

Talk America, LLC  
4001 Rodney Parham Road  
Little Rock, AR 72212

Massachusetts Price Guide  
Original Title Page

Issued By: Senior Regulatory Counsel

Effective: September 14, 2017

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LOCAL AND INTEREXCHANGE 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 Talk America, LLC (“the Company”) between locations within the Commonwealth of Massachusetts.

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**EXPLANATION OF SYMBOLS**

The following symbols are used for the purposes indicated below:

- C** - To signify changed listing, rule, or condition which may affect rates or charges.
  - D** - To signify discontinued material, including listing, rate, rule or condition.
  - I** - To signify an increase.
  - M** - To signify material relocated from or to another part of Price Guide schedule with no change in text, rate, rule or condition.
  - N** - To signify new material including listing, rate, rule or condition.
  - R** - To signify a reduction.
  - S** - To signify reissued material.
  - T** - To signify change in wording of text but not change in rate, rule or condition.
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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the Customer's location to a Talk America, LLC switching center or point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier's service under the terms and conditions of this Price Guide. The Customer remains responsible for payment of services.

**Bandwidth** - The difference, expressed in Hertz, between the highest and lowest frequencies of a band constituting a channel or circuit.

**Baud** - A unit of signaling speed. The speed in bauds is the number of signalling elements per second.

**Bit** - A unit of information content. A bit is the smallest unit of information in a binary system of notation.

**Bit Rate** - The speed at which bits are transmitted, expressed in bits per second.

**Business Customer** - In general, Business Customers are those who have access lines that terminate at a offices, mills, stores or a business location. Business rates apply if the service is used primarily or substantially for business purposes even if the access line does not terminate at a business location or if the access line has a business directory listing.

**Call** - A completed connection established between a calling station and one or more called stations.

**Channel or Circuit** - A transmission path or paths between two or more points having a bandwidth or transmission speed suitable to render service to a Customer.

**Company or Carrier** - Talk America, LLC unless otherwise clearly indicated by the context.

**Customer or Subscriber** - The person, firm, corporation, or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's Price Guide.

**Dedicated Access** - A method of reaching the Company's services whereby the Customer is connected directly to the Company's Point of Presence without utilizing services of the local switched network and is provided on dedicated circuits.

**Department** - Massachusetts Department of Telecommunications and Cable.

**DS-1 to Digital Multiplexer** - A service provided by the Company at central offices, designated as multiplexing hubs, that converts a 1.544 Mbps channel to 24 channels for use with digital private line service.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D)**

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Carrier under the provisions and regulations of this Price Guide. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

**Equal Access** - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Customer's preselected carrier's network. Customers may also route interexchange calls to the carrier's network by dialing an access code supplied by the carrier.

**Initial And Additional Period** - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

**LATA** - Local Access Transport Area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a Local Exchange Company provides communications services.

**LEC** - Local Exchange Company.

**Marks** - A collective term to mean such items as trademarks, service marks, trade names and logos; copyrighted words, artwork, designs, pictures or images; or any other device or merchandise to which legal rights or ownership are held or reserved by an entity.

**Message Telecommunications Service** - Message Telecommunications Service is defined as telecommunications services originated from one or more stations within the Commonwealth of Massachusetts and terminated to one or more stations within the State.

**Multiplexing** - The act of combining a number of individual message circuits for transmission over a common transmission path.

**NECA** - National Exchange Carriers Association.

**Off-Net**: Customers or locations where the Company provides local service using Verizon-MA switching facilities via UNE-P or resale.

**On-Net**: Customers or locations within the Company's collocation footprint where the Company provides local service using its own switching facilities or switching facilities leased from a third-party other than Verizon-MA.

**Premises** - The physical space designated by the Customer for the termination of the Company's service.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)**

**Serving Wire Center** - A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

**Special Access Origination** - Where originating access between the customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the end user.

**Switched Access Origination/Termination** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purposed of rating calls.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

The Company's services and facilities are furnished for communications within the Commonwealth of Massachusetts under terms of this Price Guide. The Company's services and facilities are provided on a monthly basis unless otherwise stated, and are available twenty-four hours per day, seven days per week.

The Company is a reseller of local exchange and interexchange service. The Company offers basic local exchange service, trunk service for communications originating and terminating within the Commonwealth of Massachusetts under the terms of this Price Guide.

The Company arranges for installation, operation, and maintenance of the communications services provided in this Price Guide for Customers in accordance with the terms and conditions set forth under this Price Guide. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company network. The Customer shall be responsible for all charges due for such service arrangement.

For services rendered to residential customers, the Company agrees to comply with the requirements as set forth in M.D.T.C. 18448, Rules and Practices Relating to Telephone Service to Residential Customers.

**2.2 Use**

Services provided under this Price Guide may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.

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

**2.3 Limitations**

- 2.3.1** Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Price Guide. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this Price Guide.
- 2.3.2** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this Price Guide, or in violation of the law.
- 2.3.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.4** The Company reserves the right to discontinue service, limit service, or to impose requirements on Customers as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.3 Limitations, (Cont'd.)**

**2.3.5** Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated.

**2.3.6** The Company reserves the right to refuse to process Third Party Billed calls when the billed party and/or standard validation techniques do not confirm acceptance, or based on characteristics of the originating location.

