized Operator Services

A. Upon request, subject to technical limitations, the Company will provide Customers with access to an operator who will verify that a conversation exists on a line (Busy Line Verification) and who will interrupt a communication in progress to announce that someone is trying to call (Line Service Interrupt).

B. Busy Line Verification with Interrupt provides the Customer with the option to request operator verification of whether a specific line is busy or inoperative.

C. Line Service Interrupt provides the Customer with the option to request operator interruption of a line that is in use, primarily for emergency situations.

D. Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.

E. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.

F. Charges for Specialized Operator Services are not applicable to calls to the operator from official public emergency agencies when the request is received on the agency's line from agency personnel.

G. Charges for Specialized Operator Services are not applicable to calls to the operator from individuals who identify that the request is to an official public emergency agency, an emergency medical service, or a privately endowed and operated alcohol, drug, run-away or suicide crisis reporting center.

H. Charges for specialized operator services may be waived by the operator for calls from individuals who have an emergency where life and/or property are in danger.

SECTION 4 - RATES AND CHARGES

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES

4.1.1. Business Local Exchange Service

A. Non-Recurring Charges

See Telecommunications Price List Non-Recurring Charges

B. Local Exchange Lines

	Monthly
Additional Line (1MB)	$83.14
Airport Service	$71.05
Business Message Rate Line	$83.14

C. Remote Call Forwarding

	Monthly
Remote Call Forwarding (in state - regional)	$44.10
Remote Call Forwarding Line	$44.10
Remote Call Forwarding Additional Path	$44.10

SECTION 4 - RATES AND CHARGES

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.1. Business Local Exchange Service

D. Mileage Charge**

	Monthly
Four Wire Loop	$67.55
Cable Carrying Charge	$31.05
Central Office Loop Charge - 2 Wire	$37.58
Continuous Property Loop - Per 4 Wire Loop	$8.47
Foreign Exchange Mileage	$25.69
Foreign Exchange Mileage - Type 2006/Same Building	$49.52
Interoffice Channel Mileage	$72.86
Interoffice Channel Mileage - Fixed	$319.56
Interoffice Channel Mileage – Flat Rate Portion	$998.79
Interoffice Channel Mileage Charge	$885.01
Interoffice Channel Mileage, per Mile	$54.46
Local Distribution Channel Mileage Charge	$38.43
Mileage - Flat Rate Portion- Not Distance Sensitive	$30.78
Mileage - PBX & Centrex Station Lines	$0.00
Mileage Charge	
USOCs 1L3CY, 1LLB9, 1LN4Y	$0.00
USOC 1LHBR	$5.63
USOC 1LJBK	$5.66
USOC 1LJBM	$6.66
USOCs 3LN1S, 3LN2S	$15.57
USOC 3LN4S	$28.69
USOC 3LNGJ	$76.40
USOC XUN1X	$2,077.22
Mileage Charge - Patron and Concentrator in Different Building	$5.66
Mileage Charge for Intellipath Digital Centrex	$3.54
Mileage Charge, 2 Wire	$15.57
Mileage Charge, 4 Wire	$15.57
Mileage Per mile for over 12miles	$8.21
Remote Metering, Supervisory Control, Miscellaneous Signaling	$ 2.06
Secretarial Answering Service	
USOC 1LJBC	$7.11
USOC 1LJBZ	$11.14
USOC 1LJDB	$5.39
Secretarial Answering Service Mileage Charge	$7.30

**Grandfathered services - unavailable for new subscription

SECTION 4 - RATES AND CHARGES

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.2. Custom Calling Features

	Monthly
*69 Denial (Deny Return Call)	$0.79
1010XXX Block	$0.00
3 Way Call Block	$0.00
Alarm Circuit Termination Address	$0.00
Alarm Coupler	$13.53
All Call Blocking	$0.00
Anonymous Call Rejection	$7.09
Anonymous Call Rejection with Caller ID	$0.00
Answering Bureau Intercept Line	$0.00 -
Automatic Signaling - CO Equipment	$33.00
Block DA Call Connection	$0.00
Blocking - Terminate	$0.00
Blocking of Prompt Repeat Dialing	$0.00
Break Rotary Hunt Arrangement	$100.54
Busy Redial (*66)	$7.09
Call Forwarding Busy Line	$9.72
Call Forwarding Busy Line - Multiple Simultaneous Call Option	$6.83
Call Forwarding Busy Line/Do Not Answer	$18.38
Call Forwarding Do Not Answer	$13.97
Call Forwarding Variable	$17.83
Call Forwarding/Speed Calling-8	$11.45
Call Forwarding/Waiting/Speed Calling-8	$18.81
Call Park	$0.28
Call Return *69	$7.09
Call Trace (*57)	$0.00
Call Trace Blocking	$0.00
Call Waiting	$22.95
Call Waiting ID Deluxe	$12.08
Call Waiting ID Deluxe - Number Only	$9.97
Call Waiting ID With Name	$15.23
Call Waiting, per line – Intellipath Option	$22.95
Call Waiting/Speed Calling-8	$14.45
Caller ID - Number Only/Busy Redial	$12.08
Caller ID /*69 /Busy Redial	$14.70
Caller ID and *69	$13.13
Caller ID and Busy Redial	$13.13
Caller ID Number Only	$21.53
Caller ID Number Only - Call Return - Busy Redial Package	$17.07
Caller ID with Name and Number	$19.95
Channel Protector Unit	$9.82
Collect and Third Number Blocking	$0.00
Collect Call Blocking	$0.00

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.2. Custom Calling Features Continued

	Monthly
Cornerstone Feature Package 1 (CW, CFV, 3-WAY)	$25.20
Cornerstone Feature Package 2	$25.20
Cornerstone Unlimited Local - Calling Plan	$39.38
CRS Num ID Additional 100 Blocks	$10.50
Custom Calling Package - Three-way/Forwarding/Waiting/Speed-8	$21.26
Custom Calling Package- Call Forwarding/Call Waiting	$14.45
Custom Redirect Service - Time of Day	$26.25
DA Call Completion/Connect Request Block	$0.00
DID Toll File	$0.00
Distinctive Ring I (Ringmate (R) Service)	$14.21
Distinctive Ring II (RingMaster II (R) Service)	$12.08
Extension/s	$0.00
High Voltage Protection Equipment - 2 Wire	$12.81
High Voltage Protection Equipment - 4 Wire	$16.02
High Voltage Protection Equipment - Type 3, 2 Wire	$10.68
Hunting	$0.00
Intercom, per group	$2.31
Intercom Line	$0.00
International Call Block	$0.00
International Direct Dial Blocking	$0.00
Joint User Service	$6.85
Local Area Data Channel, different building/different premise	$27.59
Loudspeaker Paging Access	$0.00
National 411 Block	$0.00
Network Access Terminal	$78.75
Off Premise Extension	$0.00
Operator Screening	$0.00
Outbound Call Block - Intercom Only	$0.00
Percentage Redirecting	$26.25
Preferred Telephone Number - Gold number	$6.55
Protective Equipment Neutralizing Transformer 4,000 volt capacity	$68.91
Pulse Net	$19.87
Repeat Dialing *66 & Call Return *69	$10.50
Repeat Dialing Denial	$0.79
Ringing Power Circuit	$25.45
Screening Arrangement	$0.00
Selective Blocking Service	$0.00
Speed Calling - 8 code	$8.09
Speed Dialing 6 code capacity	$3.31
Station line - Off Premises	$0.00

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.2. Custom Calling Features, Continued

