

PAETEC COMMUNICATIONS, LLC  
4001 Rodney Parham Road  
Little Rock, AR 72212

Massachusetts Price Guide  
Original Title Page

Issued By: Senior Regulatory Counsel

Effective: August 4, 2017

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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TITLE PAGE

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO COMMUNICATIONS SERVICES WITHIN

THE COMMONWEALTH OF MASSACHUSETTS

This Price Guide contains the rates, charges, terms and conditions of service and facilities for local telecommunications services provided by PAETEC Communications, LLC, (“the Company”) between locations within the Commonwealth of Massachusetts.

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EXPLANATION OF SYMBOLS

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

- C - Change in Regulation
  - D - Discontinued rate or regulation
  - I - Increased rate
  - M - Moved from another tariff location
  - N - New rate or regulation
  - R - Reduction in a rate or charge
  - T - Changed in text but no change in rate or regulation
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APPLICATION OF PRICE GUIDE

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

The furnishing of local exchange end-user communications services to subscribers within the Commonwealth of Massachusetts.

1.1.1 Service Territory

*PAETEC Communications, LLC* will provide service within Massachusetts. An alternative carrier may be selected for resold local service.

1.1.2 Availability

Service is available where facilities permit. Only those services for which rates are provided are currently available.

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SECTION 1 - EXPLANATION OF TERMS

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

**ALTERNATE ROUTING (“AR”)** -

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

**AUTHORIZED USER** - A person, corporation or other entity who is authorized by the Company’s subscriber to utilize service provided by the Company to the subscriber. The subscriber is responsible for all charges incurred by an Authorized User.

**ATTENDANT** - An operator of a PBX console or telephone switchboard.

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

**AUTOMATIC NUMBER IDENTIFICATION (“ANI”)** - A system whereby the calling party’s telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**CALL INITIATION** - The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

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

**CARRIER** - PAETEC Communications, LLC, the issuer of this tariff.

**CENTRAL OFFICE** - An operating office of the Company where connections are made between telephone exchange lines.

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SECTION 1 - EXPLANATION OF TERMS (CONT'D.)

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

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

COMPANY - PAETEC Communications, LLC, the issuer of this tariff.

CUSTOMER PREMISES EQUIPMENT ("CPE") - Equipment provided by the subscriber for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

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

DEPARTMENT OR DTC - Refers to the Massachusetts Department of Telecommunications and Cable.

DIAL PULSE ("DP") - The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID") - A service attribute that routes incoming calls directly to stations, bypassing a central answer point.

DIRECT OUTWARD DIAL ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

DUAL TONE MULTI-FREQUENCY ("DTMF") - The pulse type employed by tone dial station sets. (Touch tone)

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

E911 CUSTOMER -

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

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SECTION 1 - EXPLANATION OF TERMS (CONT'D.)

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

**EXCHANGE ACCESS LINE** - A central office line furnished for direct or indirect access to the exchange system.

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

**FINAL ACCOUNT** - A subscriber whose service has been disconnected who has outstanding charges still owed to the Company.

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

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SECTION 1 - EXPLANATION OF TERMS (CONT'D.)

HANDICAPPED PERSON

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

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

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

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

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

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

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

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SECTION 1 - EXPLANATION OF TERMS (CONT'D.)

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

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

**LATA** - Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service. For call to numbers outside the area (“interLATA”) service is provided by long distance companies.

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

**LOCAL CALL** - A call which, if placed by a subscriber over the facilities of the Company, is not rated as a toll call.

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

**LOCAL SERVICE** - Telephone exchange service within a local calling area.

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

**LOOPS** - Segments of a line which extend from the serving central office to the originating and to the terminating point.

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

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

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

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

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SECTION 1 - EXPLANATION OF TERMS (CONT'D.)

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

**PRIVATE BRANCH EXCHANGE SERVICE ("PBX")** - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**RATE CENTER** - A geographic reference point with specific coordinates on a map used for determining mileage when calculating changes.

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

**SELECTIVE ROUTING ("SR")** - A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

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

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

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SECTION 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICES

2.1.1 Obligation of the Company

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

1. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.

2. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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

2.1.1 Obligation of the Company (Cont'd.)

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

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
  - B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, Department, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
  - C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability (Cont'd)

- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
  - E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
  - F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability (Cont'd.)

- G. The Company is not liable for any claims for loss or damages involving:
1. Breach in the privacy or security of communications transmitted over the Company's facilities;
  2. Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
  3. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
  4. Any act or omission in connection with the provision of 911, E911 or similar services;
  5. Any noncompletion of calls due to network busy conditions.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability (Cont'd.)

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

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

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability (Cont'd.)

H. (Cont'd)

3. The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
  4. Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Limitations on Liability (Cont'd.)

- I. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
  - J. Company's entire liability with respect to any service provided to customer (including without limitation with respect to the installation, delay, provisions, termination, maintenance, repair, interruption or restoration of service) shall not exceed an amount equal to the charge applicable for the period during which services were affected. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
  - K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.3 Use of Service

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

2.1.4 Use and Ownership of Equipment

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

2.1.5 Directory Errors

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.5 Directory Errors (Cont'd.)

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

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.5 Directory Errors (Cont'd.)

- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs A, B, and C shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph C, for the line or lines in question.
- E. Definitions: As used in Paragraphs A, B, C, and D above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- G. Notice: Such allowances or credits as specified in Paragraphs A, B, and c above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

2.1.6 Blocking of Service

The Company's facilities cannot be used to originate calls to other telephone company or Information Provider caller-paid information services.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.2 MINIMUM PERIOD OF SERVICE

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

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

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

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

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

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.2 MINIMUM PERIOD OF SERVICE, (Cont'd.)

2.2.1 TERMINATION LIABILITY CHARGE

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



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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 PAYMENT FOR SERVICES RENDERED

Carrier's Billing and Termination Rules set forth in this Tariff will abide by the Billing and Termination Rules in DPU 18448.

2.3.1 Responsibility for All Charges

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

2.3.2 Deposits

Subject to the provisions of Sections 2.9, 2.10 and 2.11 of this Tariff, any applicant or subscriber whose financial responsibility is not established to the satisfaction of the Company may be required to submit a deposit as set forth in this Tariff.

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Tariff regulations for the prompt payment of bills on presentation.

Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Department pertaining to subscriber deposits.

A. Interest on Deposits

Interest paid on subscriber deposits for both residential and business subscribers shall be made in accordance with 220 CMR 26.09. All cash or cash-equivalent security deposits held for more than six (6) months from the date of deposit shall be paid interest thereon, commencing from the date of payment to the date of refund. The rate of interest shall be the equivalent of the rate paid on two-year United States Treasury notes for the preceding twelve months ending December 31 of any year.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly, in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S Mail, or at any location designated by the Company. All bills are presumed accurate and shall be binding on the Customer unless written notice of the disputed charge(s) is received by the Company within thirty (30) days after the invoice date. If objection results in a refund to the Customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.4 Return Check Charge

When a check which has been presented to the Company by a subscriber in payment for charges is returned by the bank, the subscriber shall be responsible for the payment of a Returned Check Charge of \$20.00.

2.3.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A subscriber is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the subscriber's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
  - B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
  - C. Late payment charges do not apply to final accounts.
  - D. Late payment charges do not apply to government agencies of the Commonwealth of Massachusetts. These agencies are required to make payment in accordance with applicable state law.
  - E. Customer bills for telephone service provided to college and university students who utilize the products and services offered under the Company's CampusLink offerings are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of \$20.00 will be applied to all amounts previously billed under this Tariff where not precluded by applicable state or federal law.
  - F. In addition to the Late Payment Charge, specified in 2.3.5.A preceding, a collection fee of \$12.00 will be applied to the accounts of business subscribers with any unpaid
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balance when the previous month's bill has not been paid in full prior to the next billing date.



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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.6 Customer Overpayments

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

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

2.4 INSTALLATION SERVICE

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

2.5 ACCESS TO CUSTOMER'S PREMISES

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

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2.6 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.

(N)

(N)

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.6 TELEPHONE SURCHARGES/TAXES

2.6.1 General

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

A) Administrative Services Fee ("ASF")

The Administrative Services Fee is a flat 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 PAETEC Communications FCC Tariff No. 3, Section 5.8, publicly posted at <http://www.tariffs.net/windstream/>.

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(N)

2.7 [RESERVED FOR FUTURE USE]

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the subscriber will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

No service can be discontinued unless the Company has given the affected Customer a written notice of the proposed discontinuance at least fifteen (15) days prior and a second written notice at least five (5) days before the proposed date of disconnection.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- A. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- B. Nonpayment for service for which a bill has not been rendered;
- C. Nonpayment for service which have not been rendered;
- D. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Department's Rules and Regulations.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the subscriber does not pay the undisputed portion after being asked to do so.

- E. Nonpayment of back-billed amounts as outlined in 2.11.12.
  - F. Nonpayment for services which have not been rendered.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- A. The Company has verified, in a manner approved by the Department, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
  - B. The Company has checked the subscriber's account on the day that suspension or termination is to occur to determine whether payment has been posted to the subscriber's account as of the opening of business on that day.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment

A. General

The Company, after notice in writing to the subscriber and after having given the subscriber an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the subscriber's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the subscriber of the rules and regulations governing the facilities and service furnished, or
  2. if, in the judgment of the Company, any use of the facilities or service by the subscriber may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the subscriber when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
  3. in the event of unauthorized use, where the subscriber fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
  4. in the event that service is connected for a subscriber who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the subscriber satisfies the indebtedness within 20 days after written notification. See Section 2.10.7 regarding Deferred Payment Agreements.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd.)

B. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of tariff charges;
  2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
  3. The use of profane or obscene language;
  4. The use of the service in such a manner such that it interferes with the service of other subscribers or prevents them from making or receiving calls;
  5. The use of a mechanical dialing device or recorded announcement equipment to seize a subscriber's line, thereby interfering with the subscriber's use of the service;
  6. Permitting fraudulent use.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd.)

C. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the subscriber has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
  2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same subscriber at the same location:
    - (a) No charge shall apply for the period during which service had been terminated, and
    - (b) Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd.)

D. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the subscriber may require termination of a subscriber's service until such time as new arrangements can be made. No charges will be assessed the subscriber while service is terminated, and no connection charges will apply when the service is restored.

2.8.5 Emergency Termination of Service

The Company will immediately terminate the service of any subscriber, on request, when the subscriber has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.9.1 Application of Rates

- A. Business rates as described in this Tariff apply to service furnished:
1. In office buildings, stores, factories and all other places of a business nature;
  2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the subscriber's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  3. At any location when the listing or public advertising indicates a business or a profession;
  4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
  5. At any location where the subscriber resells or shares exchange service;
- B. Public Access Line service is classified as business service regardless of the location.
- C. The use of business facilities and service is restricted to the subscriber, subscribers, agents and representatives of the subscriber, and joint users.
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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd.)

2.9.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned to any subscriber. The subscriber may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Tariff.

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd.)

2.9.3 Deposits

- A. Security deposits may only be required from new business subscribers, or from business subscribers for service of a similar nature, at any location, under any name, if this service has been properly terminated during the last 18 months due to non-payment or if a business subscriber has failed to pay at least two bills, not reasonably in dispute, within 45 days from the date of receipt of each such bill during the same 18 month period.
- B. The maximum amount of any security deposit required shall not exceed the equivalent of either:
  - 1. two months' average usage; or
  - 2. the usage of any one month, whichever is greater.

Such usage shall be calculated on the basis of the immediately preceding 12 months' consumption if the same or similar use is being made of the service; or if there is no relevant consumption history to determine the prior usage, then the company and the subscriber shall utilize their best efforts to determine an average 12 month's consumption upon which to base the maximum security deposit. provided that if the subscriber and the company cannot agree on an amount for the security deposit, then the provisions of 220 CMR 26.06 shall apply.

- C. The deposit, plus any accrued interest not previously credited to the account, shall be refunded without request if the subscriber has paid all bills for usage for any twenty-four (24) month period from the date of deposit and without leaving such bills unpaid within 45 days of receipt. Such refund shall occur no later than the next billing cycle after satisfactory completion of the 24-month period.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd.)

2.9.4 Dishonored Checks

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.10.1 Application of Rates

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

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

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

2.10.2 Telephone Number Changes

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

The Company reserves all rights to any telephone number assigned to a subscriber for local service. The subscriber may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Tariff.

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.3 Deposits

A. New Service

1. Company may require a deposit as a condition of new service only if the subscriber has an outstanding bill from previous telephone service and the bill is not in dispute. In addition, Company may require payment of the outstanding bill or a satisfactory payment arrangement therefor as a condition of such service.
2. Any deposit required by Company as a condition of new service shall not exceed \$ 50.00.
3. New service means residential telephone service provided to a person who, at the time of application for the service, is not a person in whose name residential telephone service is currently being provided and who has not had his or her account removed for nonpayment within the preceding six (6) months.

B. Restoration of Service

1. Company may require a deposit as a condition of the restoration of service which has been discontinued. In addition, Company may require payment of any undisputed delinquent charges as a condition of such restoration.
  2. Any deposit required as a condition of the restoration of service shall not exceed an amount equal to two times the average bill during the preceding six (6) month period of service at the subscriber's premises.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.3 Deposits (Cont'd.)

C. Subsequent Service

1. Company may require a deposit as a condition of subsequent service. In addition, Company may require payment of any undisputed delinquent charges as a condition of such service.
2. Any deposit required as a condition of subsequent service shall not exceed an amount equal to two times the average bill during the preceding six (6) month period of service at the subscriber's premises.

D. Company shall not require a deposit as a condition of service except in the circumstances prescribed above. In no case in which a deposit is permitted shall Company base a determination to require a deposit upon residential location, race, color, creed, sex, age, national origin or any other criteria not authorized by the Department and relevant Rules.