**2.4 Assignment or Transfer**

All service provided under this Price Guide is directly or indirectly controlled by the Company and neither the Customer nor its Authorized Users may transfer or assign the use of service without the express prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of service. All terms and conditions contained in this Price Guide shall apply to all such permitted transferees or assignees, as well as all conditions of service.

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

**2.5 Liability**

- 2.5.1** The liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, maintaining, restoring, or changing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this Price Guide (calculated on a proportionate basis where appropriate) to the period during which such error, mistake, omission, interruption or delay occurs.
- 2.5.2** In no event shall the Company be liable for any incidental, indirect, special, or consequential damages (including lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.
- 2.5.3** When the services or facilities of other common carriers are used separately or in conjunction with the Company's facilities or equipment in establishing connection to points not reached by the Company's facilities or equipment, the Company shall not be liable for any act or omission of such other common carriers or their agents, servants or employees.

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

**2.5 Liability, (Cont'd.)**

- 2.5.4** The Company shall not be liable for any failure of performance hereunder if such failure is due to any cause or causes beyond the reasonable control of the Company. Such causes shall include, without limitation, acts of God, fire, explosion, vandalism, cable cut, storm or other similar occurrence, any law, order, regulation, direction, action or request of any other government or of any civil or military authority, national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, or preemption of existing service to restore service in compliance with the Department's Rules and Regulations.
- 2.5.5** The Company shall not be liable for interruptions, delays, errors, or defects in transmission, or for any injury whatsoever, caused by the Customer, the Customer's agents, or Authorized Users, or by facilities or equipment provided by the Customer.
- 2.5.6** The Company shall not be liable for any claim, loss, or refund as a result of loss, theft or fraudulent use of Authorization Codes or Personal Identification Number issued for use with the Company's services.
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Liability, (Cont'd.)**

**2.5.7** The Customer shall indemnify, defend and hold harmless the Company against:

- A.** Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the Company's facilities or equipment;
- B.** Claims for patent infringement arising from combining or connecting the Company's facilities or equipment with facilities, equipment, apparatus or systems of the Customer; and
- C.** All other claims (including, without limitation, claims for damage to any business or property, or injury to, or death of, any person) arising out of any act or omission of the Customer, the Customer's agents or Authorized Users, in connection with any service or facilities or equipment provided by the Company.
- D.** No third party provider or their directors, officers or employees that are directly or indirectly associated with the Company's performance of our services shall be liable to the Customer for any special, indirect, incidental, consequential, reliance, exemplary, punitive or other damages arising out of a service failure.

**2.6 Minimum Period**

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this Price Guide or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

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

**2.7 Billing and Payment for Service**

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

**2.7.1 Payment for Service and Responsibility for Charges**

Charges for installations, service connections, moves, rearrangements, and prepaid services, where applicable, are payable upon demand to the Company or its authorized agent. Billing thereafter will include recurring charges and actual usage as defined in this Price Guide.

Service is provided and billed on a monthly basis. Bills are due and payable upon receipt.

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer, or the Customer's agents, End Users or customers for transmission of calls via the Company. This includes payment for calls or services originated at the Customer's number(s).

The security of the Customer's Personal Identification Number is the responsibility of the Customer. All calls placed using such Personal Identification Numbers shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of Authorization Codes arising after the Customer notifies the Company of the loss, theft, or other breach of security of such Personal Identification Numbers.

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

**2.7 Billing and Payment for Service, (Cont'd)**

**2.7.1 Responsibility for Charges, (Cont'd)**

In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A. any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company;
- B. any and all use of the service arrangement provided by the Company, including calls which the Customer did not individually authorize;
- C. any calls placed by or through the Customer's equipment via any remote access feature(s).
- D. **SpeedPay**

If the Customer's account is delinquent or when the Customer calls the Company's business office to make payment arrangement, the Customer will be given the option to pay via electronic payment system, SpeedPay. The Customer electing SpeedPay will be notified in advance of an additional SpeedPay processing fee of \$5.00. The Customer whose service has been disconnected pursuant to above may be required to reestablish service using SpeedPay and will be assessed the \$5.00 SpeedPay processing fee.

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

**2.7 Billing and Payment for Service, (Cont'd)**

**2.7.2 Disputed Bills**

In the case of a billing dispute between a Company Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer may, within 30 days of the date of the bill containing the disputed amount, request, and the Company shall comply with the request, an in-depth investigation and review of the disputed amount. The Company shall communicate to the Customer the results of such investigation and review as soon as reasonably possible. The undisputed portion of the bill and subsequent bills must be paid on a timely basis or service shall be subject to cancellation.

If the Customer is unable to resolve the complaint and/or billing dispute with the Company, the Customer has the option to report the complaint or dispute to the:

Massachusetts Department of Telecommunications and Cable  
Consumer Division  
2 South Station  
Boston, Massachusetts 02110

Telephone: (617) 478-2591  
Toll Free: (800) 392-6060

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

**2.8 Deposits**

The Company reserves the right to examine the credit record of the Customer. If the Customer's financial condition is unknown or unacceptable to the Company, the Customer may be required to provide the Company with a security deposit which the Company may apply against overdue charges.

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

**2.8.2** For Business Customers, the amount of the security deposit shall not exceed two month's estimated usage, may vary with the Customer's credit history and projected usage, and be collected and maintained in accordance with Department rules. The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

**2.9 Advance Payments**

**2.9.1** For advance payments required of residential Customers, the Company agrees to comply with the requirements as set forth in M.D.T.C. 18448, Rules and Practices Relating to Telephone Service to Residential Customers.