	Monthly
Three-way Call Blocking	$0.00
Three-way Call/Call Forwarding/Speed-8	$16.63
Three-way Call/Call Waiting/Speed-8	$18.81
Three-way Calling	$17.54
Three-way Calling/Call Forwarding	$11.45
Three-way Calling/Call Forwarding/Waiting	$18.81
Three-way Calling/Call Waiting	$14.45
Three-way Calling/Speed Calling-8	$11.45
Tie Line	$0.00
Toll Restriction	$0.00
Toll Restriction - Prohibit Adult Group Bridging	$0.00
Toll Restriction Operator Screen to Deny 1+ and 411	$0.00
Touch Tone Business	$0.00
Ultra Forward	$5.78
Uniform Call Distribution per line	$1.12
Pay per Use Features	
Automatic Callback or Busy Redial (*66)	$2.00
Automatic Recall (*69)	$2.00
Call Trace (*57)	$2.00
Three Way Calling	$2.00

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.3. Directory Services

A. Directory Listings

	Monthly
Additional Listing	$5.25
Duplicate Listing	$5.35
Additional Listing (Toll Free Service)	$2.05
Foreign Additional Listing	$5.25
Foreign Additional Cress Reference Listing	$5.25
Non-Listed Listing	$3.79
Non-Published Listing	$4.47

B. Directory Assistance

Local	$6.99
Regional	$6.99
Call Completion, excluding usage	$1.50
Operator Assistance, excluding usage	$6.99

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.4. Centrex Services

A. Service Charges

	Monthly
Centrex Main Station Line	$121.46
IntelliPath - Digital Centrex Service	$20.62

B. Feature Charges

	Monthly
CLASS. – Calling Name and Number Delivery	$13.13
Call Pick up group	$0.00
Call Return *69	$7.09
Call Trace (*57)	$0.00
Call Waiting ID	$9.97
Call Waiting ID with Name	$9.98
Caller ID CLASS Feature Package - Custopak	$21.53
Caller ID with Name	$11.29
Centrex - Automatic Callback	$0.44
Centrex - Call Forwarding	$0.00
Centrex - Call Hold	$0.00
Centrex - Call Pickup Group	$0.00
Centrex - Call Waiting	$0.00
Centrex - Speed Dialing	$0.00
Centrex - Touch Tone	$0.00
Centrex Automatic Call Back	$0.35
Centrex Call Forwarding Busy	$0.00
Centrex Call Forwarding Don't Answer	$0.00
Centrex Call Hold	$0.00
Centrex Call Pick/Directed CPU w or without Barge In & Call Hold	$0.00
Centrex Call Pick-up	$0.00
Centrex Call Waiting	$0.00
Centrex Caller ID	$10.24
Centrex Common Equipment	$20.77
Centrex Customer Rearrangement System	$168.97
Centrex Speed Calling List Type I	$0.82
Centrex Speed Dialing 30 Number Capacity	$12.21
Conference Calling – Meet-Me, per System	$426.79
Hotline Service	$0.28
Intellipath caller ID number only-over 50 lines	$2.37
Intellipath Digital Centrex Time of Day Routing	$5.45
ISDN Basic Exchange Digital Electronic Telephone Service Arrangement	$3.46
Long Distance Message Restriction	$63.54
Mileage Charge for Intellipath Digital Centrex	$3.54
Off Premise Extension Lines	$0.00
Off Premises Bridged Line	$0.00
Secondary Only Directory Number	$3.15
Selective Class of Call Screening	$0.00
Speed Calling - 30 code	$12.21
Speed Calling - 8 code	$8.09
Speed Dialing - 2 digit	$7.35
Station Line Exchange Usage	$0.00
Toll Diversion	$0.00
Touch Tone Centrex	$0.00
Ultra Forward 1-20 Numbers (Remote Access Call Forward)	$5.78

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.5. Integrated Services Digital Network (ISDN) Services

A. Service Charges

	Monthly
IntelliLinQ PRI Interface Arrangement 23B+D	$809.21 **
IntelliLinQ PRI Interface Arrangement 24B	$754.61 **
ISDN PRI Addl Port(s) 23B + D	$766.50
ISDN Basic Exchange Service Line	$19.01
ISDN Basic-Group Intercom (per group)	$2.43
ISDN Circuit Switched Voice Second Channel	$0.00
ISDN Data Line	$0.00
ISDN Flexible Trunk	$10.50
ISDN Primary Access Back-Up D Channel	$52.50**
ISDN Virtual Arrangement	$0.00
ISDN - X25 Virtual Circuit	$1.05

B. Feature Charges

	Monthly
140 Hour ISDN Date Usage Package	$62.42
20 hr. ISDN Data Usage Package	$18.06**
60 Hour ISDN Data package	$37.47**
Call Forward Variable Data	$2.31**
Calling Line ID with Name per PRI Arrangement	$236.25**
Flexible Calling Three Way	$0.00**
IntelliDial- Service - Basic Package	$13.07**
IntelliDial- Service Optional Package 3	$24.21**
IntelliDial- Service Optional Package 5	$16.38
ISDN – Multiple Line Hunt	$3.46**
ISDN Basic-50 Call Appearances Feature	$5.20**
ISDN Display	$3.15
ISDN Remote Access Service Package	$85.05
ISDN-PRI Calling Line Identifier	$157.50**
Redirecting Number	$42.00**
Secondary Only Directory Number - ISDN Line Edit Product Essentials	$0.00

C. Mileage Charges**

Direct Inward Dial Loop Milage	$20.04
ISDN Mileage - 23B + D and 24B	$65.36

**Grandfathered service(s) - unavailable for new subscription

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.6. PBX Services

A. Service Charges

	Monthly
Combined Trunk	$78.02
Direct Inward Dialing Inward Dual Tone Multi-Frequency Digital	$89.98
Direct Incoming Trunk	$101.69
Direct Inward Dialing Trunks, Each	$89.98
PBX Trunk - Measured Service	$78.02
Two-Way Trunk	$78.02

B. Feature Charges

	Monthly
Block of 20 Direct Inward Dialing Numbers	$3.83
Direct Inward Dialing - ESS & TANDEM - DIGITAL	$0.00
Direct Inward Dialing Loop Chg - 2Wire	$50.86
Direct Inward Dialing Loop Chg - 4 Wire	$92.89
Direct Inward Dialing Numbers - Each Group of 20	$3.83
Direct Inward Dialing - Each Group 100 Numbers	$19.15
Touch Tone Central Office Trunk	$0.00

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.7. Business Data Services

A. Service Charges

	Monthly
Additional Call Offering per Directory Number	$2.10**
Alternate Circuit Switched Voice & Circuit	$6.42**
Additional Digital Transport Facility (DTF) 23B + D	$393.75
Bridging Arrangement	$109.01**
Channel Termination	$791.15**
Circuit Switched Data Only (64 kbps), each	$6.42
Circuit Switched Voice (First)	$0.00
Circuit Termination Charge	$0.00**
DIGIPATH- Digital Private Line 9.6	$4,428.39**
DigiPath- II DigitalService	$791.15**
Digital Transport Facility	$446.25**
Entrance Facility – Local Transport – Transport Voice – Four Wire	$623.24**
Extended Line Channel - each	$ 8.33**
Extended Line Channel - fixed	$54.60**
High-Capacity Circuit (ISDN-PRI)	$52.23**
Interoffice Channel	$337.54**
Local Area Data Channel, diff building/same premise	$62.59
Local Channel	$357.00**
Local Distribution Channel	$457.66**
Local Distribution Channel to Connect Customer Premise with Alternate Wire Center	$150.01**
Low Speed Packet Switched Data only(9.6 kbps) each	$6.42
Multiplexing Arrangement	$3,395.50**
NYNEX Enterprise DS1, DDC, each	$1,979.66**
One-way automatic signaling	$33.00**
Private Line Facility	$0.00**
Terminal Group Station Restriction	$0.00
Two-way Automatic Signaling	$33.00**

**Grandfathered service - unavailable for new subscription

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.7. Business Data Services, Continued