E. Six (6) months following the date on which a deposit has been made, and each month thereafter, Company shall analyze the subscriber's account. If satisfactory credit has been established as set forth below, the deposit shall be refunded. If satisfactory credit has not been established, the deposit may be retained and Company shall make a determination whether the deposit is held is inadequate or excessive. A deposit shall be deemed adequate if it equals tow times the subscriber's average bill for the preceding six months, within a \$10.00 tolerance. If the deposit exceeds this figure, a refund of the excess shall be made. If the deposit is less than this figure, Company may request an additional sum equal to the amount of the inadequacy.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.3 Deposits (Cont'd.)

- F. Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill, and any credit balance shall be returned promptly to the subscriber.
  - G. The credit of a subscriber shall be established as satisfactory and any deposit and accrued interest shall be refunded promptly by Company upon timely payment by the subscriber of all proper charges for telephone service for a period of six (6) successive months. For purposes of this rule, payment shall be deemed timely if made prior to the issuance of a notice of discontinuance of service for nonpayment in at least four on the preceding six months and if there has been no discontinuance for nonpayment in accordance with Department Rules during the same period.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.4 Installment Billing For Nonrecurring Charges

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

Installment billing is subject to the following restrictions:

- A. Installment billing may be used only by residential subscribers;
  - B. Charges will be billed in the number of installments of equal dollar amounts as requested by the subscriber up to a maximum of 12 installments over the course of 12 months;
  - C. A subscriber may not pay a portion of the charges and then request installment billing for the remaining charges;
  - D. More than one installment plan may be in effect for the same subscriber at the same time;
  - E. If a subscriber disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
  - F. A subscriber may elect to pay the unbilled charges before the expiration of the installment plan;
  - G. Installment billing payments will continue even when an account is temporarily suspended;
  - H. No interest or carrying charges will be applied to the outstanding balance during the installment period.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.5 Adjusted Payment Schedule

A subscriber on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income. Any payment schedule established shall be in accordance with Department Rules on Deferred Payment Agreements.

2.10.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 30 days after the date of the bill. Bills must be mailed to the subscriber no later than 6 business days after the date of the bill. Written notice of discontinuance, in accordance with Department Rules, shall be by first class U.S. Mail and shall state that discontinuance of service will occur in fifteen (15) days for the reasons specified therein.
  - B. After issuing the written notification in accordance with the terms of this Tariff and applicable Department Rules, Company shall mail subscriber, via first class U.S. Mail, a reminder of discontinuance notice. The reminder of discontinuance notice shall be mailed five (5) days prior to the discontinuance date specified in the discontinuance notice. Two (2) days prior to the discontinuance, Company shall make at least one attempt to contact the residential subscriber by telephone before the scheduled date of suspension/termination.
  - C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
  - D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the subscriber does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Department may direct that service be reconnected in less than 24 hours.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.7 Deferred Payment Agreements

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

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

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd.)

2.10.8 Dishonored Checks

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

2.10.9 Suspension or Termination - Abandonment

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

2.10.10 Backbilling

PAETEC will comply with all state rules and regulations regarding the backbilling of Customers. In those states for which there is no state specific rule, PAETEC will comply with the Federal Communications Commission rules regarding backbilling.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

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

2.11.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
  - B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

2.11.1 Credit for Interruptions

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

1. if interruption continues for less than 24 hours:
  - (a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
  - (b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
2. if interruption continues for more than 24 hours:
  - (a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
  - (b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions
3. Two or more interruptions of 30 minutes or more during any one 24-hour period shall be considered as one interruption.

D. Credit to Customer

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd.)

2.11.1 Credit for Interruptions (Cont'd.)

E. "Interruption" Defined

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd.)

2.11.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the subscriber, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
  - B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to subscriber provided electric power;
  - C. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
  - D. interruptions of service during any period when the subscriber has released service to the Company for maintenance purposes or for implementation of a subscriber order for a change in service arrangements;
  - E. interruptions of service due to circumstances or causes beyond the control of the Company.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.12 AUTOMATIC NUMBER IDENTIFICATION

2.12.1 Regulations

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

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
  - B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established subscriber relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
  - C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd.)

2.12.1 Regulations (Cont'd.)

- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Department's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Department receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Department determines that there have been three or more separate violations in a 24-month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Department.

2.12.2 Terms and Conditions

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

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM

2.13.1 General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Tariff. Such services must be purchased in accordance with the Rules adopted by the Department and Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulations (C.F.R.) 54.601 *et. seq.*, and any amendments made thereto.

- A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
  - B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
  - C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd.)

2.13.1 General (Cont'd.)

D. Responsibility of eligible health care providers:

1. Rural health care providers and consortia shall participate in a competition bidding process for all service eligible for reduced rates in accordance with any state and local procurement rules.
  2. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
  3. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
  4. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
  5. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd.)

2.13.1 General (Cont'd.)

E. Responsibility of the Company

1. The Company shall offer the rates and charges as specified herein to eligible health care providers to the extent that facilities and services are available and offered by the Company.
  2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
  3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Department approval.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd.)

2.13.2 Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph C, which shall be available to all eligible health care providers, regardless of location.

- A. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial subscriber for a similar service provided over the same distance in the nearest city in Massachusetts with a population of at least 50,000.
  - B. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Massachusetts with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
  - C. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charges are available pursuant to applicable toll tariffs.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

2.14.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff at a discounted rate, in accordance with the Rules adopted by the Department and Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.2 Regulations

A. Obligations of Eligible Schools and Libraries

1. Requests for Service

- (a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
  - (b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
  - (c) Services requested will be used for educational purposes.
  - (d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.2. Regulations (Cont'd)

B. Obligations of Carrier

1. Carrier will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with the Rules are included as an attachment to this tariff.
  2. Carrier will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential subscribers for similar services (lowest corresponding price).
  3. In competitive bidding situations, Carrier may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to Department approval.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.14 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2.14.3 Discounted Rates for Schools and Libraries

- A. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
  - B. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
  - C. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.15 PROMOTIONAL OFFERINGS

All promotion offerings of Company will be filed with the Department for review and approval.

2.16 ACCOUNT HANDLING CHARGE

Account Handling Charge is assessed to a customer's account for each Company attempt to return an outstanding credit balance to the customer if a first mailing is returned undeliverable. This charge is for maintaining the account after the initial attempt and for each subsequent attempt. This charge will not be assessed more than twice a year.

Account Handling Charge: \$30.00 for each subsequent attempt

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SECTION 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

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

The Connection Charge is comprised of two charges:

Service Order;  
Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- A. A Service Order charge applies per subscriber order for all work or services ordered to be provided at one time, on the same premises, for the same subscriber. The charge recovers the cost of receiving, recording, and processing a subscriber's request for service.

Rate: 39.95

For Customers who subscribe to PAETEC's Advantage Feature Pack, the following Service Order Charge applies:

Rate: \$41.54

- B. A Premises Visit charge applies per subscriber order when the company must dispatch an employee to complete a subscriber-requested installation or service change. Only one charge applies per subscriber order.

Rate: N/A

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.1 CONNECTION CHARGE (Cont'd.)

3.1.1 General (Cont'd.)

- C. Service Calls: When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15 minute increments

Per hour rate per technician: \$ 100.00

- D. Central Office Line charge:
- |                |          |
|----------------|----------|
| Up to 99 lines | \$ 43.00 |
| 100 + lines    | \$ 30.00 |
| Centrex line   | \$ 60.00 |

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.1 CONNECTION CHARGE (Cont'd.)

3.1.2 Exceptions to the Charge

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

3.1.3 Special Construction

A. Basis for Cost Computation

Rates and charges for special construction will be based on the costs incurred by the Company and may include (1) nonrecurring type charges, (2) recurring type charges, (3) termination liabilities, or (4) a combination thereof.

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.1 CONNECTION CHARGE (Cont'd.)

3.1.3 Special Construction (Cont'd.)

B. Basis for Rates and Charges

1. The costs referred to in 3.1.1 preceding may include one or more of the following items to the extent that they are applicable:
  - (a) Installed cost of the facilities to be provided including estimated costs for the rearrangement of existing facilities. Cost installed include the cost of:
    - I. equipment and materials provided or used,
    - II. engineering, labor, and supervision,
    - III. transportation, and
    - IV. right of way;
  - (b) cost of maintenance;
  - (c) depreciation on the estimated cost installed of any facility provided, based on the anticipated useful service life of the facility with an appropriate allowance for the estimated net salvage;
  - (d) administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items.

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.2 RESTORAL CHARGE

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

The following Service Restoral Charge applies to customers subscribing to PAETEC's Advantage Feature Pack only.

Service Restoral Charge:	
Residential	\$23.19
Business	\$100.00 (I)

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.3 MOVES, ADDS AND CHANGES

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

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

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

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

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

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.4 RECORD ORDER CHARGE

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

- 3.4.1 addition of directory listings
- 3.4.2 change in listed name
- 3.4.3 change of address
- 3.4.4 change of billing party
- 3.4.5 change in listed service to non-published service, not involving a change of telephone number.

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

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

The subscriber may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at subscriber request, the charge to be billed is the amount quoted to the subscriber for the work requested.

3.5.1 Terms and Conditions (Cont'd.)

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- X 2 to 6 pair inside wire
- X Faceplates
- X RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- X Staples, screws, nail, tape, connectors, etc.

3.5.2 Trouble Isolation Charge

When a visit to the subscriber's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to subscriber-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd.)

3.5.3 [Reserved]

3.5.4 Line Installation Charges

A customer subscribing the PAETEC's Advantage Feature Pack Services may be charged the following non-recurring charges for the installation of certain lines.

New Line Installation, per line	\$51.48
Remote Call Forward Line Install, per line	\$34.71

3.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

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

Charge: \$ 5.00

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.7 RESERVED FOR FUTURE USE

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.8 Public Pay Telephone Surcharge

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

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

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

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

Per Call Charge: \$0.56

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.9 RESERVED FOR FUTURE USE

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SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.10 Changes in Service

If the Customer makes or requests material changes in circuit engineering, equipment or facility specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, Customer charges shall be accordingly adjusted.

Change in Service Order Charge	\$15.00
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3.11 Presubscribed Interexchange, IntraLATA or Local Exchange Carrier Freeze

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

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

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.1 GENERAL

4.1.1 Description

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 tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff. The Company may use the terms intraLATA toll and Regional Long Distance (Regional LD) interchangeable in other documentation presented to the Customer (e.g. individually negotiated contracts or invoices). The terms of this tariff governing intraLATA toll services apply regardless of the nomenclature used.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

A. IntraLATA Pre-Subscription

The following intraLATA Pre-subscription options are available to customers.

The intent of the Plan is to permit customers to route intraLATA toll calls automatically, without the use of access codes, to any interexchange carrier (“IXC”) of “the customer’s choice that has established itself as an access customer under PaeTec’s Access Services Tariffs filed at the FCC and with the Board. PaeTec will implement a full 2-PIC carrier selection methodology. With the full 2-PIC methodology, customers will be able to presubscribe to one telecommunications carrier, including PaeTec, for interLATA toll calls and to presubscribe to the same or a different participating telecommunications carrier for intraLATA toll calls.

Customers who contact PaeTec requesting new telephone exchange service will be informed of the opportunity to choose both an intraLATA and interLATA PIC. If requested by the customer, PaeTec will provide a list of telecommunications carriers, including PaeTec, that are access customers and are maintaining a relationship with PaeTec pursuant to the provisions of the Company’s Access Services Tariffs.

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D,)

4.1 GENERAL (Cont'd.)

4.1.1 Description (Cont'd.)

The list of intraLATA toll carriers will be presented in a competitively neutral manner. New customers who do not make a positive choice for an intraLATA toll carrier will be identified within PaeTec's system as "no-PIC" and will not be automatically defaulted to a carrier. New customers identified as "no-PIC" within PaeTec's system will be required to dial the access code of a different carrier to place intraLATA toll calls until they make an affirmative choice for an intraLATA toll carrier.

4.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- A. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
  - B. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.
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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D,)

4.2 TIMING OF CALLS

- 4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
  - 4.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
  - 4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
  - 4.2.4 Call timing ends when the calling station “hangs up,” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
  - 4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.
  - 4.2.6 All times refer to local time.
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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D,)

4.3 RATES FOR INTRALATA CALLS

Billing: Six Second Minimum/Six Second Increments

Rates: Rates shown are per minute rates.

IntraLATA Toll Calling Rate \$0.049

4.4 CALLING AREA LEGEND AND CHARGES

Each exchange within the Company's service area within Massachusetts is assigned to a Zone which is used to specify Business and Residential Local Flat and Local Measured Rates. The following chart illustrates Company Massachusetts local calling areas.

Zone One indicates contiguous exchanges and are considered local calls. Zone Two includes non-contiguous exchanges and are considered local calls but have a different set of rates than Zone One. Zone One and Zone Two rates can be found in section 4.4.1 of this tariff. All calls made to locations other than those included in Zone One or Zone Two are considered intraLATA toll calls.

For example, suppose a customer wanted to know how much it would cost to call Arlington from Central Boston. They would locate Central Boston in the left column under RATE CENTER. They would then search for Arlington in that row either under the column heading ZONE ONE or ZONE TWO. Arlington is located under ZONE ONE and thus the call has a Zone One rate. If it was located under the column heading ZONE TWO it would have a Zone Two rate. If Arlington was not located in either of these categories it would be considered an intraLATA toll call.

