

**Lightship Telecom, LLC**

Massachusetts Local and IXC Price Guide  
Original Title Page

4001 Rodney Parham Road  
Little Rock, Arkansas 72212

Issued By: Senior Regulatory Counsel

Effective: January 15, 2018

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LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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LIGHTSHIP TELECOM, LLC

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO LOCAL EXCHANGE AND LONG DISTANCE

TELECOMMUNICATIONS SERVICES WITHIN

THE COMMONWEALTH OF MASSACHUSETTS

This price guide applies to the Local and Interexchange Telecommunications Services furnished by Lightship Telecom, LLC (“Company” or “The Company”), between one or more points in the Commonwealth of Massachusetts. This price guide may be inspected during normal business hours at Company’s principal place of business, 4001 Rodney Parham Road, Little Rock, Arkansas 72212.

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**CHECK SHEET**

The sheets of this price guide are effective as of the date shown. The original and revised sheets named below contain all changes from the original price guide and are in effect on the date shown.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>
Title	Original		21	1 <sup>st</sup> Rev.			
1	5 <sup>th</sup> Revised	*	22	1 <sup>st</sup> Revised			
2	Original		23	1 <sup>st</sup> Revised	*		
3	Original		24	Original			
4	Original		25	Original			
5	Original		26	2 <sup>nd</sup> Revised			
6	Original		27	2 <sup>nd</sup> Revised			
7	Original		28	Original			
8	3 <sup>rd</sup> Revised	*	29	Original			
9	Original		30	Original			
10	Original		31	Original			
11	Original		32	Original			
12	Original		33	Original			
13	Original		34	1 <sup>st</sup> Revised			
14	Original		35	1 <sup>st</sup> Revised			
15	2 <sup>nd</sup> Revised		36	Original			
16	2 <sup>nd</sup> Revised		37	Original			
17	2 <sup>nd</sup> Revised		38	Original			
18	2 <sup>nd</sup> Revised		39	1 <sup>st</sup> Revised			
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\* - Indicates New or Revised Page

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**EXPLANATION OF SYMBOLS**

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

- (C) - To signify changed regulation.
- (D) - To signify discontinued rate or regulation.
- (I) - To signify increased rate.
- (M) - To signify a move in the location of text.
- (N) - To signify new rate or regulation.
- (R) - To signify reduced rate.
- (S) - To signify reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.
- (Z) - To signify a correction.

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**PRICE GUIDE FORMAT**

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the price guide. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version in effect. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14.
- C. Paragraph Numbering Sequence - There are seven levels of paragraph coding. Each level of coding is subservient to its higher level:
- 2.
  - 2.1
  - 2.1.1
  - 2.1.1.A
  - 2.1.1.A.1
  - 2.1.1.A.1.a
  - 2.1.1.A.1.a.1
- D. Check Sheets - When a price guide revision is made, an updated check sheet accompanies the price guide. The check sheet lists the sheets contained in the price guide, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made to the price guide are designated by an asterisk (\*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The price guide user should refer to the latest check sheet to find out if a particular sheet is the most current.
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**APPLICATION OF PRICE GUIDE**

This price guide sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user communications services by the Company to business and residential customers within the local exchange service area defined within.

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**SECTION 1 - DEFINITIONS**

Certain terms used generally throughout this price guide are defined below.

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

**Call Waiting:** Permits a line in the talking state to be alerted by a tone when another call is attempting to complete to the line. Audible ringing is returned to the originating line. The Service also provides a hold feature that is activated by a switchhook flash.

**Communications Services:** The Company's intrastate toll and local exchange telephone services offered for both intraLATA and interLATA use.

**Company:** Lightship Telecom, LLC , the issuer of this price guide .

**Company Point of Connection:** For purposes of this price guide the Company Point of Connection is the point of interconnection between Customer owned or leased facilities and equipment and Company owned or leased facilities and equipment, which point of connection links the Customer's owned or leased equipment to the Underlying Carrier's switched local exchange or Company owned or leased dedicated lines which are connected to the switched local exchange area or to other Company owned or leased equipment.

**Customer or Subscriber:** The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

**Department:** The Massachusetts Department of Telecommunications and Cable ("DTC").

**Facilities:** Equipment and/or machinery owned or leased by the Company, or utilized by a wholesaler in providing the service that the Company resells used in the provision of the services.