B. Feature Charges**

	Monthly
Basic 2 Wire Data Functionality	$6.23
Basic 2 Wire Voice Functionality	$9.43
Basic 4 Wire Data Circuit	$15.54
Basic 4 Wire Voice Functionality	$26.67
Central Office Loop Charge	$0.00
Circuit Termination	$0.00
Continuous Property Loop - Per 2 Wire Loop	$5.53
Digital 4-Wire Data Channel	$899.64
Extended Line Channel	$52.00
Extension Lines, each Mile IntraExchange/InterZone	$0.00
Extension without Telephone	$0.00
Extension/s	$0.00
Foreign Exchange - Type 2006	$5.63
Foreign Exchange Service	$0.00
Foreign Exchange Terminal Charge	$0.00
High Voltage Protection Equipment - Type 1, 2 Wire	$16.02
High Voltage Protection Service - Type 4 - 2 Wire	$10.68
Intrabuilding Channel-Per Two-Wire Termination	$3.34
Intraexchange Station Terminal - Types 2014, 2022, 2125 and 2126	$0.00 -
ISDN 2 Wire Interface	$0.00
JFK Loop Charge - 2-Wire	$17.83
Off Premises Extension - Type A PXOS Feature	$17.05
Off-Premises Extension - Type B	$17.05
Off-Premises Extension - Type C	$8.77
Private Line Signaling Arrangement	$33.00
Protective Circuitry	$16.02
Switchway - Service Arrangement	$438.08
Terminal Charge	$38.41

C. Mileage Charges**

	Monthly
Channel Mileage – Local Transport – Switched and Special Access	
Part 1 Voice Grade, per mile	$35.73
Data Private Line Service	$6.26
Data Private Line Service Each Mile	$6.26
DS1 IDC Mileage Fixed- per IDC	$799.95
Private Line Mileage	$365.70

**Grandfathered services - unavailable for new subscription

4.1. VERIZON NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.1.8. Local Usage Charges

	Charge
Zone 1	
First three minutes	$0.0925
Each additional minute	$0.0276
Zone 2	
Per minute	$0.135

4.1.10. IntraLATA Toll Rates

	Charge
Per Minute	$0.145

4.2. FRONTIER[1] SERVICE AREA – SERVICE CHARGES

4.2.1. Business Local Exchange Service

A. Non-Recurring Charges

See Telecommunications Price List Non-Recurring Charges

B. Local Exchange Lines[2]

	Rate Group	Monthly
Business Flat Line	128	$105.18
	0072A	$105.00
	0072B	$106.50
	0122A	$110.37
	0122B	$108.76
	0122C	$109.81
	0122D	$109.81
	1A	$109.91
	2A	$115.26
	2B	$104.57
	3A	$118.33
	3B	$104.57
	3E	$97.96
	4A	$121.24
	4B	$104.57
	4E	$97.96
	5A	$126.33
	5B	$104.57
	5E	$97.96
	6E	$97.96
	9B	$104.57
Business Measured Line	0072A	$107.40
	0072B	$108.90
	0122A	$112.77
	0122B	$111.16
	0122C	$112.21
	0122D	$112.21
	1A	$114.71
	2A	$117.66
	3A	$120.73
	3B	$106.97
	3E	$100.36
	4A	$123.64
	4B	$106.97
	4E	$100.36
	5A	$ 131.13
	5B	$106.97
	5E	$100.36
	6E	$100.36
	9B	$106.97

[1] Comprising the Frontier Communications of New York, Inc., Frontier Telephone of Rochester Inc. Citizens Telephone Company of New Yor dba Frontier Communications of New York, Citizens Telephone Company of Hammond NY, Inc. Frontier Communications of Ausable Valley, Inc.and Ogten Telco NY dba Ogden Telephone Company service territories.

[2] Only available in listed Rate Groups.

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES

4.2.1. Business Local Exchange Service, Continued

B. Local Exchange Lines, Continued

	Rate Group	Monthly
Business Line - Metered	2B	$104.57
	3B	$104.57
	3E	$97.96
	4A	$121.24
	4B	$104.57
	4E	$97.96
	5B	$104.57
	5E	$97.96
	6E	$97.96
	9B	$104.57
Business One Party	128	$105.18
	0072A	$105.00
	0072B	$106.50
	0122A	$110.37
	0122B	$108.76
	0122C	$109.81
	0122D	$109.81
	1A	$112.31
	2A	$115.26
	2B	$104.57
	3A	$118.33
	3B	$104.57
	3E	$97.96
	4A	$121.24
	4B	$104.57
	4E	$97.96
	5A	$131.13
	5B	$104.57
	5E	$97.96
	6E	$97.96
	9B	$104.57

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES

4.2.1. Business Local Exchange Service, Continued

B. Local Exchange Lines, Continued

	Rate Group	Monthly
Dial Tone Business Half Rate	128	$92.50
	0072A	$91.21
	0072B	$93.61
	0081A	$79.81
	0081B	$79.81
	0096A	$96.55
	0096B	$90.59
	0122A	$95.09
	0122B	$94.29
	0122C	$94.81
	0122D	$94.81
	1A	$96.06
	2A	$97.54
	2B	$89.25
	3A	$99.07
	3B	$89.25
	4A	$100.53
	4B	$89.25
	5A	$104.27
	5B	$89.25
	9B	$89.25
Flat Rate Key System Manual Access Line	1A	$114.71
	2A	$117.66
	3A	$120.73
	4A	$123.64
	5A	$131.13

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES

4.2.1. Business Local Exchange Service, Continued

B. Local Exchange Lines, Continued

	Monthly
Foreign Exchange One Party Intracompany Adjustment	$113.76
Foreign Exchange Flat Rate One Party Business Intracompany	$128.35
Phone Line- Co Connection	$22.52

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C. Remote Call Forwarding[3]

	Monthly
Call Forwarding with Remote Access	
Rate Groups 0081A, 0081B, 0122D	$8.00
Rate Groups 128, 0072A, 0072B, 0122A, 0122B, 0122C 3E, 4E, 5E, 6E	$36.50
Rate Groups 0096A, 0096B, 1A, 2A, 3A, 4A, 5A	$39.00
Rate Groups 2B, 3B, 4B, 5B, 9B	$40.00
Remote Call Forwarding	
Rate Groups 128, 0072A, 0072B, 0122A, 0122B, 0122C, 0122D 3E, 4E, 5E, 6E	$36.50
Remote Call Forwarding Line	
Rate Groups 128, 0072A, 0072B, 0122A, 0122B, 0122C, 0122D 3E, 4E, 5E, 6E	$36.50
Rate Groups 0096A, 0096B, 1A, 2A, 3A, 4A, 5A	$39.00
Rate Groups 2B, 3B, 4B, 5B, 9B	$40.00
Remote Call Forwarding Line Additional Path	
Rate Groups 128, 0072A, 0072B, 0122A, 0122B, 0122C, 0122D 3E, 4E, 5E, 6E	$36.50
Rate Groups 0096A, 0096B, 1A, 2A, 3A, 4A, 5A	$39.00
Rate Groups 2B, 3B, 4B, 5B, 9B	$40.00

[3] Only available in listed Rate Groups.