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Arlington	Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Newton, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Winchester, Woburn	Braintree, Dedham, Dorchester, Hyde Park, Lynn, Milton, Needham, Norwood, Quincy, Wellesley, Winthrop
Belmont	Arlington, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Newton, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Wellesley, Winchester, Woburn	Braintree, Dedham, Dorchester, Hyde Park, Lynn, Milton, Needham, Norwood, Quincy, Reading, Revere, Wakefield, Winthrop
Braintree	Dorchester, Hingham, Hull, Hyde Park, Milton, Quincy, Randolph, Weymouth	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Hull, Jamaica Plain, Malden, Medford, Needham, Newton, Norwood, Revere, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop

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**SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)**

4.4 Calling Area Legend and Charges (Cont'd.)  
 4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Brighton	Arlington, Belmont, Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Malden, Medford, Milton, Needham, Newton, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winchester	Braintree, Burlington, Canton, Hingham, Hull, Lincoln, Lynn, Melrose, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Weymouth, Winthrop, Woburn
Brookline	Arlington, Belmont, Boston Central, Brighton, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Milton, Needham, Newton, Quincy, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop	Braintree, Burlington, Canton, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Norwood, Randolph, Reading, Stoneham, Wakefield, Weymouth, Winchester, Woburn
Cambridge	Arlington, Belmont, Boston Central, Brighton, Brookline, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Waltham, Watertown, Winchester, Winthrop	Braintree, Burlington, Canton, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Wellesley, Weymouth, Woburn

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Canton	Dedham, Hyde Park, Milton, Norwood, Randolph, Sharon, Stoughton	Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, Hingham, Jamaica Plain, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley, Weymouth
Boston Central	Arlington, Belmont, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Roxbury, Saugus, Somerville, South Boston, Watertown, Winthrop	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Charlestown	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Watertown, Winchester, Winthrop	Braintree, Burlington, Canton, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Lynn, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Waltham, Wellesley, Weymouth, Woburn
Chelsea	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Everett, Jamaica Plain, Lynn, Malden, Medford, Melrose, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop	Braintree, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Randolph, Reading, Waltham, Wellesley, Weymouth, Woburn

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**SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)**

**4.4 Calling Area Legend and Charges (Cont'd.)**

**4.4.1 Metropolitan Boston Exchange (Cont'd.)**

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Cohasset	Hingham, Hull, Scituate, Weymouth	Boston Central, Braintree, Chelsea, Dorchester, East Boston, Milton, Quincy, Randolph, Revere, Roxbury, South Boston, Winthrop
Dedham	Brighton, Brookline, Canton, Dorchester, Dover, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Norwood, Roxbury, Wellesley	Arlington, Belmont, Boston Central, Braintree, Cambridge, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Quincy, Randolph, Everett, Somerville, South Boston, Waltham, Watertown, Weymouth, Winchester, Winthrop
Dorchester	Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, East Boston, Everett, Hyde Park, Jamaica Plain, Milton, Newtown, Quincy, Revere, Roxbury, Somerville, South Boston, Watertown, Winthrop	Arlington, Belmont, Burlington, Canton, Cohasset, Hingham, Hull, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
East Boston	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, Everett, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Watertown, Winchester, Winthrop	Braintree, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Needham, Newton, Norwood, Quincy, Randolph, Reading, Wakefield, Waltham, Wellesley, Weymouth, Woburn

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Everett	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Jamaica Plain, Lynn, Malden, Medford, Melrose, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn	Braintree, Burlington, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Reading, Waltham, Wellesley, Weymouth
Hingham	Braintree, Cohasset, Hull, Norwell, Quincy, Rockland, Scituate, Weymouth	Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Milton, Randolph, Revere, Roxbury, Somerville, South Boston, Winthrop
Hull	Braintree, Cohasset, Hingham, Quincy, Weymouth	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Medford, Melrose, Milton, Randolph, Revere, Roxbury, Somerville, South Boston, Winthrop
Hyde Park	Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Dedham, Dorchester, Jamaica Plain, Milton, Needham, Newtown, Norwood, Quincy, Randolph, Roxbury, South Boston	Arlington, Belmont, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Jamaica Plain	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Medford, Milton, Nedham, Newton, Quincy, Roxbury, Somerville, South Boston, Waltham, Watertown, Winthrop	Braintree, Burlington, Canton, Hingham, Hull, Lexington, Lincoln, Lynn, Malden, Melrose, Norwood, Randolph, Reading, Revere, Stoneham, Wakefield, Wellesley, Weymouth, Winchester, Woburn
Lexington	Arlington, Belmont, Billerica, Brighton, Burlington, Concord, Lincoln, Medford, Newton, Somerville, Stoneham, Waltham, Watertown, Winchester, Woburn	Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Melrose, Milton, Needham, Reading, Revere, Roxbury, South Boston, Wakefield, Wellesley, Winthrop
Lincoln	Arlington, Belmont, Concord, Lexington, Newton, Waltham, Watertown, Wayland	Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Needham, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Wellesley, Winchester, Woburn
Malden	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lynn, Medford, Melrose, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn	Braintree, Burlington, Dedham, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Waltham, Wellesley, Weymouth



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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Medford	Arlington, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lexington, Malden, Melrose, Newton, Reading, Revere, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Waltham, Watertown, Winchester, Winthrop, Woburn,	Braintree, Dedham, Dorchester, Hull, Hyde Park, Lincoln, Lynn, Milton, Needham, Newtown, Quincy, Wellesley
Melrose	Arlington, Belmont, Boston Central, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lynn, Malden, Medford, Reading, Revere, Saugus, Somerville, Stoneham, Wakefield, Winchester, Winthrop, Woburn	Brighton, Brookline, Dedham, Dorchester, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley
Milton	Boston Central, Braintree, Brighton, Brookline, Cambridge, Canton, Charlestown, Dedham, Dorchester, East Boston, Hyde Park, Jamaica Plain, Quincy, Randolph, Roxbury, South Boston, Weymouth	Arlington, Belmont, Chelsea, Cohasset, Everett, Hingham, Hull, Lexington, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Needham	Brighton, Brookline, Dedham, Dover, Hyde Park, Jamaica Plain, Newton, Norwood, Waltham, Wellesley	Arlington, Belmont, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Weymouth, Winchester, Winthrop, Woburn

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Newton	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dedham, Dorchester, Hyde Park, Jamaica Plain, Lexington, Lincoln, Medford, Needham, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winchester	Braintree, Burlington, Canton, Chelsea, East Boston, Everett, Lynn, Malden, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop, Woburn
Norwood	Canton, Dedham, Dover, Hyde Park, Needham, Sharon, Walpole	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Milton, Newton, Quincy, Randolph, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Weymouth
Quincy	Boston Central, Braintree, Brookline, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Milton, Randolph, Roxbury, South Boston, Weymouth	Arlington, Belmont, Brighton, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop
Randolph	Braintree, Brockton, Canton, Hyde Park, Milton, Quincy, Rockland, Stoughton, Weymouth	Brighton, Boston Central, Brookline, Cambridge, Charleston, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Hingham, Hull, Jamaica Plain, Needham, Newton, Norwood, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Reading	Arlington, Burlington, Lynnfield, Malden, Medford, Melrose, North Reading, Saugus, Stoneham, Wakefield, Wilmington, Winchester, Woburn	Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Lynn, Newton, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Winthrop
Revere	Arlington, Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Lynn, Malden, Medford, Melrose, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Winchester, Winthrop	Belmont, Braintree, Brighton, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Reading, Waltham, Watertown, Wellesley, Weymouth, Woburn
Roxbury	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Milton, Newton, Quincy, Revere, Somerville, South Boston, Watertown, Winthrop	Braintree, Burlington, Canton, Cohasset, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Somerville	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Malden, Medford, Melrose, Newton, Revere, Roxbury, Saugus, South Boston, Stoneham, Waltham, Watertown, Winchester, Winthrop, Woburn	Braintree, Burlington, Dedham, Hingham, Hull, Hyde Park, Lincoln, Lynn, Milton, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Wellesley, Weymouth

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
South Boston	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Milton, Newton, Quincy, Revere, Roxbury, Somerville, Watertown, Winthrop	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Stoneham	Arlington, Belmont, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Reading, Revere, Saugus, Somerville, Wakefield, Winchester, Woburn	Boston Central, Brighton, Brookline, Dorchester, Hyde Park, Jamaica Plain, Lincoln, Milton, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown Wellesley, Winthrop
Wakefield	Arlington, Burlington, Chelsea, Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Reading, Revere, Saugus, Stoneham, Winchester, Woburn	Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Lexington, Lincoln, Newton, Roxbury, Somerville, South Boston, Waltham, Watertown, Winthrop
Waltham	Arlington, Belmont, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Lexington, Lincoln, Medford, Natick, Needham, Newton, Somerville, Watertown, Wayland, Wellesley, Winchester	Boston Central, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Melrose, Milton, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Stoneham, Wakefield, Winthrop, Woburn

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Watertown	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Needham, Newton, Roxbury, Somerville, South Boston, Waltham, Wellesley, Winchester	Braintree, Burlington, Canton, Dedham, Hyde Park, Lynn, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop, Woburn
Wellesley	Belmont, Brighton, Brookline, Dedham, Dover, Natick, Needham, Newton, Waltham, Watertown	Arlington, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Malden, Melrose, Milton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Winchester, Winthrop, Woburn
Weymouth	Braintree, Cohasset, Hingham, Hull, Milton, Quincy, Randolph, Rockland	Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Needham, Norwood, Revere, Roxbury, Somerville, South Boston, Winthrop
Winchester	Arlington, Belmont, Brighton, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lexington, Malden, Medford, Melrose, Newton, Reading, Revere, Saugus, Somerville, Stoneham, Wakefield, Waltham, Watertown, Woburn	Boston Central, Brookline, Dedham, Dorchester, Hyde Park, Jamaica Plain, Lincoln, Lynn, Milton, Needham, Quincy, Roxbury, South Boston, Wellesley, Winthrop

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area	
	ZONE 1	ZONE 2
Winthrop	Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lynn, Malden, Medford, Melrose, Revere, Roxbury, Saugus, Somerville, South Boston	Arlington, Belmont, Braintree, Brighton, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Milton, Needham, Newton, Quincy, Randolph, Reading, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Woburn	Arlington, Belmont, Burlington, Everett, Lexington, Malden, Medford, Melrose, Reading, Saugus, Somerville, Stoneham, Wakefield, Wilmington, Winchester	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Hyde Park, Jamaica Plain, Lincoln, Lynn, Milton, Needham, Newton, Revere, Roxbury, South Boston, Waltham, Watertown, Wellesley, Winthrop

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange

Locality	Local Calling Area
Acton	Concord, Harvard, Littleton, Maynard, Westford
Amesbury	Merrimac, Newbury port, [South Hampton, NH], West Newbury
Andover	Lawrence, Lowell, North Reading, Wilmington
Ashburnham	Ashby, Fitchburg, Gardner, Westminster, Winchendon
Ashby	Ashburnham, Fitchburg, Townsend
Assonet	Fall River, Rochester, Taunton
Athol (New Salem, Orange, and Warwick Only)	[Bernardston], [Charlemont], [Corlain], [Conway], [Fitzwilliam, NH], [Greenfield], [Millers Falls], [Monroe Bridge Locality], [Montague], [Northfield], Orange, Petersham, [Shelburne Falls], [South Deerfield], Templeton, [Turners Falls], Winchendon, [Winchester, NH]
Athol, Other	[Fitzwilliam, NH], Orange, Petersham, Templeton, Winchendon, [Winchester, NH]
Attleboro	Mansfield, North Attleboro, Norton, Rehoboth Zone, Southgate Locality
Auburn	Boylston, Grafton, Holden, Leicester, Millbury, Oxford, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Ayer	Bolton, Clinton, Groton, Harvard, Leominster, Littleton, Shirley
Barnstable	Dennis, Hyannis, Osterville, Sagamore
Barre	[Gilbertville], Hubbardston, North Brookfield, Oakham, Petersham, Rutland, Templeton
Bellingham	Blackstone Locality, Franklin, Medway, Milford
Berlin	Bolton, Boylston, Clinton, Hudson, Marlboro, Northboro
Beverly	Danvers, Hamilton, Manchester, Peabody, Salem
Billerica	Burlington, Concord, Lexington, Lowell, Wilmington
Blackstone Locality	Bellingham, [Cumberland Hill, RI], Franklin, Milford, Uxbridge, [Woonsocket RI], Wrentham

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Bolton	Ayer, Berlin, Clinton, Harvard, Hudson, Maynard
Boylston	Auburn, Berlin, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Rutland, Spencer, Shrewsbury, Sterling, West Boylston, Worcester
Brewster	Dennis, Harwich, Orleans
Bridgewater	Brockton, Bryantville, East Bridgewater, Middleboro, Taunton
Brockton	Bridgewater, East Bridgewater, Easton, Randolph, Rockland, Stoughton, Taunton, Whitman
Bryantville	Bryantville, Bridgewater, East Bridgewater, Hanover, Kingston, Middleboro, Whitman
Burlington	<p><b>Zone 1</b>            Arlington, Belmont, Billerica, Lexington, Medford, Melrose, Reading, Stoneham, Wakefield, Wilmington, Winchester, Woburn</p> <p><b>Zone 2</b>            Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Needham, Newton, revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop</p>
Buzzards Bay	Cataumet, Plymouth, Sagamore, Wareham
Carver	Kingston, Middleboro, Plymouth, Wareham
Cataumet	Buzzards Bay, Falmouth, Osterville, Sagamore
Charlton	Leicester, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Webster
Chatham	Harwich, Orleans
Chilmark	Edgartown, Vineyard Haven
Clinton	Ayer, Berlin, Bolton, Boylston, Leominster, Sterling, West Boylston, Worcester