**Joint User:** A person, firm or corporation which is designated by the Customer as a user of services furnished to the Customer by the Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

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**SECTION 1 - DEFINITIONS (CONT'D.)**

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

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

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

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

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

**Underlying Carrier:** Verizon Massachusetts and/or any other local exchange carriers that are not now, or cease to be, subject to competitive protection as a small or rural local exchange carrier pursuant to 47 USC § 251(f) with whom the Company enters into contracts to provide telecommunications services.

**User or End User:** A Customer, Joint User, or any other person authorized by a Customer to use service provided under this price guide.



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**SECTION 2 - REGULATIONS**

With the exception of the regulations listed below, all Lightship Telecom, LLC Customers within Massachusetts are subject to the Terms and Conditions of Service as found at the following link:

<https://www.windstream.com/Terms-and-Conditions/>

2.1 Late Payment Collection Fee

In addition to the Late Payment Charge, a collection fee of \$12.00 will be applied to the accounts of business subscribers with any unpaid balance when the previous month’s bill has not been paid in full prior to the next billing date.

2.2 Administrative Services Fee (“ASF”)

The Administrative Services Fee is a graduated percentage monthly fee assessed to all monthly recurring charges (MRCs) to recover costs associated with tariff and price guide filings, collections, record maintenance, various state business licenses, various regulatory fees where applicable, general account servicing, and the administrative costs the Company incurs for local, state and federal governmental data gathering, record maintenance, and required reporting. This is not a tax or charge imposed by a governmental entity.

The applicable percentage rate may vary. For the most current rate in effect, please refer to Lightship Telecom, LLC FCC Tariff No. 4, publicly posted at <http://www.tariffs.net/windstream/>.

2.3 Convenience Fee

In the event a business customer makes a one-time or recurring payment using a credit or debit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers or to business customers that make payment using their financial institution’s bill payment service, customers with negotiated contracts that do not allow the assessment of this fee, or customers without a computer. This fee, not to exceed \$139.95, will be assessed at the point of payment and will not appear on the Customer’s invoice.

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**SECTION 3 – APPLICATION OF RATES**

3.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this price guide.

3.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

3.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.

3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.

3.2.3 Timing terminates on all calls when the calling party hangs up or the network receives an off-hook signal from the terminating carrier.

3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.

3.2.5 All times refer to local time.

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**SECTION 3 – APPLICATION OF RATES (CONT'D.)**

3.3 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules:

- 3.3.1 Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. Tariff FCC No. 4 FCC Access Services Tariff, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the Rate Center of the Customer's main billing telephone number.

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**SECTION 3 – APPLICATION OF RATES (CONT'D.)**

3.3 Rates Based Upon Distance (Cont'd.)

3.3.2 The airline distance between any two Rate Centers is determined as follows:

- A. Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced NECA tariff.
- B. Compute the difference between the "V" coordinates of the two rate centers and the difference between the two "H" coordinates.
- C. Square each difference obtained in step 3.3.2.B above.
- D. Add the square of the "V" difference and the square of the "H" difference obtained in step 3.3.2.C above.
- E. Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- F. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.
- G. FORMULA =

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**SECTION 4 - EXCHANGE SERVICE AREAS**

4.1 Basic Local Exchange Service

4.1.1 Service Areas and Rate Groups

The Company's exchange areas, rate groups, and local calling areas are identical to those defined in the price guide of the incumbent local exchange company serving each exchange area.

The Company provides service in the exchange areas served by the following local exchange companies:

Verizon-Massachusetts (Tariff No. 10)

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**SECTION 5 - LOCAL EXCHANGE SERVICE**

5.1 Types of Services Offered

This section of the price guide contains a general description of the services offered by the Company and the rates applicable to each service. The Company provides telephonic-quality voice transmission services that enable Users to communicate on a real-time basis between points within local calling areas in the Commonwealth of Massachusetts. Services may be performed by resale of services and facilities provided by other telephone companies.

5.2 Basic Local Exchange Service

5.2.1 Basic Local Exchange Service provides a Customer with a Connection to the Company's switching network which enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's Local Calling Services and other Services as set forth in this price guide;
- C. access interexchange calling services of the Company and of other carriers;
- D. access (at no additional charge) to the operator services of the Underlying Carrier and the Company's business office for service related assistance; access (at no additional charge) to toll-free telecommunications services such as 800 NPA; and access (at no additional charge) to 9-1-1 service for emergency calling.