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES

4.2.1. Business Local Exchange Service, Continued

D. Mileage Charge**

	Monthly
Foreign Exchange Mileage	$2.95
Foreign Exchange Interoffice Mileage	$4.58
Foreign Exchange Line Mileage - Two Party	$2.36
Foreign Exchange Ctz Mileage Adj EAS Per 1/10 mile	$1.13
Foreign Exchange Ctz Mileage Adj EAS Per ¼ mile	$2.19
Foreign Exchange Intracompany, ¼ mile Adj	$1.30
Ks Man Coml-Off Premise-N	$2.36
LATA Voice Grade 422A Loop, First ¼ mile	$5.00
Local Chan/On Prem – Mimi	$2.36
Local Chan/On Prem 1/10	$2.36
Off Premises Extension Line Mileage Initial	$2.36
Off Premises Extension Mileage, Each	$4.72
Off Premises Voice Grade, per ¼ Mile	$2.36

. E. Extended Area Service

	Monthly
Rate Area Locality-B Char	$5.00

**Grandfathered services - unavailable for new subscription

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.2. Custom Calling Features

	Monthly
Second Line In Hunt	$0.00
Three Way Calling Block	$0.00
Third Line in Hunt	$0.00
Third Party Blocking	$2.00
411 Blocking	$2.00
411 Call Completion Block	$2.00
Fourth Line in Hunt	$0.00
Fifth Line in Hunt	$0.00
Sixth Line in Hunt	$0.00
Seventh Line in Hunt	$0.00
Eighth Line In Hunt	$0.00
700,900,974 Blocking	$0.00
700/900 Blocking	$0.00
800 Series Block W/333 Ac	$2.20
800/888/900/700/971/333 Blocking	$0.00
900 - 700 - 971 - 974 - 333 Blocking	$0.00
900 976 Chat Line and Int Block	$0.00
900 Blocking	$0.00
900/700/333 Blocking	$0.00
Anonymous Call Rejection	$6.50
Auto Signaling 2 Way off Premises	$0.00
Automatic Call Back *69	$0.00
Automatic Call Return – Blocking	$6.99
Billed Number Screening	$2.20
Block Lda Ring & Call Wait	$0.00
Block 3rd party & Collect	$2.20
Block 700 900 976 333 555	$0.00
Block All Service Providers	$0.00
Block Anonymous Call Reject	$0.00
Block Call ID on Call Waiting	$0.00
Block Collect and Third Party	$2.20
Block DA Call Connection	$0.00
Block Intra-LATA & 411	$2.00
Block PIC Change - InterLATA	$0.00
Busy Number Redial *66 Bus	$6.99
Busy Redial Per Use Blocking	$0.00
Call Forward - Fixed - B/DA	$10.00
Call Forward - Plus	$8.50
Call Forward Busy	$8.50
Call Forward Busy No Answer	$8.50
Call Forward Changeable	$8.50
Call Forward Do Not Answer	$10.00
Call Forward Remote Access	$8.50
Call Forwarding	$10.00
Call Restrict -ID BLK/LN - Business	$0.00
Call Return	$6.99
Call Trace *57	$23.72

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.2. Custom Calling Features, Continued

	Monthly
Call Trace Delete	$0.00
Call Transfer	$5.95
Call Transfer	$5.95
Call Waiting	$34.75
Call Waiting / Cancel Call Waiting	$34.75
Caller ID - Per Line Blocking	$0.00
Caller ID Name & Number	$39.00
Caller ID Number-Bus	$34.50
Caller ID per Line Blocking	$6.75
Caller ID Plus Name	$39.00
Chat Line Block	$0.00
Call Forward Busy/No Answer Fixed	$8.50
Collect Call Block	$2.20
Collect and Third Number Blocking	$2.20
Continuous Redial Delete	$0.00
Custom Calling Speed Call 8 – Business D	$4.99
Custom Calling – ESS Service	$8.75
Custom Ring/B	$7.00
Customized Ring Number 1	$11.00
Dial Call Waiting	$0.75
Directory Assist Exempt	$0.00
Directory Assistance Call Completion Block	$0.00
Distinctive Ring	$12.00
Hunting	$1.15
Hunting - Circular	$1.44
Hunting - Series	$1.15
Intercept Call Completion	$25.00
Interco Tra Ex Loc Channel F	$16.59
International Blocking	$0.00
Last Call Return - Block	$0.00
Multi-Hunt	$2.00
No Collect Billing	$2.20
No Third-Party Billing	$2.20
NPA Block 900 Calls	$0.00
Per Call Blocking	$5.00
Pick Up	$0.00
Pilot Of Hunt Group	$0.00
Priority Call	$6.99
Remote Activated Call Forward - Business	$10.00
Repeat Dialing *66	$6.99
Return Per Use Blocking	$0.00
Rotary Hunt Service	$2.00

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.2. Custom Calling Features, Continued

	Monthly
Selective Call Acceptance	$0.00
Selective Call Rejection	$6.99
Selective Ring Shop Alert (Select A Ring)	$6.00
Selective Ringing / Distinctive Ring	$12.00
Series Hunt	$2.00
Signal Ground Fixed Mileage	$15.57
Signal Ground Stp 1 Mile	$1.04
Special Call Forwarding	$0.00
Speed Dialing 30 - Business	$5.99
Speed Dialing 8 - Business	$4.99
Third Party Call Block	$2.00
Three-way Calling	$19.75
Three-way Calling Block	$0.00
Toll Block- 1+,0+ Calls	$2.00
Toll Block- All Calls	$2.00
Toll Block Collect and Third Party	$2.20
Toll Blocking - International	$2.00
Toll Restriction - Business	$5.00
Toll Restriction Service - 411 Blocking	$2.00
Toll Restriction Service - Blk 1/0+ Area Cd & 411	$2.00
Touch Call Service - Business	$2.10
Touch Tone	$2.10
Pay per Use Features	
Automatic Callback or Busy Redial (*66)	$3.00
Automatic Recall (*69)	$3.00
Call Waiting	$0.75
Call Trace (*57)	$7.00
Selective Call Forwarding (SCF)	$0.75
Three Way Calling	$3.00

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.3. Directory Services

A. Directory Listings

	Monthly
Additional Listing Business	$31.55
Additional White Page Listing	$31.55
Cross Reference Listing	$31.55
Directory Duplicate Listing	$31.55
Directory Listing ID Business/Residential	$31.55
Directory Listing Extra Lines – Business	$33.50
Directory Preferred Number Listing	$13.83
Expanded White Page Listing	$31.55
Foreign Listing	$10.75
Primary Directory Listing	$3.50
Non-Listed Service	$6.50
Non-Published Number	$4.50
White Page Listing	$31.55

B. Directory Assistance

Local	$6.99
Regional	$6.99
Call Completion, excluding usage	$1.50
Operator Assistance, excluding usage	$6.99

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.4. Centrex Services

A. Service Charges

	Monthly
Centrex Measured Line	$150.60
Station Number	$89.98
Telephone Line-Centrex	$102.91
Versaline Centrex Service	$150.60

B. Features Charges

	Monthly
Auto Redial 1-200 Centrex Lines	$0.50
Automatic Call Back	$0.00
Busy Redial	$0.00
Call Forward Variable	$0.00
Call Hold	$0.00
Call ID with Name	$39.00
Call Transfer-All Calls	$0.00
Centrex Terminal Group ID	$0.00
Centrex Five PreCon Speed Call Plan	$0.00
Distinctive Ringing	$0.00
Hold	$0.00
Music Circuit	$25.00
Pseudo with/Dign Int Cxph W/	$5.50
Three-Way Calling	$0.00

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.5. Integrated Services Digital Network (ISDN) Services

A. Service Charges**

	Monthly
Foreign Exchange One Party Business Intraco Adj	$111.22
ISDN Message Rate Service	$110.29
ISDN PRI	$283.81
PRI Bundle without Direct Inward Dialing	$982.67
PRI Bundle with 20 Direct Inward Dialing Numbers	$787.81
PRI Bundle with 50 Direct Inward Dialing Numbers USOC P2050	$595.00
USOC P3050	$847.97
PRI Bundle with 100 Direct Inward Dialing Numbers USOC P2100	$600.00
USOC P3100	$853.97