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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Concord	Acton, Billerica, Lexington, Lincoln, Lowell, Maynard, Sudbury, Wayland, Westford
Danvers	Beverly, Hamilton, Lawrence, Lynnfield, North Reading, Peabody, Salem, Topsfield
Dennis	Barnstable, Brewster, Harwich, Hyannis
Dighton	Fall River, Rehoboth Zone, Taunton
Dover	Dedham, Medfield, Natick, Needham, Norwood, Walpole, Wellesley
Duxbury	Kingston, Marshfield
East Bridgewater	Bridgewater, Brockton, Bryantville, Whitman
East Douglas	Millbury, Oxford, [Pascoag, RI], Uxbridge, Webster, Whitinsville
Easton	Brockton, Mansfield, Norton, Sharon, Stoughton, Taunton
Edgartown	Chilmark, Vineyard Haven
Essex	Gloucester, Hamilton, Ipswich, Manchester
Fall River	Assonet, Dighton, [Little Compton, RI], New Bedford, North Swansea Locality, Rehoboth, Rochester, [Tiverton, RI], Westport
Falmouth	Cataumet, Osterville
Fitchburg	Ashburnham, Ashby, Leominster, Lunenburg, Townsend, Westminster
Foxboro	Mansfield, North Attleboro, Sharon, Walpole, Wrentham
Farmington	Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland
Franklin	Bellingham, Blackstone Locality, Medfield, Medway, Millis, Walpole, Wrentham
Gardner	Ashburnham, Hubbardston, Templeton, Westminster, Winchendon

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Georgetown	Haverhill, Lawrence, Newburyport, Rowley, Topsfield
Gloucester	Essex, Manchester, Rockport
Grafton	Auburn, Boylston, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Upton, West Boylston, Westboro, Whitinsville, Worcester
Groton	Ayer, Littleton, Lunenburg, Pepperell, Shirley, Townsend, Tyngsboro, Westford
Hamilton	Beverly, Danvers, Essex, Ipswich, Manchester, Topsfield
Hanover	Bryantville, Kingston, Marshfield, Norwell, Rockland, Whitman
Harvard	Acton, Ayer, Bolton, Littleton, Maynard
Harwich	Brewster, Chatham, Dennis, Orleans
Haverhill	Georgetown, [Hampstead, NH], [Kingston, NH], Lawrence, Merrimac, Newburyport, [Plaistow, NH], West Newbury
Holden	Auburn, Boylston, Grafton, Leicester, Millbury, Oakham, Princeton, Rutland, Shrewsbury, Spencer, Sterling< West Boylston, Worcester
Holliston	Farmington, Hopkinton, Medway, Milford, Millis, Natick
Hopkinton	Framingham, Holliston, Marlboro, Milford, Upton, Westboro
Hubbardston	Barre, Gardner, Princeton, Rutland, Templeton, Westminster
Hudson	Berlin, Bolton, Marlboro, Maynard, Sudbury
Huntington	Becket, Blandford, Chester, Chesterfield, Easthampton, Russell, Worthington
Hyannis	Barnstable, Dennis, Osterville
Ipswich	Essex, Hamilton, Rowley, Topsfield
Kingston	Bryantville, Carver, Duxbury, Hanover, Marshfield, Middleboro, Plymouth
Lawrence	Andover, Danvers, Georgetown, Haverhill, Lowell, North Reading, [Salem, NH], Topsfield
Leicester	Auburn, Boylston, Charlton, Grafton, Holden, Millbury, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West Boylston, Worcester

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Leominster	Ayer, Clinton Fitchburg, Lunenburg, Princeton, Shirley, Sterling, Westminster
Littleton	Acton, Ayer, Groton, Harvard, Westford
Lowell	Andover, Billerica, Concord, Lawrence, [Pelham, NH], Tyngsboro, Westford, Wilmington
Lunenburg	Fitchburg, Groton, Harvard, Westford
Lynn	<b>Zone 1</b> Chelsea, East Boston, Everett, Lynnfield, Malden, Marblehead, Melrose, Peabody, Revere, Salem, Saugus, Stoneham, Wakefield, Winthrop <b>Zone 2</b> Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, Hingham, Hull, Jamaica Plain, Lexington, Medford, Milton, Newton, Quincy, Reading, Roxbury, Somerville, South Boston, Watertown, Winchester, Woburn
Lynnfield	Danvers, Lynn, North Reading, Peabody, Reading, Saugus, Wakefield
Manchester	Beverly, Essex, Gloucester, Hamilton
Mansfield	Attleboro, Easton, Foxboro, North Attleboro, Norton, Sharon
Marblehead	Lynn, Salem
Marion	Mattapoisett, Rochester, Wareham
Marlboro	Berlin, Framingham, Hopkinton, Hudson, Maynard, Northboro, Sudbury, Westboro
Marshfield	Duxbury, Hanover, Kingston, Norwell
Mattapoisett	Marion, New Bedford, Rochester
Maynard	Acton, Bolton, Concord, Harvard, Hudson, Marlboro, Sudbury
Medfield	Dover, Franklin, Holliston, Milford, Millis
Merrimac	Amesbury, Haverhill, West Newbury
Middleboro	Bridgewater, Bryantville, Carver, Kingston, Rochester, Taunton, Wareham
Milford	Bellingham, Blackstone Locality, Holliston, Hopkinton, Medway, Upton, Uxbridge, Whitinsville

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Millbury	Auburn, Boylston, East Douglas, Grafton, Holden, Leicester, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West Boylston, Whitinsville, Worcester
Millis	Franklin, Holliston, Medfield, Medway, Natick
Nantucket	Siasconset
Natick	Dover, Framingham, Holliston, Medfield, Millis, Waltham, Wayland, Wellesley
New Bedford	Fall River, Mattapoisett, Rochester, Westport
Newburyport	Amesbury, Georgetown, Haverhill, Rowley, [Seabrook, NH], West Newbury
North Attleboro	Attleboro, Foxboro, Mansfield, Southgate Locality, Wrentham
Northboro	Berlin, Boylston, Marlboro, Shrewsbury, Westboro, Worcester
North Brookfield	Barre, Charlton, [Gilbertville], Oakham, Spencer, Sturbridge, [Warren]
North Reading	Andover, Danvers, Lawrence, Lynnfield, Reading, Wilmington
North Swansea Locality	[Bristol, RI Zone], Fall River, [Providence, RI Zone], Rehoboth Zone, Seekonk Locality, [Warren, RI Zone]
Norton	Attleboro, Easton, Mansfield, Rehoboth Zone, Taunton
Norwell	Hanover, Hingham, Marshfield, Rockland, Scituate
Oakham	Auburn, Barre, Boylston, Grafton, Holden, Leicester, Millbury, North Brookfield, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Orange	[Amherst (Leverett, Shutesbury and Sunderland only)], [Ashfield], Athol, [Bernardston], [Charlemont], [Colrain], [Conway], [Greenfield], [Millers Falls], [Montague], [Monroe Bridge Locality], [Northfield], Petersham, [Shelburne Falls], [South Deerfield], [Turners Falls]
Orleans	Brewster, Chatham, Harwich, Wellfleet
Osterville	Barnstable, Cataumet, Falmouth, Hayannis, Sagamore
Oxford	Auburn, Charlton, East Douglas, Leicester, Millbury, Webster, Worcester
Peabody	Beverly, Danvers, Lynn, Lynnfield, Salem

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Pepperell	Groton, Townsend, Tyngsboro
Petersham	Athol, Barre, Orange, Templeton
Plymouth	Buzzards Bay, Carver, Kingston, Sagamore, Wareham
Princeton	Holden, Hubbardston, Leominster, Rutland, Sterling, Westminster
Provincetown	Wellfleet
Rehoboth (Zone of the Metropolitan Providence, RI Exchange)	Attleboro, Dighton, Fall River, North Swansea, Norton, [Providence, RI Zone], Seekonk Locality, Southgate Locality, Taunton
Rochester	Assonet, Fall River, Marion, Mattapoisett, Middleboro, New Bedford, Taunton, Wareham
Rockland	Brockton, Hanover, Hingham, Norwell, Randolph, Weymouth, Whitman
Rockport	Gloucester
Rowley	Georgetown, Ipswich, Newburyport, Topsfield
Rutland	Auburn, Barre, Boylston, Grafton, Holden, Hubbardston, Leicester, Millbury, Oakham, Princeton, Shrewsbury, Spencer, West Boylston, Worcester
Sagamore	Barnstable, Buzzards Bay, Cataumet, Osterville, Plymouth
Salem	Beverly, Danvers, Lynn, Marblehead, Peabody
Saugus	<b>Zone 1</b> Arlington, Boston Central, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Reading, Revere, Somerville, Stoneham, Wakefield, Winchester, Winthrop, Woburn
Scituate	Cohasset, Hingham, Marshfield, Norwell
Seekonk Locality	[Bristol, RI], [Centredale, RI], [Coventry, RI], [Cumberland Hill, RI], [Greenwich, RI Zone], North Swansea Locality, [Pawtucket, RI], [Providence, RI], Rehoboth Zone, [Scituate, RI Zone], Southgate Locality, [Warren, RI], [Warwick, RI], [West Warwick, RI Zone],

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Sharon	Canton, Easton, Foxboro, Mansfield, Norwood, Stoughton, Walpole
Shirley	Ayer, Groton, Leominster, Lunenburg
Shrewsbury	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oakham, Northboro, Rutland, Spencer, West Boylston, Westboro, Worcester
Siasconset	Nantucket
Southbridge	Charlton, Sturbridge, Webster
Southgate Locality	Attleboro, [Centredale, RI Zone], [Cumberland Hill, RI], North Attleboro, [Pawtucket, RI Zone], [Providence, RI Zone], Rehoboth Zone, Seekonk Locality
Spencer	Auburn, Boylston, Charlton, Grafton, Holden, Leicester, Millbury, North Brookfield, Oakham, Rutland, Shrewsbury, West Boylston, Worcester
Sterling	Boylston, Clinton, Holden, Leominster, Princeton, West Boylston, Worcester
Stoughton	Brockton, Canton, Easton, Randolph, Sharon
Sturbridge	[Brimfield], Charlton, North Brookfield, Southbridge, [Warren]
Sudbury	Concord, Framingham, Hudson, Marlboro, Maynard, Wayland
Taunton	Assonet, Bridgewater, Brockton, Dighton, Easton, Middleboro, Norton, Rehoboth Zone, Rochester
Templeton	Athol, Barre, Gardner, Hubbardston, Petersham, Winchendon,
Topsfield	Danvers, Georgetown, Hamilton, Ipswich, Lawrence, Rowley
Townsend	Ashby, Fitchburg, Groton, Lunenburg, Pepperell
Tyngsboro	Groton, Lowell, [Nashua, NH], Pepperell, Westford
Upton	Grafton, Hopkinton, Milford, Westboro, Whitinsville
Uxbridge	Blackstone Locality, East Douglas, Milford, [Pascoag, RI], Whitinsville
Vineyard Haven	Chilmark, Edgartown

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Walpole	Dover, Foxboro, Franklin, Medfield, Norwood, Sharon, Wrentham
Wareham	Buzzards Bay, Carver, Marion, Middleboro, Plymouth, Rochester
Wayland	Concord, Framingham, Lincoln, Natick, Sudbury, Waltham
Webster	Charlton, East Douglas, [North Thompson, CT], Oxford, Southbridge
Wellfleet	Orleans, Provincetown
Westboro	Grafton, Hopkinton, Marlboro, Northboro, Shrewsbury, Upton, Worcester
West Boylston	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Sterling, Worcester
Westford	Acton, Concord, Groton, Littleton, Lowell, Tyngsboro
Westminster	Ashburnham, Fitchburg, Gardner, Hubbardston, Leominster, Princeton
West Newbury	Amesbury, Haverhill, Merrimac, Newburyport
Westport	Fall River, [Little Compton, RI], New Bedford
Whitinsville	East Douglas, Grafton, Millbury, Milford, Upton, Uxbridge
Whitman	Brockton, Bryantville, East Bridgewater, Hanover, Rockland
Wilmington	Andover, Billerica, Burlington, Lowell, North Reading, Reading, Woburn
Winchendon	Ashburnham, Athol, [Fitzwilliam, NH], Gardner, [Rindge, NH], Templeton
Worcester	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Oxford, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Westboro
Wrentham	Blackstone Locality, Foxboro, Franklin, North Attleboro, Walpole

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Adam	Charlemont, Cummington, Dalton, North Adams, Pittsfield, [Stamford, VT Locality], Williamstown
Amherst (Leverett, Shutesbury and Sunderland only)	Ashfield, [Athol (Salem, Orange and Warwick only)], Belchertown, Bernardston, Charlemont, Colrain, Conway., Greenfield, Hatfield, Holyoke, Millers Falls, Monroe Bridge Locality, Montague, Northampton, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls
Amherst, other	Belchertown, Hatfield, Holyoke, Montague, Northampton, [Orange], South Deerfield
Ashfield	Amherst (Leverett, Shutesbury and Sunderland only), [Athol (Salem, Orange and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Cummington, Greenfield, Mills Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls, Williamsburg
Becket	Blandford, Chester, Hinsdale, Huntington, Lee, Lenox, Otis, Pittsfield, Worthington
Belchertown	Amherst, Ludlow, Palmer, Ware
Bernardston	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (Salem, Orange and Warwick only)], Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls, Williamsburg
Blandford	Becket, Chester, Granville, Huntington, Otis, Russell, Sandisfield, Westfield
Brimfield	Monson, palmer, [Sturbridge], Warren
Charlemont	Adams, Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (Salem, Orange and Warwick only)], Bernardston, Colrain, Conway, Cummington, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, North Adams, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls



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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