Basic Local Exchange Service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g. NPA 900 NXX, and NPA 700 NXX, etc.). Calls to other numbers used for caller-paid information services will be blocked free of charge.

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**SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)**

5.3 Emergency Services

911 Service is an arrangement of central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. No charge applies for calls to the 911 number.

911 services will be furnished through an arrangement with the Underlying Carrier as part of the basic local service package offered to customers.

5.4 Telecommunications Relay Service (TRS)

The Company will provide access to a telephone relay service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech.

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**SECTION 5 - LOCAL EXCHANGE SERVICE (CONT'D.)**

5.5 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number\* in the directory(ies) published by the Underlying Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings at the following rates:

Each Additional Listing:

Business	\$14.55 (I)
Residence	\$5.63

Non-Published Listing:

Business	\$14.55 (I)
Residence	\$6.19

Non-Directory Listing Service:

Business	\$14.55 (I)
Residence	\$5.63

\* For Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premise.



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**SECTION 6 - BASIC EXCHANGE SERVICE**

6.1 Basic Exchange Service

6.1.1 Description

Exchange Service is the furnishing of central office line facilities to provide for telephone communications within the local service calling area on a measured or unlimited service basis in accordance with the rates and regulations set forth below.

6.1.2 Rates

Exchange Service Category

Residential Dial Tone

Residential dial tone services along with value added features are not available to Residential users at this time.

Business Line Services and Value Add Features

Dial Tone Lines Unmeasured Exchange Rates

	<u>Monthly Rate</u>	<u>Installation/line</u>
617/508 Business	\$86.66 <b>(I)</b>	\$51.50
413 Business	\$86.66 <b>(I)</b>	\$51.50
Touch Tone per line	\$ 2.29 <b>(I)</b>	

NOTE: Unmeasured Exchange lines are available ONLY in those exchanges as outlined in the incumbent local provider's tariff (Verizon) Part-a Section-6.2.7.

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**SECTION 6 - BASIC EXCHANGE SERVICE (CONT'D.)**

6.1 Basic Exchange Service (Cont'd.)

6.1.2 Rates (Cont'd.)

Dial Tone Line Measured Exchange Rates

Rate Element	<u>Monthly Rate</u>	<u>Install/line</u>
Residence - monthly	\$9.91	\$51.50
Business - monthly	\$46.36 <b>(I)</b>	\$51.50

Account Establishment set-up fee per location \$41.50

Local Message - 617/508 LATA	<u>Per Message</u>	<u>Per Minute</u>
Residence - Zone 1 exchanges	\$0.01	\$.016
Residence - Zone 2 exchanges	\$0.01	\$.035
Business - Zone 1 exchanges	\$0.028	\$.016
Business - Zone 2 exchanges	\$0.01	\$.035

Local Message - 413 LATA

Residence - per message	\$0.01
Business - per message	\$0.01
Peak - per minute	\$0.016
Off-peak - per minute	\$0.008

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**SECTION 6 - BASIC EXCHANGE SERVICE (CONT'D.)**

6.2 Measured Service

New Bedford Exchange ONLY

Service Category	Rate Element	Rate
Low Use	Residence - Monthly	\$11.41
	Residence - Monthly Local Usage Allowance	\$1.75
Standard	Residence - Monthly	\$13.35
	Residence - Monthly Local Usage Allowance	\$4.25
	Business - Monthly	\$33.34 (I)
	Business - Monthly Local Usage Allowance	\$8.75 (I)
Local Usage	Call Establishment - per message	\$0.05
	Connection - per minute or fraction thereof	\$0.04

Winchester Exchange ONLY

Service Category	Rate Element	Rate
Exchange Rate	Business-Monthly Includes 250 Messages	\$58.81 (I)
	Additional Message Unit Charge over 250	\$0.1109
	Additional Message Units Charge over 550	\$0.887

6.3 PBX Trunk Lines

PBX Trunk Line service mirrors the incumbent local exchange carrier (Verizon) tariff rates.

One-Time Installation per account	\$45.00
Per Trunk Line Monthly	\$73.47 (I)

6.4 Centrex Services

Centrex service will be provisioned via available services from the incumbent local exchange carrier (Verizon). Rates will mirror the Verizon tariff and will be quoted per location.

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**SECTION 6 - BASIC EXCHANGE SERVICE (CONT'D.)**

6.5 Point-to-Point

Point-to-Point services are mileage sensitive and is based on the exchange between the two facilities or business locations. Each required circuit will be quoted on a case by case basis following the Verizon tariff rates in Part-M Section-1.