**2.9.2** For Business Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed two (2) months estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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

**2.10 Taxes and Fees**

The Company reserves the right to bill any and all applicable taxes and fees in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to: Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this Price Guide, such taxes and fees are in addition to rates as quoted in this Price Guide and will be itemized separately on Customer invoices.

**2.11 Terminal Equipment**

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

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

**2.12 Interconnection**

- 2.12.1** Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other common carriers or systems. The Company does not undertake to provide any special facilities, equipment, or services to enable the Customer to interconnect the facilities or the equipment of the Company with services or facilities of other common carriers or with private systems.
- 2.12.2** Interconnection with the services or facilities of other common carriers shall be under the applicable terms and conditions of this Price Guide and the other common carrier's tariffs/ and or Price Guides.
- 2.12.3** The Customer shall ensure that the facilities or equipment provided by the Customer are properly interconnected with the facilities or equipment of the Company. If the Customer maintains or operates the interconnected facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this written notice fails to eliminate the actual or potential harm, the Company may, upon written notice, terminate the existing service of the Customer.
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.13 Inspection, Testing and Adjustment**

**2.13.1** The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Price Guide are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.

**2.13.2** Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and is requested by the Customer.

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

**2.14 Credit Allowances for Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's inspection or testing, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this Price Guide.

It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.

No credits will be given for usage sensitive or message rated toll charges due to interruption of service. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than twenty-four hours.

For purposes of credit computation every month shall be considered to have 30 days. The Customer shall be credited for an interruption of one day (24 hours) or more at the rate of 1/30th of the monthly charge for the services affected for each day that the interruption continues.

Credit Formula:

$$\text{Credit} = A/30 \times B$$

A = outage time in days

B = total monthly charge for affected service.

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

**2.15 Cancellation by the Customer**

The Customer may have service discontinued upon verbal notice followed by a written notice to the Company 30 days in advance of the requested termination date. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later. Service may be discontinued by the Customer at any time by electing to use another carrier's access code.

**2.16 Refusal or Discontinuance by the Company**

Service continues to be provided until canceled by the Customer, in writing, or until discontinued by the Company as set forth below. The Company may render bills subsequent to the termination of service for charges incurred before termination.

Refusal or discontinuance of service to residential Customers will be in accordance with M.D.T.E.18448, Rules and Practices Relating to Telephone Service to Residential Customers.

Notice of discontinuance will be in writing at least fifteen (15) days prior to the proposed discontinuance date. Service of notice by mail shall be considered complete upon mailing. Five (5) days prior to the discontinuance date a first class mailed notice will be sent as a reminder to the Customer.

The Company may refuse or discontinue service to Customers for any of the following reasons:

**2.16.1** For noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.

**2.16.2** For noncompliance with or violation of Department regulation or the Company's rules and regulations.

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

**2.16 Refusal or Discontinuance by the Company, (Cont'd.)**

- 2.16.3** Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
  - 2.16.4** For failure of the Customer to make proper application for service or for use of telephone service for any other property or purpose than that described in the application.
  - 2.16.5** Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
  - 2.16.6** Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's equipment or the Company's service to others.
  - 2.16.7** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
  - 2.16.8** For nonpayment of bills, provided that suspension or termination of service shall not be made without fifteen (15) days written notice to the Customer and in accordance with Section 2.16 above. The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, shall be subject to discontinuance of service.
  - 2.16.9** Without notice for unauthorized or unlawful use of Travel Service numbers and Authorization Codes. Travel Service numbers and Authorization Codes are issued only by the Company to the Customer and may not be sold or otherwise distributed without the written consent of the Company.
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.16 Refusal or Discontinuance by the Company, (Cont'd.)**

**2.16.10** Without notice in the event of any other unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

**2.16.11** For Customer's breach of contract for service between the Company and the Customer.

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

**2.17 Restoration of Service**

If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected. A Restoral of Service charge applies to reconnected service which had been previously disconnected for cause.

Service suspended by the Company and later restored will be subject to a reconnection fee of \$100.00 for business Customers. Service disconnected by the Company and later re-installed, will be subject to all applicable installation charges, and the Customer will pay such charges prior to reinstallation of service.

(N)  
|  
|  
(N)

**2.18 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates for services paid for in arrears by the Customer. For pre-paid services, taxes and fees shall be included in the rates and charges stated in the Company's rate schedule for this service.

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

**2.19 Customer Referral Program**

All active and local and long distance Customers in good payment standing may refer new Customers and receive a credit of \$20.00 for each new local telephone Customer who pays a minimum of 90% of their first invoice and \$10.00 for each new long distance Customer who pays a minimum of 90% of their first invoice.

The credit will be applied to the referring Customer's invoice and unused portions of the credit will be carried over to the following billing statement.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES**

**3.1 General**

The Company offers basic local exchange services for communications originating and terminating within the Commonwealth of Massachusetts under the terms of this Price Guide. Exchange boundaries and local calling areas used by the Company are identical to those applicable in Verizon-MA tariff within Massachusetts D.P.U. No. 10. Zones used by the Company are identical to those contained in Verizon-MA tariff 17.A.5. Local Services are provided through the use of both resold and facilities based switching and transport facilities.