<b>Locality</b>	<b>Local Calling Area</b>
Chester	Becket, Blandford, Huntington, Otis
Chesterfield	Cummington, Easthampton, Huntington, Williamsburg, Worthington
Chicopee	East Longmeadow, Granby (exchange of the Granby Telephone and Telegraph Company), Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Colrain	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (New Salem, Orange and Warwick only)], Bernardston, Charlemont, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls, Williamsburg
Cummington	Adams, Ashfield, Charlemont, Chesterfield, Dalton, Hinsdale, Williamsburg, Worthington
Dalton	Adams, Cummington, Hinsdale, Pittsfield
Easthampton	Chesterfield, Holyoke, Huntington, Northampton, Russell, Westfield, Williamsburg
East Longmeadow	Chicopee, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Gilbertville	[Barre], [North Brookfield], Ware
Granville	Blandford, Sandisfield, Southwick, Westfield
Great Barrington	Housatonic, Lee, Otis, Sandisfield, Stockbridge, Sheffield, West Stockbridge
Greenfield	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (New Salem, Orange and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Hampden	Chicopee, East Longmeadow, Holyoke, Longmeadow, Ludlow, Monson, Southwick, Springfield, Westfield, Wilbraham
Hatfield	Amherst, Northampton, South Deerfield, Williamsburg
Hinsdale	Becket, Cummington, Dalton, Pittsfield, Worthington
Holyoke	Amherst, Chicopee, Easthampton, East Longmeadow, Granby (Granby Telephone and Telegraph), Hampden, Longmeadow, Ludlow, Northampton, Southwick, Springfield, Westfield, Wilbraham
Housatonic	Great Barrington, Stockbridge, West Stockbridge
Huntington	Becket, Blandford, Chester, Chesterfield, Easthampton, Russell, Worthington
Lee	Becket, Great Barrington, Lenox, Otis, Stockbridge
Lenox	Becket, Lee, Pittsfield, Stockbridge, West Stockbridge
Longmeadow	Chicopee, East Longmeadow, Hampden, Holyoke, Ludlow, Southwick, Springfield, Westfield, Wilbraham
Ludlow	Belchertown, Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Palmer, Southwick, Springfield, Westfield, Wilbraham
Millers Falls	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield [Athol (New Salem, Orange, and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls
Monroe Bridge Locality	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield [Athol (New Salem, Orange, and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, [Jacksonville, VT], Millers Falls, Montague, North Adams, Northfield, [Orange], [Readsboro, VT], Shelburne Falls, South Deerfield, [Stamford, VT Locality], Turners Falls
Monson	Brimfield, Hampden, Palmer, Wilbraham

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Montague	Amherst, Ashfield, [Athol (New Salem, Orange, and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Northfield, [Orange], Shelburne Falls, South Deerfield, Turners Falls
North Adams	Adams, Charlemont, Monroe Bridge Locality, [Pownal, VT], [Readsboro, VT], [Stamford, VT locality], Williamstown
Northampton	Amherst, Easthampton, Hatfield, Holyoke, Williamsburg
Northfield	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (New Salem, Orange and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, [Orange], Shelburne Falls, South Deerfield, Turners Falls, [Winchester, NH]
Otis	Becket, Blandford, Chester, Great Barrington, Lee, Sandisfield
Palmer	Belchertown, Brimfield, Ludlow, Monson, Ware, Warren, Wilbraham
Pittsfield	Adams, Becket, Dalton, Hinsdale, Lenox, Richmond (Richmond Tel. Co.), Williamstown
Russell	Blandford, Easthampton, Huntington, Westfield
Sandfield	Blandford, Granville, Great Barrington, Otis, Sheffield, [Winsted, CT]
Sheffield	Great Barrington, Sandisfield
Shelburne Falls	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (New Salem, Orange and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], South Deerfield, Turners Falls
South Deerfield	Amherst, Ashfield, [Athol (New Salem, Orange, and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Hatfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, Turners Falls, Williamsburg
Southwick	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Westfield, Wilbraham

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4.4 Calling Area Legend and Charges (Cont'd.)

4.4.2 Outside the Metropolitan Boston Exchange (Cont'd.)

Locality	Local Calling Area
Springfield	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Westfield, Wilbraham
Stockbridge	Great Barrington, Housatonic, Lee, Lenox, West Stockbridge
Turners Falls	Amherst (Leverett, Shutesbury and Sunderland only), Ashfield, [Athol (New Salem, Orange and Warwick only)], Bernardston, Charlemont, Colrain, Conway, Greenfield, Millers Falls, Monroe Bridge Locality, Montague, Northfield, [Orange], Shelburne Falls, South Deerfield
Ware	Belchertown, Gilbertville, Palmer, Warren
Warren	Brimfield, [North Brookfield], Palmer, [Sturbridge], Ware
Westfield	Branford, Chicopee, Easthampton, East Longmeadow, Granville, Hampden, Holyoke, Longmeadow, Ludlow, Russell, Southwick, Springfield, Wilbraham
West Stockbridge	Great Barrington, Housatonic, Lenox, Stockbridge
Wilbraham	Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Monson, Palmer, Southwick, Springfield, Westfield
Williamsburg	Ashfield, Chesterfield, Conway, Cummington, Easthampton, Hatfield, Northampton, South Deerfield
Williamstown	Adams, North Adams, Pittsfield, [Pownal, VT], [Stamford, VT Locality]
Worthington	Becket, Chesterfield, Cummington, Hinsdale, Huntington

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES, (CONT'D.)

4.4 Calling Area Legend and Charges (Cont'd.)

4.4.1 Residential and Business Usage Rates

A. Flat Rate Line

	1 Yr. Term	2 Yr. Term	3 Yr. Term
Zone 1 Call	\$23.62 <b>(I)</b>	\$20.96 <b>(I)</b>	\$18.85 <b>(I)</b>

1. Non-Recurring Service Charge \$45.00 per line  
 for Flat Rate Line

2. Local Measured Service

Billing: One minute minimum/One-minute increments  
 Rates: All rates shown are per-minute rates.

	1 Yr. Term	2 Yr. Term	3 Yr. Term
Zone 1 Call	\$0.018	\$0.016	\$0.014
Zone 2 Call	\$0.028	\$0.026	\$0.022

3. College/University Local Measured Service Program

This program will be available to administrative sections of college, universities and other institutions of higher education throughout the commonwealth of Massachusetts.

Billing: One minute minimum/One minute increments  
 Rate: All rates shown are per-minute rates.

	University LMS Program Rate
Zone 1 Call	\$0.015
Zone 2 Call	\$0.015

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SECTION 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.2 Description of Features

- A. Blocking Service or a telephonic block can only be removed pursuant to a written request by the subscriber of record, or the subscriber of record providing the correct password over the telephone, or by a request made in person by such subscriber. The subscriber of record can provide a personal password to use to remove blocking service at the time blocking service is established.

5.1.3 Rates and Charges

A. Calling Features

	<u>Monthly Recurring Charge</u>
Anonymous Call Rejection	n/c
Ascending/Regular Hunting, per line	n/c
Automatic Call Return	\$4.82 (I)
Automatic Call Redial	\$4.82 (I)
Call Forward All Calls	\$4.82 (I)
Call Forward Busy	\$4.82 (I)
Call Forward Don't Answer	\$4.82 (I)
Call Forward Plus	\$9.63 (I)
Call fwd remote Access (Cust Program)	\$4.82 (I)
Call Fed Variable (Cust. Program)	\$4.82 (I)
Call Forward Remote (no access)	\$29.54 (I)
Call Hold 1 & 2	\$4.82 (I)
Call Privacy (aka Per Call Restrict)	n/c
Call Trace (customer originated)	\$4.82 (I)
Call Transfer	\$4.82 (I)
Call Waiting	\$4.82 (I)
Caller ID (incoming)	\$4.82 (I)
Caller ID Plus Name (incoming)	\$4.82 (I)
Caller ID (outgoing)	n/c
Caller ID Plus Name (outgoing)	n/c
Customized Ringing	\$4.82 (I)
DID DNIS	\$9.63 (I)
Forward Circular Hunting	n/c
Hunting/Non-Hunting Number	n/c
Speed Calling (8 & 30)	\$4.82 (I)

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.1 CUSTOM CALLING SERVICE (Cont'd.)

5.1.3 Rates and Charges (Cont'd.)

A. Calling Features (Cont'd.)	<u>Monthly Recurring Charge</u>	<u>Non- Recurring Charge</u>
ANI (DINS with ANI forwarding), per number	\$22.22 <b>(I)</b>	N/A
Three Way Calling	\$4.82 <b>(I)</b>	N/A
Uniform Call Distribution	n/c	N/A
Queuing (UCD w/ generic Announcement)	\$4.82 <b>(I)</b>	N/A
B Channel Transfer/PRI T1	\$29.54 <b>(I)</b>	N/A
Local Account Codes, Non-Verified	n/c	N/A
Local Account codes, Verified	\$22.22 <b>(I)</b>	N/A
Expanded Rate Centers (up to 5) per rate center	\$74.06 <b>(I)</b>	N/A
Remote Call Forwarding – per number	\$29.54 <b>(I)</b>	N/A
Remote Call Forwarding – per path	\$4.82 <b>(I)</b>	N/A
Selective Call Rejection	\$5.19 <b>(I)</b>	N/A
Selective Call Acceptance	\$5.19 <b>(I)</b>	N/A
Selective Call Forward	\$5.19 <b>(I)</b>	N/A
Selective Distinctive Alerting	\$5.19 <b>(I)</b>	N/A
PRI Call by Call	\$33.33 <b>(I)</b>	N/A
Redirect Number Delivery	\$100.00	N/A
Direct Trunk Overflow (DTO)	\$73.98 <b>(I)</b>	\$25.00
Remote Access DTO	\$14.81 <b>(I)</b>	N/A

5.1.4 Direct Trunk Overflow (DTO)

The Direct Trunk Overflow feature gives the Customer another termination option if all their DID trunks are busy. This all-trunks-busy condition may be caused either by legitimate heavy incoming traffic or by a trouble condition where the T-1 system is down and the 5ESS senses that trouble as an all-trunks-busy condition. During either busy condition, the incoming call attempts to terminate to the DID group. When the 5ESS sees all trunks busy, it will choose an alternate route for the call to a telephone number that is programmed in the 5ESS only. This telephone number has the Call Forward Remote feature assigned to it and forwards the call to a number chosen by the Customer. Rates for DTO can be found in Section 5.1.3 preceding.

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.2 CUSTOM CALLING SERVICE (Cont'd.)

5.1.4 Direct Trunk Overflow (DTO) (Cont'd.)

Remote Access DTO enables the customer to activate and/or update the Call Forwarding on their DTO from any location. The customer uses a provided remote-access toll free number, the DTO Call Forwarding line and their four-digit PIN to review or change their call forwarding number. Rates for Remote Access DTO can be found in Section 5.1.3 preceding.

5.3 LASS SERVICES

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

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

5.4.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible subscribers and to the Department. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
  - B. During a Service Trial, the service(s) is provided automatically to all eligible subscribers, except those subscribers who choose not to participate. Subscribers will be offered the opportunity to decline the trial service both in advance and during the trial. A subscriber can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, subscribers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
  - C. During a Promotional Trial, the service is provided to all eligible subscribers who ask to participate. Subscribers will be notified in advance of the opportunity to receive the service in the trial for free. A subscriber can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, subscribers that do not contact the Company will be disconnected from the service.
  - D. Subscribers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per subscriber, per premises.
  - E. The Company retains the right to limit the size and scope of a Promotional Trial.
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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

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

5.5.2 Rate Application

A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress,  
or

2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the subscriber requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE (Cont'd.)

5.5.3 Busy Line Verification and Interrupt Service Rates

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

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

Per Request

Busy Line Verification:	\$9.99 (I)
Busy Line Interrupts:	\$9.99 (I)
Intercept Call Completion:	\$0.74 (I)

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.6 TRAP CIRCUIT SERVICE

5.6.1 General

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

5.6.2 Regulations

- A. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.6 TRAP CIRCUIT SERVICE (Cont'd.)

5.6.2 Regulations (Cont'd.)

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

5.6.3 Rates

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

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A subscriber may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A subscriber can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

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

- A. Calls from pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The subscriber must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 8 of this Tariff, up to a maximum of 50 requests per month.
- E. Exchange lines of the Commonwealth of Massachusetts and its political subdivisions.

5.7.3 Rates

The directory assistance charge applies after the call allowance of ten calls per line.

All Local Directory Assistance, per request: \$1.99

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.9 [RESERVED FOR FUTURE USE]

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.10 BLOCKING SERVICE

5.10.1 General

Blocking service is a feature that permits subscribers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business subscribers:

- A. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
  - B. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
  - C. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
  - D. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any subscriber-dialed call that has a long distance charge associated with it.  
  
Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
  - E. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
  - F. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business subscribers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.
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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.10 BLOCKING SERVICE (Cont'd.)

5.10.2 Regulations

- A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.

5.10.3 Rates and Charges

A. Nonrecurring Charges

900 and 700 Blocking	
- Residential	\$ 0.00
- Business (up to 200 lines)	See Note
900, 971, 974, and 700 Blocking	
- Residential	\$ 0.00
- Business (up to 200 lines)	See Note

Connection charges apply as specified in Section 3 of this tariff.

Note: Blocking service is provided to residential subscribers at no additional charge. Business subscribers electing either service 90 days after the establishment of service will be charged \$9.00

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.10 BLOCKING SERVICE (Cont'd.)

5.10.3 Rates and Charges (Cont'd.)

B. Recurring Charges

Third Number Billed and Collect Call Restriction	
- Residential	\$ 0.00
- Business (up to 200 lines)	\$ 0.00
Toll Restriction	
- Residential	\$ 0.00
- Business (up to 200 lines)	\$ 0.00
Toll Restriction Plus	
- Residential	\$ 0.00
- Business (up to 200 lines)	\$ 0.00
Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	\$ 0.00
- Subsequent Activation (per line)	\$ 0.00

1. Pricing for Blocking Service for a business subscriber with more than 200 lines will be based on the costs incurred by Company to provide the service.
2. Connection charges apply as specified in Section 3 of this tariff.