6.6 Foreign Exchange Line Service

Foreign Line service is provided via the incumbent local exchange carrier (Verizon). Rates for this service will mirror the Verizon tariff in Part-M Section-1.

6.7 Flex Path and DID/DOD Services

FlexPath and DID/DOD services will mirror the incumbent Local Exchange carrier (Verizon). Rates for this service will mirror the Verizon tariff in Part-M Section-1.

6.8 Remote Line Service

Monthly Per Line Fee	\$52.38 (I)
Installation per Line	\$45.00

6.9 Line Hunting Services

Circular Line Hunting	\$0.00
Stop Hunting Per Arrangement	\$8.28 (I)
Make Busy Per Arrangement	\$8.28 (I)

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**SECTION 7 - MISCELLANEOUS SERVICES**

7.1 Operator Services

7.1.1 Description

Operator Handled Calling Services are provided to Customers and Users of Company-provided services.

7.1.2 Definitions

**Person-to-Person:** Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated thirty-party station.

**Station-to-Station:** Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

**Operator Dialed Charge:** The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the called station.

**Billed to Non-Proprietary Calling Card or Commercial Credit Card:** Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier or commercial credit card.

7.1.3 Taxes

The Customer is responsible for the payment of Federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices.

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.1 Operator Services (Cont'd.)

7.1.3 Rates

Local exchange, IntraLATA, and InterLATA calls may be placed on an Operator Assisted basis. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in the following sections will apply in addition to any applicable Operator charges.

Intrastate Usage Rate, per minute: \$0.89 (C)(I)

The following operator-assisted charges will apply, in addition to usage charges

<b>Operator Services – Operator Handled Calls</b>	<b>Per Use Charge</b>
Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dialed Calling Card	\$5.50
Collect - Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party - Automated	\$4.99
Third Party – Operator Handled	\$9.99
Sent Paid – Non-Coin – Automated	\$4.99
Sent Paid – Non-Coin – Operator	\$9.99
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
General Assistance	\$1.99
Busy Line Verification	\$9.99
Busy Line Verification Interrupt	\$9.99

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.2 Directory Assistance

7.2.1 Description

Customers and Users of the Company's calling services (excluding 800 services), may obtain directory assistance in determining telephone numbers within Massachusetts by calling the Directory Assistance operator.

7.2.2 Rates

A. Assistance charges apply for all requests for which the Company's services are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Directly dialed directory assistance calls  
in excess of the 10 call allowance, per line  
Per Number Requested \$1.99 (I)

B. A credit will be given for calls to Directory Assistance when:

- The Customer experiences poor transmission or is cut-off during the call,
- The Customer is given an incorrect telephone number, or
- Residential customers may make six free calls per month.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experience

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.3 Service Establishment

7.3.1 Description

Absent a promotional offering, service establishment charges will apply to service orders or to orders to change existing service.

7.3.2 Rates

	<u>Non-Recurring</u>
Per Service Order	
Residence -	\$49.50
Business -	\$49.50
Increase/Decrease Data Bandwidth	\$49.50

7.4 Restoration of Service

7.4.1 Description

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

7.4.2 Rates

	<u>Non-Recurring</u>
Per Occasion	
Residence -	\$19.40
Business -	\$100.00(I)



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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.5 Temporary Suspension of Service

7.5.1 Description

Temporary suspension of service is an arrangement whereby service is made inoperative for a temporary period at the request of the customer.

7.5.2 Rates

Reconnection of Service

Residence -	\$16.18
Business -	\$31.82

7.6 Custom Calling Service

Custom Calling services are available to one-party residence or business customers served by suitably equipped central offices to the extent that existing facilities are available.

7.6.1 Description

Following are features which comprise Custom Calling.

- A. Call Waiting signals a customer talking on the line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
- B. Call Forwarding permits the customer to forward all incoming calls to another pre-selected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded. No assurance can be given that transmission will be fully satisfactory during Call Forwarding calls.

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.6 Custom Calling Service (Cont'd.)