B. Service Charges

	Monthly
Caller ID Name and Number	$39.00
ISDN Multi-User Airtime FTR	$3.80**

**Grandfathered service(s) - unavailable for new subscription

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.6. PBX Services

A. Service Charges[4]

	Monthly
Access Line - Direct Inward Dialing Trunks	
Rate Group 128	$117.61
Rate Group 0072A, 0072B	$115.51
Rate Group 0122A	$110.99
Rate Group 0122B	$108.76
Rate Group 0122C	$109.81
Rate Group 0122D	$110.49
Rate Group 2B, 3B, 4B, 5B, 9B	$112.21
Rate Group 3E, 4E, 5E, 6E	$113.17
Business Combination Trunk with Hunting	
Rate Group 128	$106.79
Rate Group 0122A	$110.99
Rate Group 0122B	$108.76
Rate Group 0122C	$109.81
Rate Group 0122D	$110.49
Rate Group 1A	$317.31
Rate Group 2A	$322.37
Rate Group 3A	$327.64
Rate Group 4A	$272.63
Rate Group 5A	$153.48
Rate Group 2B, 3B, 4B, 5B, 9B	$96.37
PBX Trunk/Automatic Access Line	
Rate Group 128	$107.58
Rate Group 0122A	$110.99
Rate Group 0122B	$108.76
Rate Group 0122C	$109.81
Rate Group 0122D	$110.41
Rate Group 1A	$317.31
Rate Group 2A	$322.37
Rate Group 3A	$327.64
Rate Group 4A	$272.63
Rate Group 5A	$153.48
Rate Group 2B, 3B, 4B, 5B, 9B	$96.37

[4] Only available in listed Rate Groups.

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.6. PBX Services, Continued

A. Service Charges, Continued

	Monthly
PBX Trunks	
Rate Group 128	$122.39
Rate Group 0072A	$100.62
Rate Group 0072B	$102.42
Rate Group 0122A	$128.99
Rate Group 0122B	$106.36
Rate Group 0122C	$ 107.41
Rate Group 0122D	$128.49
Rate Group 2B, 3B, 4B, 5B, 9B	$112.21
Rate Group 3E, 4E, 5E, 6E	$115.96
Phone Line Incoming Trunk/Met	$96.37

B. Feature Charges

	Monthly
Collect Call Block - Direct Inward Dialing	$0.00
Direct Inward Dialing Block of 100 Numbers-SPC	$14.72
Direct Inward Dialing Digital Switch, each additional Tr	$25.00**
Direct Inward Dialing First Trunk Feature	$115.00
Ground Start	$3.39
PBX Toll Diversion	$7.37
PBX Trunk Link	$7.24

**Grandfathered service - unavailable for new subscription

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.7. Business Data Services

A. Service Charges

	Monthly
Circuit Switched - Data Only	$3.00**
ISDN Circuit Switched Data Channel	$2.00**
Phone Line Four Wire Co Loop	$579.28
Private Line Four Wire	$116.14 **
Voice-Grade 2-2 Wire Loop	$307.10**

B. Feature Charges**

	Monthly
NYT Co Loop Charge	$21.53
NYT Voice Grade Feature Function	$7.07
Voice Grade 1 Four Wire Loop	$0.00

**Grandfathered services - unavailable for new subscription

4.2. FRONTIER SERVICE AREA – SERVICE CHARGES, Continued

4.2.8. Local Usage Charges

	Charge
First three minutes	$0.067
Each additional minute	$0.028

4.2.10. IntraLATA Toll Rates

	Initial Minute	Add'l Minute
0 to 8 miles, per minute	$0.101	$0.06
9 to 13 miles, per minute	$0.133	$0.093
More than 13 miles	$0.173	$0.133

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES

4.3.1. Local Exchange Service

A. Non-Recurring Charges

See Telecommunications Price List Non-Recurring Charges

B. Local Exchange Lines

	Monthly
Business One Party Flat Rate Line	
Rate Group 1	$78.76
Rate Group 3	$82.90
Rate Group 5	$86.08
Rate Group 6	$87.56
Rate Group 7	$91.23
Rate Group 8	$94.90
IBN Exchange Access Group 1-5 Lines	
Rate Groups 1, 3, 5	$70.21
Rate Group 6	$71.14
Rate Group 7	$73.82
Rate Group 8	$76.50
IBN Exchange Access Group 6-10 Lines	
Rate Groups 1, 3, 5	$66.88
Rate Group 6	$67.68
Rate Group 7	$69.93
Rate Group 8	$72.19
IBN Line Key System	
Rate Group 1	$78.76
Rate Group 3	$82.90
Rate Group 5	$86.08
Rate Group 6	$87.56
Rate Group 7	$91.23
Rate Group 8	$94.90
Key System Flat Rate Line	
Rate Group 1	$78.76
Rate Group 3	$82.90
Rate Group 5	$86.08
Rate Group 6	$87.56
Rate Group 7	$91.23
Rate Group 8	$94.90

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.1. Business Local Exchange Service, Continued

B. Recurring Charges, Continued

	Monthly
Business One Party – Measured	
Rate Group 1	$78.76
Rate Group 3	$82.90
Rate Group 5	$86.08
Rate Group 6	$87.56
Rate Group 7	$67.94
Rate Group 8	$94.90

C. Remote Call Forwarding

	Monthly
Remote Call Forwarding – Business, per path	$22.64
Remote Cal Forwarding Line	$22.64
Remote Call Forwarding – Additional Path	$22.64

D. Mileage Charge**

	Monthly
On Premise Mileage Extension	$3.49
Off Premise Mileage Extension	$3.49

E. Extended Area Service

	Monthly
Zone A Mileage	$0.00

**Grandfathered services - unavailable for new subscription

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.2. Custom Calling Features

	Monthly
900 Blocking Service	$0.00
Anonymous Call Rejection	$2.00
Billed Number Screening	$1.87
Block International Calls	$0.00
Call Forward No Answer	$1.25
Call Forwarding Busy Line	$1.25
Call Forwarding Variable	$3.25
Caller ID Name and Number (Deluxe)	$8.50
Caller ID Per Line Block Busy First	$0.00
Call Return Business *69	$3.75
Call Waiting	$3.95
Enhanced Call Waiting	$4.95
Hunt Service - Variable	$0.00
IBN Feature Package 2	$36.22
Out Call Waiting	$0.00
Ring Plus II (2nd Access Line ID - Bus or Res)	$2.95
Rotary Hunt Service	$0.00
Selective Call Rejection - Additional Feature	$3.99
Speed Calling (8 Code)	$2.25
Speed Calling (30 Code)	$3.25
Tel Touch Line Business	$0.00
Three Way Calling	$2.95
Toll Blocking - Option 2	$2.25
Pay per Use Features	
Automatic Callback or Busy Redial (*66)	$0.75
Automatic Recall (*69)	$0.75
Call Trace (*57)	$4.50
Selective Call Forwarding (SCF)	$0.75
Three Way Calling	$0.75

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.3. Directory Services

A. Directory Listings

	Monthly
Additional Listing Business	$1.60
Cross Reference Listing	$1.60
Alternate Call Listing Business	$1.60
Foreign Listing	$1.60
Non-Published Number	$1.95

B. Directory Assistance

Local	$6.99
Regional	$6.99
Call Completion, excluding usage	$1.50
Operator Assistance, excluding usage	$6.99

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.4. Centrex Services

A. Service Charges

	Monthly
IBN Exchange Access Group 1	
Rate Groups 1, 3, 5	$70.21
Rate Group 6	$71.14
Rate Group 7	$73.82
Rate Group 8	$76.50
IBN Exchange Access Group 3	
Rate Groups 1, 3, 5	$66.34
Rate Group 6	$67.11
Rate Group 7	$69.28
Rate Group 8	$71.46
IBN Exchange Access Group First Five Lines	
Rate Groups 1. 3. 5	$11.17
Rate Group 6	$11.95
Rate Group 7	$14.18
Rate Group 8	$16.41

B. Feature Charges

	Monthly
Centrex Link Charge	$6.05
Centrex Advanced Digital	$12.75
IBN Feature Package 1	$18.11

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.5. Integrated Services Digital Network (ISDN) Services

[Reserved for Future Use]