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 [RESERVED FOR FUTURE USE]

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

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

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

Period of Suspension	Charge
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one-year limit)	2 Regular Monthly Rate

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SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.13 CHATLINE SERVICES

5.13.1 Provision of Content-type or Chatline-type Services

- A. Pursuant to the Commission's March 3, 1999 Notice, and subsequent notice dated August 5, 2005, the Company will designate a specific NXX code as a blockable content related services code for any content-type or chatline-type services it offers. Access to such code will be limited to customers within the applicable LATA.
- B. Any customer intending to use the Company's service to operate a content-type or chatline-type service, or to allow its Company service to be used by an operator of such a service, shall first so notify the Company in writing, and shall request a blockable telephone number from the Company for such service. No customer may use any Company service to operate a content-type or chatline-type service, or to allow its Company service to be so used by any third party, unless the service is on a blockable code.
- C. The Company will terminate service, in accordance with the procedures set forth in this tariff, to information providers or other entities that violate its tariff terms and conditions relating to the blocking of content-type or chatline-type services.

As of February 15, 2005, the Company will no longer provide services, as described in this tariff, to Chatline or Chatline type providers.

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

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

- 6.1.1 place and receive calls from other stations on the public switched telephone network;
  - 6.1.2 access the Company's local calling service;
  - 6.1.3 access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
  - 6.1.4 access the service of providers of interexchange service. A subscriber may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). To the extent that intraLATA presubscription is available, at the time of initial subscription, the subscriber shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the subscriber does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the subscriber's intra-LATA PIC.
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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (CONT'D.)

6.2 SERVICE DESCRIPTIONS

The following Residential Network Switched Service Options are offered:

Residential Measured Rate Service

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

6.2.1 Measured Rate Service

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

A. Description

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

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

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

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (CONT'D.)

6.2 SERVICE DESCRIPTIONS (Cont'd.)

6.2.1 Measured Rate Service (Cont'd.)

A. Description (Cont'd.)

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

B. Recurring and Nonrecurring Charges

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

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

See Rate Schedule in Section 4.3 of this Tariff.

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (CONT'D.)

6.2 SERVICE DESCRIPTIONS (Cont'd.)

6.2.1 Measured Rate Service (Cont'd.)

C. Local Measured Service Time Periods:

See Time Periods and Rate Schedule in Section 4.3 of this Tariff.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

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

- 7.1.1 receive calls from other stations on the public switched telephone network;
- 7.1.2 access the Company's local calling service;
- 7.1.3 access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- 7.1.4 access the service of providers of interexchange service or intraLATA toll service. A subscriber may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). To the extent that intraLATA presubscription is available, at the time of initial subscription, the subscriber shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the subscriber does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the subscriber's intra-LATA PIC.

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

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

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS

The following Business Access Service Options are offered:

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

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

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

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.1 Basic Business Line Service (Cont'd.)

A. General

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

The following Advanced Features are available at an additional charge:

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

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the subscriber

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.1 Basic Business Line Service (Cont'd.)

B. Measured Rate Basic Business Line Service

1. Description

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

2. Recurring and Nonrecurring Charges

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

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.2 Public Access Line Service

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

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.3 PBX Trunk Service

A. General

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

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

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

Customers subscribing to DID service are subject to the terms set forth in PAETEC Communications, LLC MA DTE Tariff No. 1, Section 3.3.2, 3.3.4 and 3.3.6

Each DS0 level Trunk has the following characteristics:

Terminal Interface: 2-wire or 4-wire, as required for the provision of service

Signaling Type: Loop, Ground, E&M I, II, III

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

Directionality: In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.3 PBX Trunk Service (Cont'd.)

B. Measured Rate PBX Trunks

1. Description

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

2. Recurring and Nonrecurring Charges

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

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.3 PBX Trunk Service (Cont'd.)

C. Measured Rate Analog PBX Trunks

1. Recurring and Nonrecurring Charges: N/A

Terminal Numbers: N/A

1-20 lines in terminal group: N/A

100 lines in terminal group: N/A

2. Measured Usage Charges

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

D. [RESERVED FOR FUTURE USE]

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.4 Rates

A. PBX Trunks (minimum of 24)

	Measured Monthly (\$)	Service NRC (\$)
<b>ONE YEAR TERM</b>		
DID Trunk, per line	\$64.01 (I)	\$45.00
DOD Trunk, per line	\$20.73 (I)	\$45.00
Two Way Combo Trunk	\$64.01 (I)	\$45.00
PBX/Attendant Trunk	\$20.73 (I)	\$45.00
<b>TWO YEAR TERM</b>		
DID Trunk, per line	\$56.67 (I)	\$45.00
DOD Trunk, per line	\$18.07 (I)	\$45.00
Two Way Combo Trunk	\$56.67 (I)	\$45.00
PBX/Attendant Trunk	\$18.07 (I)	\$45.00
<b>THREE YEAR TERM</b>		
DID Trunk, per line	\$50.40 (I)	\$45.00
DOD Trunk, per line	\$15.95 (I)	\$45.00
Two Way Combo Trunk	\$50.40 (I)	\$45.00
PBX/Attendant Trunk	\$15.95 (I)	\$45.00

Monthly Recurring Charge

B.	DID Numbers	<u>Advantage Business Lines</u>	<u>All Customers?</u>
	Per 20 numbers	N/A	\$8.89 (I)

Non-Recurring Charge

	DID Trunk Set up Charge	\$13.82	\$0.00
C.	One Way Toll-Free Trunk	N/A	
D.	Order Charge	\$15.00 each additional line/trunk	

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd.)

7.2.5 Term Liability/Termination Charges

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

7.2.6. PRI T-1 Service

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

A. PRI T-1 Rates

		<u>Recurring Charge</u>	<u>Nonrecurring Charge</u>
PRIT1	1 yr. Term	\$2,962.40 (I)	\$300.00
PRIT1	2 yr. Term	\$2,666.16 (I)	\$300.00
PRIT1	3 yr. Term	\$2,369.92 (I)	\$300.00
DigitalT1	1 yr. Term	\$2,962.40 (I)	\$300.00
DigitalT1	2 yr. Term	\$2,666.16 (I)	\$300.00
DigitalT1	3 yr. Term	\$2,369.92 (I)	\$300.00

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Little Rock, AR 72212

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

At this time PAETEC does not provide services under the Lifeline Program.

8.2 RESERVED FOR FUTURE USE

**\* Effective April 1, 2012, the Link Up America Program is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).**

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 The Company will provide, upon request, specialized telecommunications equipment for a subscriber certified as hearing or speech impaired.
  - 8.3.2 A subscriber can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the Commonwealth of Massachusetts.
  - 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified subscriber.
  - 8.3.4 The subscriber may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
  - 8.3.5 The Company will also advise the subscriber who requests this equipment of the applicable terms for purchase.
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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

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

8.4.2 Certification

Acceptable certifications are:

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

8.4.3 Qualification

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

8.4.4 Billing

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

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

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

8.5.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the subscriber as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
  - B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
  - C. 911 service is furnished for incoming calls only.
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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.3 Conditions of Furnishing Service

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

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

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.6.1 General

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

8.6.2 Regulations

- A. In addition to the following, the regulations in 8.5.2 apply.
  - B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
  - C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone subscribers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.6.2 Regulations (Cont'd.)

- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
  - E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.
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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.6.3 Conditions of Furnishing Service

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

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

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.7 EMERGENCY CONTACT SERVICE

8.7.1 Description

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

8.7.2 Availability

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

8.7.3 Provisions of this service are at the sole discretion of the Customer. The Company assumes no liability for provision of this service except that covered for refunds in the event of service outage. Limitation of Liability applies as specified in Section 8.5 and 8.6 above

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

8.7.5 Rate and Charges

Monthly Recurring Charge:	\$37.03 (I)
Installation Fee:	\$150.00

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.8 PAETEC ADVANTAGE FEATURE PACK

Current Customers of the Company will be offered a month-to-month or a one to three-year agreement for Feature Pack offerings. Current late payment and verified account code charges will be applied. This service is not available in all areas currently.

1. Basic Service Features:

Business Lines	\$29.47 (I)
Business Lines – 2-year contract	\$29.47 (I)
Remote Call Forward Lines	\$29.47 (I)
Additional Paths	\$26.96 (I)
PBX Trunks	\$29.47 (I)

2. Features:

Hunting	\$0.00
Caller ID	\$13.33 (I)
Caller ID with name	\$14.08 (I)
Call Waiting	\$13.33 (I)
Call Waiting ID Name	\$15.55 (I)
Call Waiting Deluxe	\$11.11 (I)
Call Waiting Deluxe with name	\$15.55 (I)
Call Forwarding	\$13.33 (I)
Call Forwarding Don't Answer	\$8.89 (I)
Call Forward Busy	\$8.89 (I)
Call Forward Busy, Don't Answer	\$8.89 (I)

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.8 PAETEC ADVANTAGE FEATURE PACK (Cont'd.)

2. Features: (Cont'd.)

Ultra-Forward Feature Access	\$3.70 (I)
3 Way Calling	\$10.74 (I)
Speed Calling 8	\$9.26 (I)
Speed Calling 30	\$10.37 (I)
Call Trace	\$7.41 (I)
Call Return	\$8.52 (I)
Call Block	\$0.00
Repeat Dialing	\$6.67 (I)
Anonymous Call Rejection	\$6.67 (I)
Customer Ring – 1 number	\$9.34 (I)
Customer Ring – 2 numbers	\$15.70 (I)
DID Trunk Term – per trunk	\$22.22 (I)

3. Usage Plans

A. Local Measured Service	
Per Call	\$0.0100
Per Minute	\$0.0250
First Minute	\$0.0320
B. Unlimited Local Calling	
Non-Recurring Charge	\$0.00
Monthly Recurring Charge	\$30.29 (I)
C. Unlimited Local and Toll Calling	
Non-Recurring Charge	\$0.00
Monthly Recurring Charge	\$39.92 (I)

4. Non-Recurring Charge

Feature Change Charge	\$34.71
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Customers not selecting the PAETEC Advantage Local Service option may choose to select Company basic local services in combination with, or independent of, purchase of associate long-distance services as contracted or tariffed in Company's MA DTE Tariff No. 1. Customers availing themselves of this option for local service will be assessed a monthly recurring charge set at 5% less than the associated residential or business flat rate of the incumbent local exchange carrier serving the same region in which the Customer is physically located. The Customer may select an option to purchase the service via month to month billing or via a set term from one to three years. Applicable tariff incumbent local exchange carrier discounts for term services would be the basis by which the 5% Company reduction in rate would be applied. This rate discount does not apply to optional features and services selected by the customer but are as tariffed herein.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

8.9 Emergency Call Forwarding Charge

At the Customer's request, the Company may assist in activating or updating their Call Forwarding (or Call Forwarding on their DTO). The Company will provide this assistance at no cost to the Customer if the request is due to a problem with the PAETEC network. If it is not a PAETEC network problem, then the Customer will be billed a non-recurring charge per line.

Non-Recurring Charge	
Emergency Call Forwarding	\$99.00 per line



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SECTION 9 - SPECIAL ARRANGEMENTS

9.1 [RESERVED FOR FUTURE USE]

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contact Customer as specified in each individual contract. The Company will maintain records of its ICB contracts for Commission review as conditions or circumstances may require.

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SECTION 9 - SPECIAL ARRANGEMENTS, (CONT'D.)

9.4 AFFINITY GROUP SERVICES

Affinity Group One-Campuslink

Customers receiving the rates listed below are former Customers of Campuslink Communications Systems, Inc. whose local exchange and/or IntraLATA services are now being provided by PAETEC Communications, LLC All rate plans will be subject to the following billing guidelines. This plan is valid only to the following customers: Barford College, Endicott College, Tufts University, Hesser College\*, Salem State College\*, LaSalle University\* and Wheelock College\*.

Usage Rates: All Rates shown are per-minute rates.  
Billing: 18 Second minimum/60 Second Increments.

Customers are provided with Directory Assistance at \$1.99 per call.

Customers are provided with local exchange service at no charge.

\*Customer is only provided with IntraLATA service and not local exchange service.

PLAN A

IntraLATA toll service is provided at a rate of \$0.08/Day, \$0.05/Evening and \$0.04/Night per billing period.

PLAN A-1

IntraLATA toll service is provided at a rate of \$0.08 for Day, Evening Night per billing period.

PLAN A-2

IntraLATA toll service is provided at a rate of \$0.21/Day, \$0.15/Evening and \$0.10/Night per billing period.

PLAN B

All IntraLATA toll services is provided. Customer will receive a monthly recurring charge of \$7.33.

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SECTION 9 - SPECIAL ARRANGEMENTS, (CONT'D.)

9.4 AFFINITY GROUP SERVICES

Affinity Group One-Campuslink (Cont'd.)

PLAN B-1

All IntraLATA toll services is provided at the rate of \$0.10 for Day, Evening and Night. Customer will receive a monthly recurring charge of \$4.95.

PLAN B-2

IntraLATA toll service is provided at a rate of \$0.08/Day, \$0.05/Evening and \$0.04/Night per billing period. Customer will receive a monthly recurring charge of \$7.33. (I)

PLAN C

IntraLATA toll service is provided at a rate of \$0.018 for Day, Evening and Night per billing period and \$0.006 for each period thereafter.