7.6.1 Description (Cont'd.)

- C. Call Forwarding II provides for the automatic routing of incoming calls to a pre-selected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding II Custom Calling service is provisioned in a 1A ESS central office, the pre-selected forwarded to telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding II service calls.
  - 1. Options
    - Call Forwarding Busy Line is not provided on a line equipped with Call Waiting Custom Calling.
    - Call Forwarding Busy Line/ Does Not Answer is not provided on a line equipped with Call Waiting Custom Calling.
- D. Three-Way Calling enables a customer to establish talking connection involving the customer and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third-party. No assurance can be given that transmission will be fully satisfactory during Three Way Calling calls.
- E. Speed Dialing 8 Codes allows a customer to call a pre-designated seven or ten-digit telephone number by dialing a one-digit code. A maximum of eight pre-designated telephone numbers can be stored.
- F. Speed Dialing 30 Codes allows a customer to call a pre-designated seven or ten-digit telephone number by dialing a two-digit code. A maximum of 30 pre-designated telephone numbers can be stored.

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

## 7.6 Custom Calling Service (Cont'd.)

## 7.6.2 Rates

Each Line Equipped	Monthly
Call Waiting	
Residence	\$11.50
Business	\$19.55 <b>(I)</b>
Call Forwarding	
Residence	\$10.99
Business	\$18.77 <b>(I)</b>
Call Forwarding II	
Busy Line	
Residence	\$5.50
Business	\$9.40 <b>(I)</b>
Does Not Answer	
Residence	\$5.50
Business	\$10.95 <b>(I)</b>
Busy Line/Does Not Answer	
Residence	\$6.00
Business	\$14.85 <b>(I)</b>
Three Way Calling	
Residence	\$10.00
Business	\$12.51 <b>(I)</b>
Speed Dialing - 8 Code	
Residence	\$10.99
Business	\$12.05 <b>(I)</b>
Speed Dialing - 30 Code	
Residence	\$10.00
Business	\$14.09 <b>(I)</b>
Custom Calling Package Discount (applicable to each service excluding the first one)	
Residence	\$0.59
Business	\$1.91 <b>(I)</b>

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

## 7.6 Custom Calling Service (Cont'd.)

The following PhoneSmart Features are on a per line monthly basis

Call Return (*69)	\$10.57 / (or \$.75 per activation)	<b>(I)</b>
Anonymous Call Rejection	\$7.83	<b>(I)</b>
Call Trace per Activation	\$5.00	
Call Trace Preparation Charge	\$5.00	
Caller ID	\$17.20	<b>(I)</b>
Caller ID with Name	\$18.77	<b>(I)</b>
Caller ID Manager (transfer of caller)	\$8.45	<b>(I)</b>
Caller ID with Name Manager	\$9.55	<b>(I)</b>
Call Waiting ID	\$14.85	<b>(I)</b>
Call Waiting with ID w/ Name	\$17.99	<b>(I)</b>
Repeat Dialing	\$9.40 / (or \$.75 per activation)	<b>(I)</b>

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.7 Moves, Changes or Rearrangement of Service

7.7.1 Description of Service

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

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

1. Move: The disconnection of existing equipment at one location and reconnection of the same equipment at aw location in the same building or in a different building on the same premises.
2. Add: The addition of a vertical service to existing equipment and/or service at one location.
3. Change: Change - including rearrangement or reclassification - of existing service at the same location.

7.7.2 Rates

Per Occurrence: \$49.50

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.8 Lightship Conference Calling

7.8.1 Description

Lightship Conference Calling connects as many as 100 callers simultaneously. Participants join a Conference by dialing a toll-free number or a local number within Massachusetts, New Hampshire, Maine and Vermont. These Local Access Numbers are listed at [www.lightship.net](http://www.lightship.net). Rates for Lightship Conference Calling are in addition to applicable local or toll telephone charges for the call to the conference number.

7.8.2 Rates

Local access number, per minute	\$0.12
Toll-free access number, per minute	\$0.18

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.9 Maintenance Fees

7.9.1 Schedule I

	<u>Nonrecurring Charges</u>
Add or Remove NAT	\$34.75
Change Telephone Number(s)	\$34.75
Change Due Date	\$34.75
Restore Service After Settlement of Non-payment	\$34.75

7.9.2 Schedule II

	<u>Nonrecurring Charges</u>
Static Mapping	\$19.80
Add Line(s) or Trunk(s)	\$19.80
Change Class of Service (Measured to Unmeasured or Vice Versa)	\$19.80
Add or Change Directory Listing	\$19.80
Change Ring From/ Ring to Toll Free Number(s)	\$19.80
Move, Change, or rearrange Any Voice Mailbox(es)	\$19.80

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**SECTION 7 - MISCELLANEOUS SERVICES (CONT'D.)**

7.9 Maintenance Fees

7.9.3 Schedule III

	<u>Nonrecurring Charges</u>
Add, Move, Change, or Rearrange Account Code(s)	\$9.75
Add, Move, Change, or Rearrange Feature(s)	\$9.75
Add or Change Line Restriction(s)	\$9.75

7.10 E-911 Surcharge

A surcharge of \$0.85 will be applied to all wireline business and residential voice grade lines.