All nonbundled business services in this Price Guide are offered at a discount off of rates for monthly recurring listed in this Price Guide for local recurring and local usage charges when the business Customer enters into a term commitment. The discount does not apply to nonrecurring charges, End-User Common Line Recovery charges, Combination Charges, charges associated with bundled services, operator service charges, or directory listing charges.

The business Customer who enters into a term agreement agrees that if service is discontinued before the expiration of the term indicated below, the Customer will be liable for monthly fees for the remainder of the term, based on the average of the last three months' bills or \$250 per month, whichever is greater. This does not apply for the first ninety (90) days of service.

**A. Option 1 - Business Standard Service \***

Standard Service is offered on a month to month basis at the rates specified herein.

**B. Option 2 - Business One Year Term \***

Standard Service is offered at 10% below the basic monthly recurring and toll usage charge rates.

**C. Option 3 - Business Two Year Term \***

Standard Service is offered 15% below the basic monthly recurring charges and usage rates as specified herein.

*\* As of July 24, 2003 this offering will only be available to current customers at their current locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.2 Call Timing**

Billing for calls placed over the Company network is based in part on the duration of the call as follows, unless otherwise specified in this Price Guide:

- 3.2.1** For billing purposes, minimum call duration periods vary by service and are specified by product or option in subsequent sections of this Price Guide.
  - 3.2.2** Unless otherwise specified in this Price Guide, usage is measured and rounded in six (6) second increments or the nearest minute, depending on the rate plan established with the Customer.
  - 3.2.3** No charges apply to unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.
  - 3.2.4** Should a call originate in one rate period and terminate in another rate period the entire call will be billed by the rates in effect at the time of connection based on the originating rate period.
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones**

When rate zones are used in the rate tables in this Price Guide, the applicable zone rate is based on the following chart:

CITY	LATA	ZONE	NPA	NXX
AMESBURY	128	3	978	all
AMHERST	126	3	413	all
ANDOVER	128	3	978	all
ARLINGTON	128	3	781	all
ASHBURNHAM	128	3	978	all
ASHBY	128	3	978	all
ASSONET	128	3	508	all
ATHOL	128	3	978	all
ATTLEBORO	128	3	508	all
AUBURN	128	3	508	all
AYER	128	3	978	all
BARNSTABLE	128	3	508	all
BARRE	128	3	978	all
BECKET	126	3	413	all
BELCHERTOWN	126	3	413	all
BELMONT	128	3	617	all
BERLIN	128	3	978	all
BERNARDSTON	126	3	413	all
BEVERLY	128	3	978	all
BILLERICA	128	2	978	all
BLANDFORD	126	3	413	all
BOLTON	128	3	978	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
BOSTON	128	4	508	415, 818
BOSTON	128	1	617	204, 210, 222, 223, 227, 228, 235, 235, 236, 241, 242, 246-248, 255, 261-263, 266, 267, 295, 303, 310, 314, 324, 330, 338, 340-342, 345, 346, 348, 350, 351, 357, 367, 371-373, 375, 377, 414, 421-426, 428, 434, 437, 439, 443, 447, 457, 478, 482, 490, 521, 523, 526, 536, 542, 556, 557, 564, 565, 570, 572-574, 578, 579, 595, 619, 624, 626, 635, 637, 638, 643, 651, 654, 662, 664, 683, 695, 720, 723, 726, 727, 728, 737, 742, 743, 748, 753, 757, 760, 772, 781, 788, 790, 804, 832, 854, 897, 903, 913, 918, 927, 936, 937, 946, 951, 954, 955, 956, 973, 988, 994
BOSTON	128	2	617	303, 314, 324, 340, 447, 564, 583, 595, 643, 651, 804, 903, 913
BOSTON	128	4	617	303, 314, 324, 340, 447, 564, 583, 595, 643, 651, 804, 903, 913
BOSTON	128	4	781	325, 328, 469, 701, 759, 798