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.6. PBX Services

	Monthly
PBX Trunk	
Rate Group 1	$78.19
Rate Group 3	$92.28
Rate Group 5	$97.38
Rate Group 6	$99.78
Rate Group 7	$105.97
Rate Group 8	$112.16
Direct In Dial, First 100 Numbers	$12.63

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.7. Business Data Services**

	Monthly
Advanced Digital Service	$12.75
B Channel Voice/Data Flat-Rate	$4.00
B Channel Data Only	$3.00
B Channel – Alternative Voice	$4.00

**Grandfathered services - unavailable for new subscription

4.3. WINDSTREAM NEW YORK, INC. SERVICE AREA – SERVICE CHARGES, Continued

4.3.8. Local Usage Charges

	Charge
Per call	$0.1027

4.3.9. IntraLATA Toll Rates

	Initial Minute	Add'l Minute
0 to 8 miles, per minute	$0.169	$0.06
9 to 13 miles, per minute	$0.213	$0.079
14 to 44 miles, per minute	$0.22	$0.146
More than 44 miles	$0.22	$0.176

SECTION 5 - LOCAL CALLING AREAS

5.1 SERVICE EXCHANGES

The Company hereby mirrors the Map and Legal Description tariffs of the Exchanges, by Incumbent Local Exchange Carrier, listed below to identify its Service territory. Any future modifications to these Exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. The Company's local calling area description above in no way compels the Company to provide any service in an area where extenuating factors limit the Company's ability to provide such services.

5.1.1. Verizon New York, Inc. Service Exchanges

AKRON
ALBANY
ALBION
ALDEN
ALEXANDRIA
ALEXNDRIBY
ALTAMONT
AMBER
AMENIA
AMHERST
AMSTERDAM
ANGELICA
ANGOLA
ANTWERP
ARCADE
ARGYLE
ARKPORT
ARMONK VLG
ATTICA
AUBURN
AVERILL PA
AVERILL PK
AVOCA
BABYLON
BALDWIN
BALDWINSVI
BALDWINSVL
BALLSTNSPA
BALLSTON
BARKER
BARNEVELD
BATAVIA
BATH
BAY SHORE
BEACON
BEDFORD
BEDFORDVLG
BELFAST
BELMONT
BERNE
BIG FLATS
BINGHAMTON
BLISS
BOLIVAR
BOLTON LAN
BOLTON LDG
BOSTON
BRAINADSVL
BRAINARDSV
BRENTWOOD
BREWSTER
BRIDGEPORT
BRONX
BROOKLYN
BUFFALO
BYRON
CAIRO
CALLICOON
CAMBRIDGE
CAMDEN
CAMERON
CAMILLUS
CAMPBELL
CANASERAGA
CANASTOTA
CANISTEO
CANTON
CARMEL
CARTHAGE
CASTLETON
CATON
CATSKILL
CATTARAGUS
CENTRAISLP
CENTRAL BR
CENTRALBDG
CHAPPAQUA
CHATEAUGAY
CHERRY CRK
CHERRY VLY
CHITTENANG
CHITTENNGO
CICERO
CLARENCCTR
CLARENCE
CLARKSVILL
CLARKSVL
CLAVERACK
CLAYTON
CLEVELAND
CLINTON
CLINTONCOR
CLINTONDL
CLYDE
COBLESKILL
COLDSPRING
COLONIE
COLTON
COMMACK
CONGERS
CONSTANTIA
COOPERSTN
COPENHAGEN
CORNING
CORNWALL
CORTLAND
CROTON FAL
CROTON FLS
CRTNONHDSN
CUBA
DANNEMORA
DAVENPORT
DEER PARK
DELANSON
DERBY
DOLGEVILLE
DOVER PL
DUNKIRK
E FIRE IS
E HAMPTON
EAST AUROR
EAST FIRE
EAST GLENV
EAST GREEN
EAST HAMPT
EASTAURORA
EDEN
EDMESTON
ELBA
ELENBGDPOT
ELIZABETHT
ELIZABTHTN
ELLENBURG
ELLENVILLE
ELLICOTTVL
ELMIRA
ELMSFORD
ENDICOTT
ESPERANCE
EVANS MILL
EVANSMILLS
FABIUS
FALLSBURG
FARMINGDAL
FARMINGDL
FAYETTE
FAYETTEVIL
FAYETTEVL
FLEISCHMAS
FOREST HLS
FORESTVL
FORT ANN
FORT COVIN
FRANKLINVL
FREEHOLD
FRIENDSHIP
FTCOVINGTN
GALWAY
GARRISON
GASPORT
GENEVA
GLENS FALL
GLENSFALLS
GOUVERNEUR
GOWANDA
GRAHAMSVL
GRAND IS
GRANDGORGE
GRANVILLE
GREENFIELD
GREENFLCTR
GREENPORT
GREENWD LK
GREENWICH
GROTON
HAGUE
HAMBURG
HAMILTON
HAMPTNBAYS
HAMPTON BA
HARRISVILL
HARRISVL
HARTFORD
HARTWICK
HAVERSTRAW
HERKIMER
HEUVELTON
HIGH FALLS

5.1 SERVICE EXCHANGES, Continued

5.1.1. Verizon New York, Inc. Service Exchanges, Continued

HIGHLAND
HIGHLAND F
HIGHLD FLS
HINSDALE
HOBART
HOLLAND
HOLLEY
HOOSICK FA
HOOSICKFLS
HORNELL
HORSE HEAD
HUDSON
HUDSON FLS
HUNTER
HUNTINGTON
HYDE PARK
ILION
ITHACA
JAVA
JEFFERSNVL
JONESVILLE
JORDAN
KATONAH
KATTSKILL
KATTSKL BY
KEENE
KENDALL
KERHONKSON
KINGSTON
LA FARGEVI
LA FARGEVL
LAFAYETTE
LAKE GEORG
LAKE PLACI
LAKEGEORGE
LAKELAND
LAKEPLACID
LANCASTER
LANSING
LEWISTON
LEXINGTON
LIBERTY
LIMESTONE
LINDENHST
LINDENHURS
LINDLEY
LITTLE FAL
LITTLE FLS
LITTLE VLY
LIVERPOOL
LIVISTNMNR
LKHUNTIGTN
LOCKPORT
LYNDONVL
LYONS
MACDOUGALL
MACEDON
MACHIAS
MADRID
MAHOPAC
MAINE
MALONE
MARIAVILLE
MARION
MARLBORO
MASSENA
MASTIC
MATTITUCK
MCGRAW
MCLEAN
MECHANICVI
MECHANICVL
MEDINA
MEXICO
MIDDLEPORT
MILFORD
MILLBROOK
MILTON
MINEVILLE
MINOA
MOIRA
MONTAUK PO
MONTAUK PT
MONTICELLO
MORAVIA
MORRISTOWN
MOUNTKISCO
NASZ 1
NASZ 3
NASZ 4
NASZ 5
NASZ 6
NASZ 7
NASZ 8
NASZ 9
NASZ 2
NASZ 5
NEW CITY
NEW PALTZ
NEW YORK
NEW YORK C
NEWARK
NEWBURGH
NEWFANE
NEWFIELD
NEWWINDSOR
NIAGARAFLS
NICHOLS
NO COLLINS
NORFOLK
NORTH GREE
NORTH ROSE
NORTHCLOVE
NORTHPORT
NORWOOD
NWYRCYZN01
NWYRCYZN04
NWYRCYZN07
NYACK
NYC ZONE 1
NYCZ 1
NYCZ 6
NYCZ 8
NYCZ 1
NYCZ 10
NYCZ 11
NYCZ 12
NYCZ 13
NYCZ 14
NYCZ 15
NYCZ 2
NYCZ 3
NYCZ 4
NYCZ 5
NYCZ 6
NYCZ 7
NYCZ 8
NYCZ 9
OAK HILL
OAKFIELD
OGDENSBURG
OLEAN
ONEIDA
ONEONTA
ONTARIO
ORCHARD PK
OSSINING
OSWEGO
OTEGO
OWASCO
OWEGO
PALENVILLE
PALMYRA
PARISH
PATCHOGUE
PATTERSON
PAWLING
PEARL RIVE
PEARLRIVER
PEEKSKILL
PENDLETON
PENN YAN
PERU
PHILA
PHILADELPH
PHILMONT
PHOENICIA
PIERMONT
PITTSTOWN
PLATTSBG
PLATTSBURG
PLEASANTVL
PLEASATVLY
POPLAR RDG
POPLAR RID
PORT HENRY
PORT JEFFE
POTSDAM
POUGHKEPSI
PRATTSVILL
PRATTSVL
PT CHESTER
PTJEFFERSN
PUTNAM
QUEENS
RANSOMVL
RED CREEK
RICHFIELD
RICHFLDSPG
RICHMONDVI
RICHMONDVL
RIVERHEAD
ROME
RONKONKOMA
ROSENDALE
ROUND LAKE
ROXBURY
RUSHFORD
SACKETS HA
SACKETSHBR
SAG HARBOR
SAINT REGI
SALAMANCA
SALEM
SARANAC
SARANAC LA
SARANAC LK
SARATOGA S
SARATOGSPG
SAUGERTIES
SAVONA
SAYVILLE
SCHENCTADY
SCHENECTAD
SCHENEVUS
SCHROON LA
SCHROON LK
SCHUYLERVI