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**SECTION 8 – TOLL SERVICE**

8.1 Timing of Calls

Billing for calls placed over the Company's network is based in part on the duration of the call. There shall be timing only for conversation time and there shall be no charge for uncompleted calls. Conversation time is defined as the elapsed time when two-way communication between the calling and called party is possible. The call ends when either the calling or called party hangs up. Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch.

8.2 Distance-Based Charges

Where mileage bands appear in a rate table, rates for all calls are based upon the airline distance between the originating and terminating points of the call, as determined by the vertical and horizontal coordinates associated with the exchange (the area code and three digit central office code) associated with the originating and terminating telephone numbers. If the Subscriber obtains access to the Company's network by a dedicated access circuit, that circuit will be assigned an exchange for rating purposes based upon the Subscriber's main telephone number at the location where the dedicated access circuit terminates.

FORMULA =

$$\sqrt{\frac{|V_1 - V_2|^2 + |H_1 - H_2|^2}{10}}$$

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.3 Minimum Call Completion Rate

The Company will ensure an industry standard blocking rate between P.01 and P.02.

8.4 Time Periods for Rate Applicability

The following time periods apply to rates for all services unless stated to the contrary in Section 4, following.

8.4.1 The Day Rate Period is 8 AM to, but not including, 5 PM Monday through Friday.

8.4.2 The Evening Rate Period is 5 PM to, but not including, 11 PM Monday through Friday and 5 PM to, but not including, 11 PM Sunday.

8.4.3 The Night Rate Period is 12 Midnight to, but not including, 8 AM and 11 PM to, but not including, Midnight Monday through Friday; All Day Saturday; and 12 Midnight to, but not including, 5 PM and 11 PM to Midnight Sunday.

8.4.4 On Holidays, Evening Rates apply at all times, unless a lower rate would normally apply.

8.4.5 Calls that overlap rate periods will be charged according to the rates applicable to the time recorded in each period.

8.5 Rounding

Fractions of a billing increment are rounded up to a full billing increment when full minute incremental billing is in place. With other services incremental minute billing will be offered. In this case the incremental billing will be rounded up to the next full incremental amount. Fractions of a cent per minute are rounded up to a full cent.

**Lightship Telecom, LLC**

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.6 [RESERVED FOR FUTURE USE]

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.7 800/888/887 Service (Toll free)

This service is a direct access, incoming only, usage sensitive WATS offering to businesses and residential customers. This is a service whereby a Subscriber can be billed at reduced rates for calls to his premises.

	<u>Per Minute</u>	<u>Per Number/Month</u>
Residential	\$.20 all time periods	\$3.00
Business Plus	\$.10 all time periods	\$11.00

Calls are billed in six second increments with a minimum of 30 second call duration. In the event an 800/888/887 “Business” subscriber owes the Company more than \$500 in undisputed delinquent 800/888/887 service charges, the Company reserves the right to block calls to that 800/888/887 number and to block an 800/888/887 service provider change.

8.8 1+ Long Distance Telecommunications Services

1+ long distance telecommunications services (“1+”) consist of flat-rated direct dialed long distance services that allow Subscribers to place direct dialed calls to terminating locations within the Commonwealth. Calls are placed by dialing “1” and the destination telephone number, including the area code. Services are available only in equal access areas. Calls are billed in 60 second initial and 60 additional billing increments.

	<u>Per Minute</u>
Residential	\$0.10 all time periods
Business	\$0.10 all time periods

Calls are billed in six second increments with a minimum 30 second call duration.

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.9 Specialized Pricing Arrangements

Customized service packages and competitive pricing packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Subscribers to the Company for proposals or for competitive bids. Service offered under this price guide provision will be provided to Subscribers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the price guide. Specialized rates or charges will be made available to similarly situated Subscribers on a non-discriminatory basis. Any such specialized pricing arrangements will be filed with the Commission for prior approval.