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
BOSTON	128	4	978	390
BOYLSTON	128	3	508	all
BRAINTREE	128	3	781	all
BREWSTER	128	3	508	all
BRIDGEWATER	128	3	508	all
BRIGHTON	128	3	617	all
BRIMFIELD	126	3	413	all
BROCKTON	128	1	508	all
BROCKTON	128	1	781	all
BROOKLINE	128	2	617	232, 264, 277, 278, 355, 525, 566, 582, 632, 667, 713, 730, 731, 732, 734, 735, 738, 739, 754, 975
BROOKLINE	128	3	617	432
BRYANTVILLE	128	3	781	all
BURLINGTON	128	2	781	all
BUZZARDS BAY	128	3	508	all
CAMBRIDGE	128	1	617	all
CANTON	128	3	781	all
CARVER	128	3	508	all
CATAUMET	128	3	508	all
CHARLEMONT	126	3	413	all
CHARLTON	128	3	508	all
CHATHAM	128	3	508	all
CHELSEA	128	3	617	all
CHICOPEE	126	3	413	all
CHILMARK	128	3	508	all
CLINTON	128	3	978	all
COLRAIN	126	3	413	all
CONCORD	128	3	978	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
CONWAY	126	3	413	all
CUMMINGTON	126	3	413	all
DALTON	126	3	413	all
DANVERS	128	3	978	all
DEDHAM	128	3	781	all
DENNIS	128	3	508	all
DIGHTON	128	3	508	all
DORCHESTER	128	3	617	all
DUXBURY	128	3	781	all
EAST BOSTON	128	3	617	all
EAST BRIDGEWATER	128	3	508	all
EAST DOUGLAS	128	3	508	all
EAST LONGMEADOW	126	3	413	all
EASTHAMPTON	126	3	413	all
EASTON	128	3	508	all
EDGARTOWN	128	3	508	all
ESSEX	128	3	978	all
FALL RIVER	128	3	508	all
FITCHBURG	128	3	978	all
FOXBORO	128	3	508	all
FRAMINGHAM	128	1	508	233, 239, 253, 270, 271, 312, 354, 370, 383, 387, 390, 391, 396, 424, 483, 489, 504, 522, 555, 592, 600, 620, 626, 628, 661, 724, 661, 724, 766, 820, 872, 875, 879, 935, 988
FRAMINGHAM	128	3	508	231, 788, 877, 881
FRANKLIN	128	3	508	all
GARDNER	128	3	978	all
GEORGETOWN	128	3	978	all
GILBERTVILLE	126	3	413	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
GLOUCESTER	128	3	978	all
GRAFTON	128	3	508	all
GRANVILLE	126	3	413	all
GROTON	128	3	978	all
HAMILTON	128	3	978	all
HAMPDEN	126	3	413	all
HANOVER	128	3	781	all
HARVARD	128	3	978	all
HARWICH	128	3	508	all
HATFIELD	126	3	413	all
HAVERHILL	128	3	978	all
HINGHAM	128	3	781	all
HINSDALE	126	3	413	all
HOLDEN	128	3	508	all
HOLLISTON	128	3	508	all
HOLYOKE	126	3	413	all
HOPKINTON	128	3	508	all
HOUSATONIC	126	3	413	all
HUBBARDSTON	128	3	978	all
HUDSON	128	3	978	all
HUNTINGTON	126	3	413	all
HYANNIS	128	3	508	all
HYDE PARK	128	3	617	all
IPSWICH	128	3	978	all
JAMAICA PLAIN	128	3	617	all
KINGSTON	128	3	781	all
LAWRENCE	128	1	978	all
LEE	126	3	413	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
LEICESTER	128	3	508	all
LENOX	126	3	413	all
LEOMINSTER	128	3	978	all
LEXINGTON	128	2	781	226, 230, 259, 274, 372, 377, 402, 456, 532, 553, 597, 669, 674, 676, 748, 841, 845, 860-863, 945, 958, 981
LEXINGTON	128	3	781	271, 275, 276, 280, 458, 533, 671, 687, 766, 999
LITTLETON	128	3	978	all
LONGMEADOW	126	3	413	all
LOWELL	128	1	978	275, 322, 323, 441, 442, 446, 452-454, 458, 459, 551, 656, 788, 934, 967, 970
LOWELL	128	3	978	244, 250, 251, 256, 367, 640, 674, 851, 858, 863, 957
LUDLOW	126	3	413	all
LUNENBURG	128	3	978	all
LYNN	128	3	781	all
LYNNFIELD	128	3	781	all
MALDEN	128	2	617	all
MALDEN	128	2	781	all
MANCHESTER	128	3	978	all
MANSFIELD	128	3	508	all
MARBLEHEAD	128	3	781	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
MARION	128	3	508	all
MARLBORO	128	2	508	all
MARSHFIELD	128	3	781	all
MATTAPOISETT	128	3	508	all
MAYNARD	128	3	978	all
MEDFIELD	128	3	508	all
MERRIMAC	128	3	978	all
MIDDLEBORO	128	3	508	all
MILFORD	128	3	508	all
MILLIS	128	3	508	all
MILTON	128	3	617	all
MONSON	126	3	413	all
MONTAGUE	126	3	413	all
NANTUCKET	128	3	508	all
NATICK	128	1	508	all
NEEDHAM	128	3	508	all
NEW BEDFORD	128	1	508	all
NEWBURYPORT	128	3	978	all
NEWTON	128	2	617	all
NORTH ADAMS	126	3	413	all
NORTH ATTLEBORO	128	3	508	all
NORTH BROOKFIELD	128	3	508	all
NORTH READING	128	3	978	all
NORTHAMPTON	126	3	413	all
NORTHBORO	128	3	508	all
NORTHFIELD	126	3	413	all
NORTON	128	3	508	all
NORWELL	128	3	781	all
NORWOOD	128	3	781	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
OAKHAM	128	3	508	all
ORANGE	128	3	978	all
ORLEANS	128	3	508	all
OSTERVILLE	128	3	508	all
OTIS	126	3	413	all
OXFORD	128	3	508	all
PALMER	126	3	413	all
PEABODY	128	3	978	all
PEPPERELL	128	3	978	all
PETERSHAM	128	3	978	all
PLYMOUTH	128	3	508	all
QUINCY	128	2	617	all
RANDOLPH	128	3	781	all
READING	128	3	781	all
REHOBOTH	128	3	508	all
REVERE	128	3	781	all
ROCHESTER	128	3	508	all
ROCKLAND	128	3	781	all
ROCKPORT	128	3	978	all
ROWLEY	128	3	978	all
ROXBURY	128	3	617	all
RUSSELL	126	3	413	all
RUTLAND	128	3	508	all
SAGAMORE	128	3	508	all
SALEM	128	3	978	all
SANDISFIELD	126	3	413	all
SAUGUS	128	3	781	all
SCITUATE	128	3	781	all
SHARON	128	3	781	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
SHEFFIELD	126	3	413	all
SHELBURNE FALLS	126	3	413	all
SHIRLEY	128	3	978	all
SHREWSBURY	128	3	508	all
SIASCONSET	128	3	508	all
SOMERVILLE	128	3	617	all
SOUTH BOSTON	128	3	617	all
SOUTH DEERFIELD	126	3	413	all
SOUTHBRIDGE	128	3	508	all
SOUTHWICK	126	3	413	all
SPENCER	128	3	508	all
SPRINGFIELD	126	1	413	205, 2226, 230, 261, 263, 264, 266, 286, 288, 290, 292, 293, 295, 452, 730-737, 739, 744, 746- 748, 750, 755, 780, 781, 784, 785, 787, 788, 794, 814, 827, 846, 858, 861, 955
SPRINGFIELD	126	3	413	273, 543, 786, 789, 821
STERLING	128	3	978	all
STOCKBRIDGE	126	3	413	all
STOUGHTON	128	3	781	all
STURBRIDGE	128	3	508	all
SUDBURY	128	3	508	931, 209, 307, 321, 366, 419, 440, 443, 445, 507, 579
TAUNTON	128	3	508	301, 307, 821-824, 828, 880, 884, 977
TEMPLETON	128	3	978	all
TOPSFIELD	128	3	978	all
TOWNSEND	128	3	978	all
TURNERS FALLS	126	3	413	all
TYNGSBORO	128	3	978	all
UPTON	128	3	508	all
UXBRIDGE	128	3	508	all
VINEYARD HAVEN	128	3	508	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.3 Rate Zones, (Cont'd.)**