5.1 SERVICE EXCHANGES, Continued

5.1.1. Verizon New York, Inc. Service Exchanges, Continued

SCHUYLERVL
SELDEN
SENECA FAL
SENECA FLS
SHARON SPG
SHARON SPR
SHOKAN
SHOREHAM
SILVER CRK
SKANEATELE
SKANEATLES
SLOATSBURG
SMITHTOWN
SO DAYTON
SOBETHLEHM
SODUS
SOUTH BETH
SOUTH SALE
SOUTHAMPTN
SOUTHAMPTO
SOUTHSALEM
SPRING VAL
SPRING VLY
SPRINGVL
STAMFORD
STANFORDVL
STAR LAKE
STATEN IS
STONY BROO
STONYBROOK
STREGISFLS
SUFFERN
SYLVAN BCH
SYLVAN BEA
SYRACUSE
TANNERSVIL
TANNERSVL
TARRYTOWN
THERESA
THOMAS ST
TICONDEROG
TICONDROGA
TONAWANDA
TROY
TULLY
TUPPER LAK
TUPPERLAKE
TUXEDO
UNION SPG
UNION SPRI
UTICA
VALLEY FAL
VALLEY FLS
VARYSBURG
VOORHEESVI
VOORHEESVL
W COMMACK
WADDINGTON
WANAKAH
WAPIGRSFLS
WARRENSBG
WARRENSBUR
WATERLOO
WATERPORT
WATERTOWN
WATKISGLEN
WAVERLY
WCHZ 1
WCHZ 2
WCHZ 3
WCHZ 4
WCHZ 5
WCHZ 6
WCHZ 7
WCHZ 8
WCHZ 9
WCHZ 8
WEEDSPORT
WELLSVILLE
WESTBURY
WESTERLO
WESTHAMPTN
WESTHAMPTO
WESTSENECA
WHITE LAKE
WHITE PLAI
WHITEHALL
WILLIAMSON
WILLIAMSVI
WILLIAMSVL
WILLSBORO
WILSON
WINDHAM
WINGDALE
WOLCOTT
WOODSTOCK
WORCESTER
WSCHSTZN02
YAPHANK

5.1 SERVICE EXCHANGES, Continued

5.1.2. Frontier Service Exchanges

Rate Group	Exchange	Rate Group	Exchange
Null	HILTON	2A	DOWNSVILLE
	NORTHCHILI		DUNDEE
	SPENCERPT		EAGLE BAY
0072A	ASABLFORKS		EARLVILLE
	AUSABLE FO		FAIR HAVEN
	KEESEVILLE		FORT PLAIN
	WILMINGTON		GEORGETOWN
0072B	PAUL SMITH		GREENWOOD
	PAULSMITHS		HAMMONDSPT
0081A	HAMMOND		JASPER
0081B	MACOMB		LOWVILLE
0096A	LITTLE MDW		LYONS FALL
	LITTLE MEA		LYONSFALLS
0096B	QUAKER LAK		MADISON
	QUAKERLAKE		MASONVILLE
0122A	HOLCOMB		MCDONOUGH
0112B	HONEOYE		MORRISVILL
0112C	RUSHVILLE		MORRISVL
0122D	STANLEY		NARROWSBG
128	HOPEWELL J		NEW BERLIN
	HOPEWLLJCT		OLD FORGE
1A	BLUE MOUNT		OXFORD
	BLUEMTLAKE		RAQUETTE L
	DALTON		RAQUETTELK
	FILLMORE		SAINT JOHN
	FRANKLIN		SANDY CREE
	GILBERTSVL		SANDYCREEK
	INDIAN LAK		SHERBURNE
	INDIANLAKE		SIDNEY
	LAKE PLEAS		SMYRNA
	LKPLEASANT		SNEWBERLIN
	LONG LAKE		SO OTSELIC
	NEWCOMB		SOUTH OTSE
	ROSCOE		ST JOHNSVL
2A	ALFRED		UNADILLA
	ALMOND		WALTON
	BAINBRIDGE		WAYNE
	BRANCHPORT		WESTVALLEY
	CANAJOHARI		
	CANDOR		
	CONSTABLEV		
	CONSTABLVL		
	CROGHAN		

5.1 SERVICE EXCHANGES, Continued

5.1.2. Frontier Service Exchanges, Continued

Rate Group	Exchange	Rate Group	Exchange
2B	COHOCTON	3A	WELLS
	NUNDA		WURTSBORO
3A	ADAMS	3B	ATLANTA
	ADAMS CENT		CASTILE
	ADAMS CTR		DANSVILLE
	ANDOVER		LEICESTER
	BARRYVILLE		PERRY
	BELLEVILLE		SPRINGWTR
	BERKSHIRE		WARSAW
	BLOOMINGBG		WAYLAND
	CAROGA LAK	3E	WASHIGTNVL
	CAROGALAKE	4A	APALACHIN
	CHEMUNG		BERKSHIRE
	CHESTERTN		BOONVILLE
	CHESTERTOW		BROADALBIN
	CINCINNTUS		BROOKFIELD
	CIRCLEVL		CHENANGBDG
	CUDDEBCKVL		CLAYVILLE
	DENTON		CORINTH
	ELIZAVILLE		DE RUYTER
	ETNA		DRYDEN
	FONDA		FORESTPORT
	GLEN		GREENE
	GLOVERSVIL		HANNIBAL
	GLOVERSVL		HAWLEYTON
	GUILFORD		LAKE LUZER
	HENDERSON		LEONARDSVI
	JOHNSTOWN		LEONARDSVL
	LOCKWOOD		LK LUZERNE
	MANNSVILLE		MARATHON
	MAYFIELD		MIDDLETOWN
	MORRIS		NEWARK VLY
	MOUNTUPTON		NOBROOKFLD
	NORTH CREE		NORTH BROO
	NORTHCREEK		PULASKI
	NORTHVILLE		REMSEN
	NORWICH		RHINEBECK
	OTISVILLE		SCOTCHTOWN
	PORTJERVIS		SPENCER
	RED HOOK		STAATSBURG
	SLATE HILL		TRIBES HIL
	SLATEVLSPG		TRIBESHILL
	TIVOLI		TRUXTON
	UNIONVILLE		VIRGIL