PLAN C-1

IntraLATA toll service is provided at a rate of \$0.1732/Day, \$0.082/Evening and \$0.0497/Night per billing period and \$0.0742/Day, \$0.0675/Evening and \$0.0043/Night each period thereafter.

PLAN C-2

IntraLATA toll service is provided at a rate of \$0.2598/Day, \$0.13950/Evening and \$0.0612/Night per billing period and \$0.0612/Day, \$0.1113/Evening and \$0.0675/Night each period thereafter.

PLAN D

All IntraLATA services is provided at a rate of \$0.09 for Day, Evening and Night. Customer will receive a monthly recurring charge of \$7.33. (I)

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SECTION 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Directory Listings

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

- A. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Subscriber is no impaired thereby. Where more than one listing is required to properly list the Subscriber, no additional charge is made.
  - B. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Subscriber, will withdraw any listing which is found to be in violation of its rules with respect thereto.
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SECTION 10 - DIRECTORY, (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd.)

10.1.1 Directory Listings (Cont'd.)

- C. Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Government listings in the Government section. The Company, upon notification to the Subscriber, will withdraw any listing which is found to be in violation of its rules with respect thereto.
  - D. In order for listing to appear in an upcoming directory, the Subscriber must furnish the listing to the Company in time to meet the directory publishing schedule.
  - E. Directory listing are provided in connection with each Subscriber service as specified herein.
    - 1. Primary Listing: A primary listing contains the name of the Subscriber, or the name under which a business regularly conducted, as well as the address and telephone number of the Subscriber. This listing is provided at no additional charge.
    - 2. Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Subscriber's service, as defined herein. Rates for additional listings are specified in Section 10.1.1.E.6.
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SECTION 10 - DIRECTORY, (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd.)

10.1.1 Directory Listings (Cont'd.)

E. (Cont'd)

3. Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance. A Nonpublished Telephone Service will be furnished, at the Subscriber's request providing for the omission or deletion of the Subscriber's telephone listing from the telephone directory and, in addition, the Subscriber's telephone listing will be omitted or deleted from the directory assistance records subject to the provisions set forth in Section 10.1.1. Rates for Nonpublished Listings are specified in Section 10.1.1.E.6.
  4. Nondirectory Listed Numbers: A Nondirectory listed number will be furnished at the Subscriber's request, providing for the omission or deletion of the Subscriber's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nondirectory Listed Numbers are specified in Section 10.1.1.E.6.
  5. Foreign Listings: Where available, a listing in a phone directory which is not in the Subscriber's immediate calling area. The Subscriber will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.
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SECTION 10 - DIRECTORY, (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd.)

10.1.1 Directory Listings (Cont'd.)

E. (Cont'd)

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

A. All Customers

	<u>Per Listing or Per Number Charge</u>
Primary Listing	N/C
Additional Listing	\$7.77 (I)
Additional Indented	\$7.77 (I)
Reference/Cross Reference	\$7.77 (I)each line
Alternate Telephone Number	\$7.77 (I)each line
Duplicate Listing	\$7.77 (I)each line
E-Mail listing (where available)	\$7.77 (I)
Non-Directory Listed Number	\$5.92 (I)
Non-Published Number	\$9.63 (I)
Foreign Listing*	\$7.77 (I)

*\*Grandfathered to existing Customers at existing locations.*

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SECTION 10 - DIRECTORY, (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd.)

10.1.1 Directory Listings (Cont'd.)

E. (Cont'd)

7. [RESERVED FOR FUTURE USE]

8. Non-Recurring Charges: These charges apply for customers subscribing to PAETEC's Advantage Feature Pack only.

Listing Change Charge \$34.71

F. Service Calls: When a Subscriber reports trouble to the Company and no trouble is found in the Company facilities, the Subscriber may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Subscriber Premise until work is completed. Time is billed in 15-minute increments.

Per hour rate per technician: \$ 100.00

10.2 [RESERVED FOR FUTURE USE]

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SECTION 10 - DIRECTORY, (CONT'D.)

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 10 - DIRECTORY, (CONT'D.)

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

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

10.4.2 Allowance for Errors

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

A.. Free Listings

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

B. Charge Listings

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

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 10 - DIRECTORY, (CONT'D.)

10.4 LIABILITY OF THE COMPANY FOR ERRORS, (CONT'D.)

10.4.2 Allowance for Errors, (Cont'd.)

C. Operator Records

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

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

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SECTION 11 - [RESERVED FOR FUTURE USE]

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SECTION 12 - [RESERVED FOR FUTURE USE]

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SECTION 13 - [RESERVED FOR FUTURE USE]

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES

14.1 Undertaking of PAETEC Communications, LLC

Customers receiving the rates listed in this section are defined as customers of American Long Lines (the "Existing AmLL Customers") whose local services are now being provided by PAETEC Communications, LLC. Service is available on a full-time basis, twenty-four hours a day, seven days a week. Service is provided and billed on a monthly basis unless otherwise specified. The following rates will be available to the Existing AmLL Customers through the remaining term, if any, of the Existing AmLL Customers' respective contracts.

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.2 Payment Arrangements

14.2.1 Payment for Service

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

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

Billing and payment for service by residential Customers shall be according to M.D.T.E.18448, *Rules and Practices Relating to Telephone Service to Residential Customers*.

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.3 Deposits

14.3.1 Residential Customers

For deposits required of residential Customers, the Company agrees to comply with the requirements as set forth in M.D.T.E. 18448, Rules 4.1-4.8 in the *Rules and Practices Relating to Telephone Service to Residential Customers*.

14.3.2 Commercial Customers

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer which has established satisfactory credit and has no history of late payments to the Company.
  - B. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for residential Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.3 Deposit (Cont'd.)

14.3.2 Commercial Customers (Cont'd)

- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
  - D. The Company will pay interest on deposits at a rate based on the annual rate of interest equivalent to the rate paid on a two-year U.S. Treasury note for the preceding twelve months, ending December 31 of any year.
  - E. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
  - F. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the company. A transfer of service from one location to another within the Company's serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
  - G. Deposits will be refunded after twelve months of timely payment, with interest as specified above.
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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.4 Description of Service

14.4.1 General

ALL will provide Local Exchange Service in the Commonwealth of Massachusetts as specified herein. ALL will provide services over its own facilities or will utilize the facilities, in whole or in part, of other telecommunications companies.

The Company's Local Exchange Services provide a Customer with a telephonic connection to, and a telephone number address on, the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other services offered by the Company as set forth in this tariff;
- C. access certain interstate and international calling services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for service related assistance;
- E. access (at no additional charge) emergency services by dialing 0- or 9-1-1;
- F. access (at no additional charge) the telecommunications relay service (TRS) system by dialing 7-1-1; and
- G. access services provided by other common carriers that purchase the Company's switched access services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "full" service basis, whereby service is delivered to a demarcation/connection block at the Customer's premises.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.4 Description of Service (Cont'd.)

14.4.2 Basic Local Service Offerings

A. Residential Local Exchange Service

Residential Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Residential Local Exchange Service lines are provided for the connection of Customer provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Residential Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.4 Description of Service (Cont'd.)

14.4.2 Basic Local Service Offerings (Cont'd.)

B. Business Local Exchange Service

Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Business Local Exchange Service lines are provided for the connection of Customer provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.4 Description of Service (Cont'd.)

14.4.2 Basic Local Service Offerings (Cont'd.)

C. PBX Trunk Service

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group.

PBX Trunks are available as Inward, Outward or Two-Way combination trunks where services and facilities permit.

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges.

Recurring charges for PBX Trunk Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

D. Direct Inward Dialing (DID) Service

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and outpulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.4 Description of Service (Cont'd.)

14.4.2 Basic Local Service Offerings (Cont'd.)

E. Centrex Service\*

*\*Services in this section are grandfathered and available to existing Customers at existing locations only. Services are not available for new installations.*

(C)  
(C)

Centrex Service is a Central Office-based PBX service offered to Business Customers. A Centrex System consists of common system equipment and 2 or more Centrex Station Lines equipped with intercom calling and optional features.

Centrex Station Lines provide intercommunication on a two- to five-digit basis (activated by dialing the appropriate, pre-programmed intercom code for the terminating station) in addition to access to and from the local exchange network without Customer attendant assistance. Centrex Station Lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID) capability.

Standard features are: Call Forwarding (\*72), Three-Way Calling, Call Hold, Call Pickup, Call Transfer, Consultation Hold, and Intercom. The following features are available to Centrex customers at no additional charge: Call Forwarding, Speed Dialing, Automatic Call Back, Call Park, Call Waiting, Conference Arrangement, Directed Call Park, Directed Call Pick-Up, Directed Call Pick-Up with Barge-In, Executive Busy Override, Inside Outside Ringing, and Last Number Redial.

Centrex Services, when offered by the Company, may be provided on an Individual Case Basis (ICB) as Special Service Arrangements for large (i.e., 20 lines) arrangements, or customers requesting service other than the standard arrangements identified herein.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.5 Optional Calling Features

14.5.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

14.5.2 Feature Descriptions

- A. Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
  - B. Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.
  - C. Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.5 Optional Calling Features (Cont'd.)

14.5.2 Feature Descriptions (Cont'd.)

- A. Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.
  - E. Call Forwarding Busy Line, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
  - F. Call Forwarding Don't Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing Interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.5 Optional Calling Features (Cont'd.)

14.5.2 Feature Descriptions (Cont'd.)

- G. Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

- H. Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.5 Optional Calling Features (Cont'd.)

14.5.2 Feature Descriptions (Cont'd.)

- I. Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.
- J. Repeat Dialing: Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:
  - Calls to 800 Service numbers
  - Calls to 900 Service numbers
  - Calls preceded by an interexchange carrier access code
  - International Direct Distance Dialed calls
  - Calls to Directory Assistance
  - Calls to 911
- K. Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.5 Optional Calling Features (Cont'd.)

14.5.2 Feature Descriptions (Cont'd.)

- L. Caller ID - Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
  - M. Caller ID - Deluxe: Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
  - N. Anonymous Call Rejection: Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.6 Directory Assistance and Listing Service

14.6.1 Directory Assistance

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

The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number except as follows:

- A. The first ten (10) calls per month from a residence exchange line, main business line or PBX trunk line;
  - B. When placed from a business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped as defined by the Federal Register, Vol. 35 #126, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind;
  - C. When placed from a pay telephone;
  - D. When placed from exchange lines in the Commonwealth of Massachusetts and its political subdivisions; and
  - E. Directory assistance calls for telephone numbers which are non-listed, or non-listed and non-published, or when the DA operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.6 Directory Assistance and Listing Service (Cont'd.)

14.6.2 Directory Listing

A. General

The following rules apply to basic listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a residential listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

One basic listing for each individual line service, auxiliary line or PBX system is provided at no additional charge to the Customer. A basic listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

A name may be repeated in the white pages only when a different address or telephone number is used.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.6 Directory Assistance and Listing Service (Cont'd.)

14.6.2 Directory Listing (Cont'd.)

B. Nonpublished Service

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.6 Directory Assistance and Listing Service (Cont'd.)

14.6.2 Directory Listing (Cont'd.)

C. Nonlisted Service

Nonlisted service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.7 Local Operator Services

14.7.1 Local Operator Handled Calling Services are provided to Customers and Users of Company provided Exchange Access Service. Per call charges which reflect the level of operator assistance and billing arrangement requested by the Customer apply in addition to any other applicable local usage charges.

14.7.2 Operator Service Call Types

- A. Customer Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
  - B. Operator Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
  - C. Operator Station - These charges apply in addition to local usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed to the originating line, Collect to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.
  - D. Person-to-Person - This charge applies in addition to local 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 method, including but not limited to billing to the originating line, a Calling Card, Commercial Credit Card, Collect, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.7 Local Operator Services (Cont'd.)

14.7.3 Available Billing Arrangements

- A. Bill to Line - A billing arrangement whereby the originating caller may bill the charges for a call to the Company-provided local exchange line from which the call is placed. The terms and conditions of the Company apply to payment arrangements.
  - B. Calling Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC-issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.
  - C. Collect Billing - 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.
  - D. Commercial Credit Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.
  - E. Third Party Billing - A billing arrangement by which the 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.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.7 Local Operator Services (Cont'd.)

14.7.4 Busy Line Verification and Line Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates

14.8.1 Application of Rates and Charges

All services offered in this tariff are subject to Service Order, Nonrecurring, Monthly Recurring, and Usage Charges.

A. Call Timing for Usage Sensitive Services

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:

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.
  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).
  3. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
  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.
  5. All times refer to local time.
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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.1 Application of Rates and Charges (Cont'd.)

B. Distance Calculations

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

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 Local Exchange Routing Guide, associated with each NPA-NXX combination.

2. The airline distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.

Step 2: Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in step (b) above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: 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.

3. The formula for distance calculations is:

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



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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.3 Service Charges and Surcharges

A. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

	Residential	Business
Primary Service Order Charge	\$0.00	\$41.54
Secondary Service Order Charge	\$0.00	\$34.71
Preferred Telephone Number	\$25.00	\$25.00
Temporary Suspension Charge	\$0.00	\$8.63
Service Transfer - Records Change	\$0.00	\$34.71

B. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

	Residential	Business
Initial 30 minute increment	\$27.50	\$27.50
Each Additional 15 minute increment	\$13.75	\$13.75

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.3 Service Charges and Surcharges (Cont'd.)

C. Restoration of Service

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

	Residential	Business
Per occasion	\$10.00	\$100.00(I)



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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates

A. Residential Local Exchange Service

1. Monthly Recurring Charges

The following charges apply to Residential Local Exchange Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Cell	Month-to-Month	1-Year-Term	2-Year-Term
Metro	\$12.36	\$12.36	\$12.36
Urban	\$12.36	\$12.36	\$12.36
Suburban	\$12.36	\$12.36	\$12.36
Rural	\$12.36	\$12.36	\$12.36

2. Usage Sensitive Charges and Allowances

a. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

A. Residential Local Exchange Service (Cont'd.)

2. Usage Sensitive Charges and Allowances (Cont'd.)

b. Measured Rate Service

Local usage consists of per message and per minute charges. The following rates apply for measured usage and are based on zone designation. Per minute usage is billed in one (1) second increments. Seconds are accumulated and rounded up to the next highest minute at the time of billing.