CITY	LATA	ZONE	NPA	NXX
WAKEFIELD	128	3	781	all
WALPOLE	128	3	508	all
WALTHAM	128	2	781	all
WARE	126	3	413	all
WAREHAM	128	3	508	all
WARREN	126	3	413	all
WATERTOWN	128	3	617	all
WAYLAND	128	3	508	all
WEBSTER	128	3	508	all
WELLESLEY	128	3	781	all
WELLFLEET	128	3	508	all
WEST BOYLSTON	128	3	508	all
WEST NEWBURY	128	3	978	all
WEST PEABODY	128	3	978	all
WEST STOCKBRIDGE	126	3	413	all
WESTBORO	128	2	508	all
WESTFIELD	126	3	413	all
WESTFORD	128	3	978	all
WESTMINSTER	128	3	978	all
WESTPORT	128	3	508	all
WEYMOUTH	128	3	781	all
WHITINSVILLE	128	3	508	all
WHITMAN	128	3	508	all
WILBRAHAM	126	3	413	all
WILLIAMSBURG	126	3	413	all
WILLIAMSTOWN	126	3	413	all
WILMINGTON	128	3	978	all
WINCHENDON	128	3	978	all
WINCHESTER	128	2	781	all
WINTHROP	128	3	617	all
WORCESTER	128	1	508	all
WORTHINGTON	126	3	413	all
WRENTHAM	128	3	508	all

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.4 Service Order and Change Charges**

**3.4.1 General**

A Service Order 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.

A Service Order Charge applies per Customer order, for all work or services ordered to be provided at one time, on the same premises for the same Customer, provided, however, that no additional Service Charge shall apply for the connection of a line between different premises.

	<u>Business</u>	<u>Residential</u>
Line Installation / Move / Add		
First Line	\$100.00	\$55.00
Each Additional Line, Same Order	\$50.00	\$25.00
Line Change Charge ( Add, Change or Delete Plan or Feature)		
First Line	\$25.00	\$10.80
Each Additional Line, Same Order	\$0.00	\$0.00
Line Change Charge (Change Telephone Number)		
First Line	\$25.00	\$25.00
Each Additional Line, Same Order	\$25.00	\$25.00
Line Disconnect Charge	\$10.00	\$10.00
Primary Interexchange Carrier Change	\$10.80	\$10.80

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.4 Service Order and Change Charges, (Cont'd.)**

**3.4.2 Exceptions to the Charge**

No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.



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Little Rock, AR 72212

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.5 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 specified in Section I of this Price Guide.

Per Occasion	<u>Business</u>	<u>Residence</u>
First Line	\$100.00 <b>(I)</b>	\$38.50
Each Additional Line	\$100.00 <b>(I)</b>	\$38.50

**3.6 [Reserved for Future Use]**

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 Charges Associated with Premises Visit**

**3.7.1 Terms and Conditions**

The Customer 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 Customer request, the charge to be billed is the amount quoted to the Customer for the work requested. Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks.

Noncomplex wire, jacks and materials include:

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

Premises Work

	<u>1st 30 minutes or fraction</u>	<u>Each additional 15 minutes</u>
Monday-Saturday 8am-5pm	\$27.50	\$13.75
Monday-Saturday excluding hours above	\$41.25	\$20.63
Holidays	\$55.00	\$27.50

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.7 Charges Associated with Premises Visit (Cont'd.)**

**3.7.2 Trouble Isolation Charge**

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

Per Premises Visit, per hour  
visit charges

See Section 3.7.1 for premises

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.8 Blocking Service**

**3.8.1 General**

Blocking Service is offered to Customers who subscribe to the Company's Network Switched Services. Blocking Service is a feature that permits a Customer to restrict access from their telephone line to various discretionary services. Blocking Service is available where equipment and facilities permit. 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. The following blocking options are available to residential and business Customers:

- a. 900, 700 Blocking - allows the Customer 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 Customer 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 Customer 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 Customer with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.