SECTION 5 - LOCAL CALLING AREAS

5.1 SERVICE EXCHANGES, Continued

5.1.2. Frontier Service Exchanges, Continued

Rate Group	Exchange	Rate Group	Exchange
4A	WATERVILLE	9B	AVON
	WHITNEY PT		BERGEN
	WILLIAMSTN		BRIGHTON
	WILLIAMSTO		BROCKPORT
4B	LE ROY		BUFFALO
	MT MORRIS		CALEDONIA
	NAPLES		CANANDAGUA
	PAVILION		CHURCHVL
4E	HIGHLANDML		EAST ROCHE
	MONROE		EROCHESTER
5A	CATO		FAIRPORT
	CORFU		FARMINGTON
	DARIEN		GENESEO
	LYSANDER		HAMLIN
	NEW WOODST		HEMLOCK
	NEWWDSTOCK		HENRIETTA
	SANBORN		HONEOYEFLS
5B	WYOMING		LIVONIA
5E	GOSHEN		PENFIELD
	MAYBROOK		PERINTON
	PINE BUSH		PHILLIPS R
	WALDEN		ROCHESTER
	WALLKILL		RUSH-HENRI
6E	CHESTER		SCOTTSVL
	MONTGOMERY		VICTOR
			W WEBSTER
			WEBSTER
			WEST WEBST

SECTION 5 - LOCAL CALLING AREAS

5.1 SERVICE EXCHANGES, Continued

5.1.3. Windstream New York, Inc. Service Exchanges, Continued

Rate Group	Exchange	Rate Group	Exchange
1	CHAUTAUQUA	6	W WINFIELD
			WEST WINFI
3	MUNNSVILLE		
		7	CAZENOVIA
5	BEMUSPOINT		CENTRAL SQ
	CLYMER		FULTON
	ELLINGTON		MANLIUS
	FREWSBURG		MARCELLUS
	GERRY		PHOENIX
	JAMESTOWN		
	KENNEDY	8	SHORTSVL
	LAKEWOOD		
	PANAMA		
	RANDOLPH		
	SINCLAIRVL		
	STEAMBURG		
	STEDMAN		

SECTION 6 - FEDERAL GOVERNMENT SERVICE AGREEMENTS

6.1. GENERAL

The Company may enter into contracts for the use of all authorized Federal agencies; authorized federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local and tribal governments, and other organizations. All organizations listed in General Service Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

6.2. ENTERPRISE INFRASTUCTURE SERVICES (EIS)

In addition to services covered elsewhere in this Service Guide, the Company may offer services pursuant to the EIS contractual agreement.

A. Terms and Conditions

1. EIS Services are only available pursuant to the EIS contractual agreement.
2. The Company reserves the right to limit the locations where services will be offered.

B. Rates and Charges

1. The nonrecurring charge below applies for the installing, connecting or moving of EIS Services.
2. If the Company continues to provide service after the expiration of the customer's term without a further agreement, the customer's monthly recurring term rate shall continue to apply until the customer enters into a new service agreement or the service is disconnected.
3. The following maximum rates and charges apply.

	NONRECURRING CHARGE	MONTHLY RATE
• Commercial Analog Business Lines (POTS)	ICB	ICB
• Analog PBX Trunks	ICB	ICB
• Digital PBX Trunks	ICB	ICB
• ISDN Basic rate Interface (BRI)	ICB	ICB
• ISDN Primary rate Interface (PRI)	ICB	ICB

SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY

7.1. GENERAL

The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Service Guide language contained herein.

7.2. TSP PROGRAM COMPONENTS

The TSP program has two components, restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

7.3. TSP REQUEST PROCESS – RESTORATION

To request a TSP restoration priority assignment, a prospective TSP user must:

1. determine that the user's telecommunications service supports an NS/EP function under one of the following TSP categories.

    a. National Security Leadership

        1. National Security Posture and U.S. Population Attack Warning
        2. Public Health, Safety, and Maintenance of Law and Order
        3. Public Welfare and Maintenance of National Economic Posture.

2. identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as Customer Premises Equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.

3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (http://tsp.ncs.gov/).

4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (http://tsp.ncs.gov/), for information on identifying a sponsor for TSP requests.

5. Submit the SF 315 to the OPT.

6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

7.4. TSP REQUEST PROCESS – PROVISIONING

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed above for restoration priority assignment except for the following differences. The user should:

1. certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

2. verify that the Company cannot meet the service due date without a TSP assignment.

3. obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

7.5. RESPONSIBILITIES OF THE END USER

End-users or entities acting on their behalf must perform the following:

1. Identify telecommunications services requiring priority.

2. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).

3. Accept TSP services by the service due dates.

4. Have Customer Premises Equipment(CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.

5. Pay the Company any authorized costs associated with priority services.

6. Report to the Company any failed or unusable services with priority levels.

7. Designate a 24-hour point of contact for each TSP request and apprise the OPT.

8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

7.6. RESPONSIBILITIES OF THE COMPANY

The Company will perform the following:

1. Provide TSP service only after receipt of a TSP authorization code.

2. Revoke TSP services at the direction of the end-user or OPT.

3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).

4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.

6. Confirm completion of TSP service order activity to the OPT.

7. Participate in reconciliation of TSP information at the request of the OPT.

8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.

9. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.

10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.

11. Disclose content of the NS/EP TSP database only as may be required by law.

12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

7.7. PREEMPTION

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted Customer of the action to be taken.

SECTION 8 – CRITICAL FACILITIES ADMINISTRATION SERVICE

8.1. PROGRAM OVERVIEW

Facilities-based carriers are responsible to provide data on the physical path of qualified circuits to customers who request such information. Such carriers are required to maintain facilities associated with qualified circuits in such a manner as to ensure that notification of a change in the physical routing of a qualifying circuit is communicated quickly to the affected customer, and the physical path data promptly updated. Such carriers will maintain the data and establish appropriate methods of identification and authentication to secure the data and restrict access by each customer to information relative to that customer's qualifying circuits.

Customers are required to demonstrate for each qualifying circuit that the circuit has been registered under the federal Telecommunications Service Priority program in order to participate.

8.2. CUSTOMER RESPONSIBILITIES

Customers participating under the Critical Facilities Administration program will be required to:

8.2.1. Identify critical facilities by enrolling circuits in the federal Telecommunications Service Priority program, and demonstrating the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority program. Such circuits will be referred to as "qualifying circuits."

8.2.2. Subscribe to the Critical Facilities Administration service offered by their carrier, and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."

8.3. CARRIER OBLIGATIONS

Facilities-based carriers will be obligated to identify the physical path of each subscribed circuit as follows:

8.3.1. Physical path information will be provided by reference to the latitude and longitude coordinates of suitable points along the circuit's path (e.g., cable entrances to buildings, manholes, riser poles, cross boxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.

8.3.2. Physical path information for newly provisioned subscribed circuits is to be available to the customer within 5 business days after the circuit has been installed, and within 15 business days for existing, in-place subscribed circuits.

8.3.3. Any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit are to be communicated at least 24 hours in advance to the customer, and information related to a move, change, or rearrangement that was as a result of unplanned activity is to be provided within 24 hours of the change.

6.3.4. Updated information regarding the revised physical path of subscribed circuits would be available to the customer within 5 business days for planned actions, and within 15 business days for unplanned activities.

8.3.5. Provision of the service would be suspended altogether in the instance of a major telephone outage. Once restored to service, current physical path information for a subscribed circuit would be developed and made available to the customer within ninety days of the restoration of service.

8.3.6. The carrier must establish a secure database or other means that would allow the customer to obtain information of the physical path for only its subscribed circuits, subject to appropriate authentication and authorization. Where practicable, the information should be made available on a 24-hour by seven-day basis.

8.4. RATES

Rates for CFA are based upon the time required to collect the circuit path data. The company will give the customer a good faith estimate of the time period needed to perform the requested service. The customer will be billed those charges, along with the charges established by any connecting carrier for the service.

Critical Facilities Administration, Per Hour	$120.00