8.10 Operator Assisted Services

The Company's Long Distance Operator Assisted Services are available for use by presubscribed Subscribers of the Company's Outbound/Inbound Long Distance Service. Calls are billed in six (6) second increments, after an initial minimum period of eighteen (18) seconds, with additional per call charges reflecting the level of operator assistance and billing arrangement requested by the Subscriber. Each call is rounded up to the nearest one-tenth of a minute after the first minute.

8.10.1 Operator Services Call Types and Billing Arrangements

- A. Person-to-Person: A per call charge that applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. This charge does not apply unless the specified party or an acceptable substitute is available.

Operator assisted rates: \$3.91 per call plus the per minute rate.

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.10 Operator Assisted Services (Cont'd.)

8.10.1 Operator Services Call Types and Billing Arrangements (Cont'd.)

- B. Station-to-Station (also referred to as “sent paid”): A per call charge that applies in addition to long distance usage charges for non-Person-to-Person calls placed with the assistance of a Company operator. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. Rate = \$.55 per operator assisted call plus a standard per minute billing rate in full minute increments.
- C. Third Party Billed: A billing arrangement whereby charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements for Third Party Billed calls. Rate = \$2.75 per operator assisted call plus a standard per minute billing rate in full minute increments.
- D. Collect Billed: A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements for Collect Billed calls. Rate = \$3.91 per operator assisted call plus a standard per minute billing rate in full minute increments.

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.10 Operator Assisted Services (Cont'd.)

8.10.1 Operator Services Call Types and Billing Arrangements (Cont'd.)

- E. 0+ Mechanized Calls: Calls made by dialing zero plus the desired telephone number, where the call is interrupted by a mechanized operator (i.e., a recorded announcement) requesting the caller to enter the billing information.
- F. 0+ Time Out Calls: Calls made by dialing zero plus the desired telephone number, where the call is interrupted by a live operator or mechanized operator (i.e., recorded announcement) requesting the caller to enter the billing information.
- G. 0- Calls: Calls made by dialing zero only and the caller then waits for the operator to pick up the line and assist to the caller in placing and/or billing for the call.
- H. Time Charge Calls: Calls made by dialing 0- or 0+, where the caller asks the operator to place the call, and return to the line at the end of the call and provide the Subscriber with the cost for the completed call.

Operator and Directory Services  
\$0.61 + per minute cost of call

Directory Assistance  
\$1.99 per Call **(I)**

8.11 Term Plan Options for Toll Free and 1+ services

Business customers choosing multiple products and term options will receive a monthly term plan discount off the toll free and 1+ rates listed above. The scheduled discount table is as follows:

1 year	2 year	3 year	
One service	4%	6%	8%
Two service	6%	8%	10%
Three services	8%	10%	12%



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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.12 Presubscribed Interexchange Long Distance (PILD) Charge

The Presubscribed Interexchange Long Distance (PILD) Charge is a monthly charge applicable to multi-line business, ISDN-PRI and T-1 Customers' lines or line equivalents that are presubscribed to the Company's long distance service. For ISDN-PRI and T-1 Customers, the Company will assess five (5) PICC charges per circuit. The aggregate of these PILD charges will not be prorated for a partial month of service, are not subject to any discounting and do not contribute to any monthly minimums. Customers subscribed to the Company for both their interLATA and intraLATA long distance service will be subject to a single PILD charge per line. Customers subscribed to the Company for both their interLATA and intraLATA long distance service will be subject to a single PILD charge per line.

8.7.1 Presubscribed Interexchange Long Distance (PILD) Charge

	<u>Rate</u>
A. Per presubscribed multi-line business customer line	\$ 4.31
B. Per Centrex line	\$ 0.47
C. ISDN PRI or T-1 Facility	\$ 21.55

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**SECTION 8 – TOLL SERVICE (CONT'D.)**

8.13 Instate Access Recovery Fee (IARF)

A monthly service charge that is applied to Customers subscribed to the Company for long distance services associated with residential or single-line business telephone lines. This charge is intended to recover costs incurred by the Company in providing in-state long distance service over Customer's local exchange provider's network. This charge is not subject to any discounting and does not contribute to any monthly minimums.

8.8.1 Instate Access Recovery Fee (IARF)

	<u>Rate</u>
A. Per single line business line	\$ 3.75
B. Per Residential line	\$ 3.75