	Message Charge	Minute Charge
128 LATA -- All times	\$0.01	\$0.016
126 LATA – Peak	\$0.01	\$0.016
126 LATA – Off-Peak	\$0.01	\$0.008

3. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 14.8.3.A of this tariff. All such charges will appear on the next bill following installation of the service.

Nonrecurring charges for installation of Residential lines are:

First Line	\$13.50
Each Additional Line	\$13.50

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

B. Business Local Exchange Service Lines

1. Monthly Recurring Charges

The following charges apply to Business Local Exchange Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Cell	Month-to-Month	1-Year-Term	2-Year-Term
Metro	\$28.00 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Urban	\$28.00 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Suburban	\$28.00 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Rural	\$28.00 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>

\* Flat rate service is not available in all exchanges. Exchanges and localities where flat rate business service is not available include:

LATA 617/508 -- Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Malden, Medford, Melrose, Milton, Newton, North Swansea, Quincy, Rehoboth, Revere, Roxbury, Seekonk, Southgate, Somerville, South Boston, Waltham, Watertown, Winthrop

LATA 413 – Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

B. Business Local Exchange Service Lines (Cont'd.)

2. Usage Sensitive Charges and Allowances

a. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

b. Measured Rate Service

Local usage consists of per message and per minute charges. The following rates apply for measured usage and are based on zone designation. Per minute usage is billed in one (1) second increments. Seconds are accumulated and rounded up to the next highest minute at the time of billing.

	Message Charge	Minute Charge
Mont-to-Month	\$0.0100	\$0.0220
One-Year Term		
Option 1	\$0.0095	\$0.0209
Option 2	\$0.0100	\$0.0125
Two-Year Term		
Option 1	\$0.0100	\$0.0100
Option 2	\$0.0050	\$0.0125
Option 3	\$0.0000	\$0.0150

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

B. Business Local Exchange Service Lines (Cont'd.)

3. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 14.8.3.A of this tariff. All such charges will appear on the next bill following installation of the service.

Nonrecurring charges for installation of Business lines are:

First Line	\$51.48
Each Additional Line	\$51.48

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

C. PBX Trunk Service

1. Trunk Charges

Except as otherwise noted herein, PBX Trunk Service is provided at the Business Local Exchange Service Lines rates and charges as specified in Section 14.8.4. Bof this tariff.

Cell	Month-to-Month	1-Year-Term	2-Year-Term
Metro	\$26.96 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Urban	\$26.96 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Suburban	\$26.96 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>
Rural	\$26.96 <b>(I)</b>	\$25.76 <b>(I)</b>	\$25.04 <b>(I)</b>

\* Flat rate service is not available in all exchanges. Exchanges and localities where flat rate PBX Trunk service is not available include:

Metropolitan Boston, North Swansea, Rehoboth, Seekonk, Southgate, Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

C. PBX Trunk Service (Cont'd.)

2. Direct Inward Dialing (DID) Service

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and nonrecurring charges for PBX Trunks as shown in this tariff. The Customer will be charged for the number of DID Number Blocks (100 numbers per block) regardless of the number of DID numbers utilized out of the available 100 numbers.

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide		
1st Block of 100 DID Numbers	N/A	\$1.58 (I)
Each Additional Block of 100 DID Numbers	N/A	\$1.58 (I)
DID Trunk Termination, per trunk equipped	\$13.82	\$22.22 (I)

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.4 Basic Local Service Rates (Cont'd.)

D. Centrex Service

Unless otherwise specifically identified, all nonrecurring, local usage and other peruse charges identified in this tariff apply to Centrex arrangements.

1. Standard Centrex Line Service

- a. CO Line Connection Charge: \$15.00
- b. Monthly Recurring Charges:

- Each Centrex Station

Cell	Month-to-Month	1-Year-Term	2-Year-Term
Metro	\$26.66 <b>(I)</b>	\$25.32 <b>(I)</b>	\$24.53 <b>(I)</b>
Urban	\$26.66 <b>(I)</b>	\$25.32 <b>(I)</b>	\$24.53 <b>(I)</b>
Suburban	\$26.66 <b>(I)</b>	\$25.32 <b>(I)</b>	\$24.53 <b>(I)</b>
Rural	\$26.66 <b>(I)</b>	\$25.32 <b>(I)</b>	\$24.53 <b>(I)</b>

2. Chargeable Optional Features, monthly recurring, per line

	Month-to-Month	1-Year-Term	2-Year-Term
Anonymous Call Rejection	\$4.44 <b>(I)</b>	\$2.67 <b>(I)</b>	\$2.22 <b>(I)</b>
Call Waiting ID (number only)	\$7.83 <b>(I)</b>	\$4.69 <b>(I)</b>	\$3.93 <b>(I)</b>
Call Waiting ID	\$9.42 <b>(I)</b>	\$5.66 <b>(I)</b>	\$4.70 <b>(I)</b>
Caller ID (number only)	\$8.27 <b>(I)</b>	\$4.96 <b>(I)</b>	\$4.13 <b>(I)</b>
Caller ID	\$9.42 <b>(I)</b>	\$5.66 <b>(I)</b>	\$4.70 <b>(I)</b>
Ultra Forward	\$3.70 <b>(I)</b>	\$2.22 <b>(I)</b>	\$1.85 <b>(I)</b>
Repeat Dialing	\$3.74 <b>(I)</b>	\$2.25 <b>(I)</b>	\$1.87 <b>(I)</b>
Return Call	\$3.74 <b>(I)</b>	\$2.25 <b>(I)</b>	\$1.87 <b>(I)</b>

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.5 Optional Calling Features

A. Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

Optional Calling Features	Residential	Business
Three-Way Calling <sup>1</sup>	\$0.75	\$0.75
Call Return <sup>2</sup>	\$0.56	\$0.56
Repeat Dialing <sup>2</sup>	\$0.56	\$0.56
Enhanced Busy Redial	\$0.56	\$0.56
Calling Number Delivery Blocking, Per Call	No charge	No Charge

<sup>1</sup> Not to exceed \$6.00 per month for residential subscribers or \$7.50 per month for business subscribers.

<sup>2</sup> Not to exceed \$5.04 per month.

B. Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.5 Optional Calling Features (Cont'd.)

B. Features Offered on Monthly Basis (Cont'd.)

1. Residential

Optional Calling Features	Monthly	1 Year	2 Year
Anonymous Call Rejection	\$3.00	\$1.80	\$1.50
Call Waiting	\$2.90	\$1.74	\$1.45
Talking Call Waiting	\$2.50	\$1.50	\$1.25
Call Waiting ID – Number Only	\$5.29	\$3.17	\$2.65
Call Waiting ID	\$6.36	\$3.82	\$3.18
Call Waiting ID Deluxe – Number Only	\$5.29	\$3.17	\$2.65
Call Waiting ID Deluxe	\$6.36	\$3.82	\$3.18
Call Forwarding Variable	\$2.57	\$1.54	\$1.29
Three Way calling	\$3.55	\$2.13	\$1.78
Voice Dialing 30	\$4.50	\$2.70	\$2.25
Voice Dialing 50	\$5.50	\$3.30	\$2.75
Directory Sharing 30	\$4.50	\$2.70	\$2.25
Directory Sharing 50	\$5.50	\$3.30	\$2.75
Speed Calling (8-code)	\$2.10	\$1.26	\$1.05
Speed Calling (30-code)	\$4.12	\$2.47	\$2.06
Call Forwarding Busy Line	\$1.35	\$0.81	\$0.68
Call Forwarding Don't Answer	\$1.35	\$0.81	\$0.68
Call Forwarding Busy/DA	\$2.00	\$1.20	\$1.00
Call Return	\$2.53	\$1.52	\$1.27
Call Tracing (per successful trace plus \$5.00 case preparations)	\$3.66	\$3.66	\$3.66
Repeat Dialing	\$2.53	\$1.52	\$1.27
Enhanced Busy Redial	\$2.53	\$1.52	\$1.27
Remote Call Forwarding <sup>1</sup>	\$16.97	\$10.18	\$8.49
Remote Call Forwarding – Additional Path	\$16.97	\$10.18	\$8.49
Ultra Forward	\$2.50	\$1.50	\$1.25
Multiple Directory Number Distinctive Ringing – First DN	\$3.35	\$2.01	\$1.68
Multiple Directory Number Distinctive Ringing – Second DN	\$5.63	\$3.38	\$2.82
Caller ID – Basic	\$5.58	\$3.35	\$2.79
Caller ID – Deluxe	\$6.36	\$3.82	\$3.18
Caller ID – Number Only w/Anonymous Call Rejection	\$5.58	\$3.35	\$2.79
Caller ID w/Anonymous Call Rejection	\$6.36	\$3.82	\$3.18

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**SECTION 14 - AMERICAN LONG LINES, (CONT'D.)**

14.8 Rates (Cont'd.)

14.8.5 Optional Calling Features (Cont'd.)

B. Features Offered on Monthly Basis (Cont'd.)

1. Business

Optional Calling Features	Monthly	1 Year	2 Year
Anonymous Call Rejection	\$4.44 (I)	\$2.67 (I)	\$2.22 (I)
Call Waiting	\$4.30 (I)	\$2.58 (I)	\$2.14 (I)
Talking Call Waiting	\$3.70 (I)	\$2.22 (I)	\$1.85 (I)
Call Waiting ID – Number Only	\$7.83 (I)	\$4.69 (I)	\$3.93 (I)
Call Waiting ID	\$9.42 (I)	\$5.66 (I)	\$4.70 (I)
Call Waiting ID Deluxe – Number Only	\$7.83 (I)	\$4.69 (I)	\$3.93 (I)
Call Waiting ID Deluxe	\$9.42 (I)	\$5.66 (I)	\$4.70 (I)
Call Forwarding Variable	\$3.81 (I)	\$2.28 (I)	\$1.91 (I)
Three Way calling	\$5.27 (I)	\$3.16 (I)	\$2.63 (I)
Voice Dialing 30	\$6.67 (I)	\$3.99 (I)	\$3.34 (I)
Voice Dialing 50	\$8.14 (I)	\$4.90 (I)	\$4.07 (I)
Directory Sharing 30	\$6.67 (I)	\$3.99 (I)	\$3.34 (I)
Directory Sharing 50	\$8.14 (I)	\$4.90 (I)	\$4.07 (I)
Speed Calling (8-code)	\$3.11 (I)	\$1.86 (I)	\$1.56 (I)
Speed Calling (30-code)	\$6.10 (I)	\$3.67 (I)	\$3.06 (I)
Call Forwarding Busy Line	\$2.00 (I)	\$1.21 (I)	\$1.00 (I)
Call Forwarding Don't Answer	\$2.00 (I)	\$1.21 (I)	\$1.00 (I)
Call Forwarding Busy/DA	\$2.97 (I)	\$1.77 (I)	\$1.48 (I)
Call Return	\$3.74 (I)	\$2.25 (I)	\$1.87 (I)
Call Tracing (per successful trace plus \$5.00 case preparations)	\$5.43 (I)	\$5.43 (I)	\$5.43 (I)
Repeat Dialing	\$3.74 (I)	\$2.25 (I)	\$1.87 (I)
Enhanced Busy Redial	\$3.74 (I)	\$2.25 (I)	\$1.87 (I)
Remote Call Forwarding <sup>1</sup>	\$25.14 (I)	\$15.08 (I)	\$12.58 (I)
Remote Call Forwarding – Additional Path	\$25.14 (I)	\$15.08 (I)	\$12.58 (I)
Ultra Forward	\$3.70 (I)	\$2.22 (I)	\$1.85 (I)
Multiple Directory Number Distinctive Ringing – First DN	\$4.96 (I)	\$2.98 (I)	\$2.48 (I)
Multiple Directory Number Distinctive Ringing – Second DN	\$8.35 (I)	\$5.01 (I)	\$4.17 (I)
Caller ID – Basic	\$8.27 (I)	\$4.96 (I)	\$4.13 (I)
Caller ID – Deluxe	\$9.42 (I)	\$5.66 (I)	\$4.70 (I)
Caller ID – Number Only w/Anonymous Call Rejection	\$8.27 (I)	\$4.96 (I)	\$4.13 (I)
Caller ID w/Anonymous Call Rejection	\$9.42 (I)	\$5.66 (I)	\$4.70 (I)

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.6 Directory Assistance and Listing Services

A. Directory Assistance Service

Each Local Directory Assistance Call, within the LATA	\$1.99
Each Long-Distance Directory Assistance Call, outside the LATA	\$1.99

B. Directory Listings

1. Additional Listings

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for herein. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

	Residential	Business
- Each Additional Listing	\$5.25	\$7.77 (I)

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LOCAL EXCHANGE SERVICES PRICE GUIDE

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SECTION 14 - AMERICAN LONG LINES, (CONT'D.)

14.8 Rates (Cont'd.)

14.8.6 Directory Assistance and Listing Services (Cont'd.)

B. Directory Listings (Cont'd.)

2. Nonpublished Service

There is a monthly charge for each nonpublished service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

Nonpublished service charge, per month:           **\$9.63 (I)**

2. Nonlisted Service

There is a monthly charge for each nonlisted service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

Nonlisted service charge, per month:           **\$5.92 (I)**

3. Foreign Listing

Foreign listing service charge, per month           **\$7.77 (I)**

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