- e. Toll Restriction Plus - provides the Customer with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.8 Blocking Service, (Cont'd.)**

**3.8.2 Rates**

The rates for Blocking Service for a Business Customer with more than 100 lines will be based on the costs incurred by the Company to provide the service.

The nonrecurring charge for an initial request of one and two-line Business and Residence Customers is waived for 90 days from the Customer's service establishment date.

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished to Business and Residence Customers.

Nonrecurring Charge

Business (up to 100 lines)	Subsequent Orders
- 900 and 700 Blocking	\$50.00
- 900, 971, 974, and 700 Blocking	\$50.00

Monthly Recurring Charges

Business (up to 100 lines)	
- 900 and 700 Blocking	no charge
Business (up to 200 lines)	
- Toll Restriction	no charge
- Toll Restriction Plus	no charge
Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	no charge
- Subsequent Activation	no charge

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.9 Residential Network Switched Service**

**3.9.1 General**

Residential Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Residential 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.

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

- A.** receive calls from other stations on the public switched telephone network;
  - B.** access the Company's local calling service;
  - C.** access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
  - D.** access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (such as 10XXX or 101XXXX).
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.9 Residential Network Switched Service, (Cont'd.)**

**3.9.2 Basic Residential Line Service\***

Basic Residential Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Charges for each Basic Residential Service Line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line. Zones and local calling scope are defined in New England Telephone and Telegraph Company's D.P.U. Mass. No. 10, Part A, Section 5.

Each Basic Residential Line has the following characteristics:

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

\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.9 Residential Network Switched Service, (Cont'd.)**

**3.9.2 Basic Residential Line Service, (Cont'd.)\***

Monthly Recurring Charges

Residential Dial Tone Line -	<u>Monthly Rate</u>
Measured Service	\$ 9.91
Unlimited Local Messages+	\$16.85

Local Messages	<u>Per Minute</u>	<u>Per Message</u>
a. 617/508 LATA Zone 1	\$0.0160	\$0.0100
b. 617/508 LATA Zone 2	\$0.0160	\$0.0100
c. 413 LATA Peak	\$0.0160	\$0.0100
d. 413 LATA Off-Peak	\$0.0080	\$0.0100

Miscellaneous Options	<u>Monthly Rate</u>
a. Touch Tone Dialing	\$1.46
b. Additional Directory Listing	See Section 3.18
c. Non-Published Listing Service	See Section 3.18
d. Non-Directory Listed Service	See Section 3.18
e. Local Usage Detail, per line	\$0.73

+ Note - not available in 617/508 LATA in the following exchanges: 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; in 413 LATA in the following exchanges: Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham.

\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service**

**3.10.1 General**

**A.** The Company offers basic local exchange service only as part of a bundle or package of telecommunications services to residential Customers. Company's bundled residential services are available only for residential voice use, and may not be used for other purposes, including but not limited to, placing calls using automatic dialing devices, for data transmission, or in conjunction with the operation of a business

**B.** End-User Common Line (EUCL) Recovery Charge

A monthly recurring charge applies to recovery of End User Common Line charges billed to the Company by the incumbent LEC, pursuant to the Company's federal rate schedules.

**C.** Combination Charge

A Combination Charge applies to each line to allow the Company to combine elements into a service offering available to Customers in the State of Massachusetts.

	<u>Monthly</u>
UNE-P Combination Charge	\$10.00
Total Resale Combination Charge	\$10.00

**D.** Additional Lines

Bundled Service Customers may purchase multiple lines or add lines to existing services. The bundle rates below apply to the primary line. Each additional line will be billed at the rate specified for additional lines in the Local Bundle package(s) below.

**E.** **Feature Installation Charge**

When the Local Bundle Customer adds Custom Calling or CLASS features to an existing service or to an additional line, a nonrecurring charge applies per order, per line. This charge applies in lieu of a service order change charge when the only change is feature activation. The Nonrecurring feature installation charge is listed in Section 3.12.B.2 of this Price Guide.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.1 General, (Cont'd.)**

**F. Vacation Hold Discount**

Vacation Hold allows Customers a discount when they are not using their local residential bundled service. Customers will be eligible for Vacation Hold Service after three months of service and if their account is in good standing. The minimum period for Vacation Hold is 1 month and the maximum length of time the discount can be applied is 6 consecutive months per year. Customers can only receive the discount one time per year based on the anniversary date. A one time fee applies to initiate the Vacation Hold Discount. The Vacation Hold Discount will automatically be disconnected upon usage or at the end of the specified end period whichever comes first. Lines on the Vacation Hold Discount will be blocked from making long distance calls during the period of the discount.

1. Nonrecurring Charge \$20.00
  
  2. Monthly Recurring Discount for Initial Line
    - Zone 1 \$35.00
    - Zone 2 \$35.00
    - Zone 3 \$35.00
    - Zone 4 \$30.00
  
  3. Monthly Recurring Discount for Each Additional Line
    - Zone 1 \$15.00
    - Zone 2 \$12.00
    - Zone 3 \$10.00
    - Zone 4 \$10.00
-

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.2 Local Bundle III \***

**A. Local Bundle III includes the following services:**

200 minutes of long distance service;

All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis); and

Unlimited Local Calling.

**B. Usage Charges**

For interLATA toll calls in excess of allowance, see the Company's toll tariff, for Long Distance Bundle No. 3.

**C. Monthly Recurring Charge:**

Zone 1:	\$67.95
Zone 2:	\$82.95
Zone 3:	\$82.95
Zone 4:	\$92.95

*\* As of October 25, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.3 Local Bundle IV \***

**A. Local Bundle IV includes the following services:**

200 minutes of long distance service;

All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis);

Unlimited Local Calling; and

Unlimited IntraLATA Calling.

**B. Usage Charges**

For interLATA toll calls in excess of allowance, see the Company's toll tariff for Long Distance Bundle No. 4.

**C. Monthly Recurring Charge:**

Zone 1:	\$72.95
Zone 2:	\$87.95
Zone 3:	\$87.95
Zone 4:	\$87.95

*\* As of October 25, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.3 Local Bundle IV \*, (Cont'd.)**

**D. Additional Lines**

Additional lines are available to Local Bundle IV Customers at rates specified below. Usage on additional lines is provided at the supplemental usage rates specified in the Company's toll tariff for Long Distance Bundle No. 4. This line may be equipped with the same Customer Calling and CLASS features which are ordered for the primary line.

Rate per month for each additional line

Zone 1:	\$38.00
Zone 2:	\$38.00
Zone 3:	\$38.00
Zone 4:	\$38.00

*\* As of October 25, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.4 Local Bundle VIII (Freedom Plan) \***

**A. Local Bundle VIII (Freedom Plan) includes the following services:**

- 200 minutes of interLATA long distance interstate or intrastate calling;
- All Custom Calling and CLASS features, including Voice Mail, Three Way Calling and Custom Ringing and excluding the Custom Calling features that are priced on a per call basis;
- Unlimited IntraLATA Calling;
- Unlimited Local Calling; and
- 1000 minutes member to member calling.

**B. Usage Charges**

For interLATA toll calls in excess of allowance, see the Company's long distance Price Guide for Bundle No. 8.

**C. Monthly Recurring Charge:**

Zone 1:	\$72.95
Zone 2:	\$87.95
Zone 3:	\$87.95
Zone 4:	\$87.95

**D. Additional Lines**

Zone 1:	\$38.00
Zone 2:	\$38.00
Zone 3:	\$38.00
Zone 4:	\$38.00

\* As of October 25, 2002, this service is grandfathered and only available to existing Customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.5 Local Bundle IX (United Plan)\***

**A. Local Bundle IX (United Plan) includes the following services:**

- All Custom Calling and CLASS features, including Voice Mail, Three Way Calling and Custom Ringing and excluding the Custom Calling features that are priced on a per call basis;
- Unlimited IntraLATA Calling;
- Unlimited Local Calling; and
- 1000 minutes of interLATA long distance service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company.

**B. Usage Charges**

For interLATA toll calls in excess of allowance, see the Company's long distance Price Guide for Bundle No. 9.

**C. Monthly Recurring Charge:**

Zone 1:	\$57.95
Zone 2:	\$62.95
Zone 3:	\$62.95
Zone 4:	\$62.95

**D. Additional Lines**

Zone 1:	\$38.00
Zone 2:	\$38.00
Zone 3:	\$38.00
Zone 4:	\$38.00

*\* As of June 28, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.6 Local Bundle X (United 1000 Plan) \***

**A. Local Bundle X (United 1000 Plan) includes the following services:**

- 1000 minutes of local voice calling, per line / per month. Calls in excess of the allowance are \$0.01 per minute.
- Three Custom Calling or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United 1000 Plan Customers at \$5.95 per month/per line.
- Unlimited local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

**B. Per Minute Rate**

	<u>Per Minute</u>
Local Calling in excess of the 1000 minute allowance	\$0.010
IntraLATA Toll	See Company's Long Distance Tariff.

**C. Monthly Recurring Charge**

1. Initial Line	
Zone 1:	\$49.95
Zone 2:	\$49.95
Zone 3:	\$55.95
Zone 4:	\$61.95
2. Each Additional Line	
Zone 1:	\$49.95
Zone 2:	\$49.95
Zone 3:	\$55.95
Zone 4:	\$61.95

\* As December 12, 2002, this service is grandfathered and only available to existing Customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.7 Local Bundle XI (United Unlimited Plan) \***

**A. Local Bundle XI (United Unlimited Plan) includes the following services:**

- Unlimited local voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United Unlimited Plan Customers at \$5.95 per month/per line.
- Unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

**B. Per Minute Rate**

Per Minute

IntraLATA Toll

See Company's Long Distance Tariff.

**C. Monthly Recurring Charge:**

1. Initial Line

Zone 1:	\$72.95
Zone 2:	\$72.95
Zone 3:	\$80.95
Zone 4:	\$87.95

4. Each Additional Line

Zone 1:	\$72.95
Zone 2:	\$72.95
Zone 3:	\$80.95
Zone 4:	\$87.95

\* As December 12, 2002, this service is grandfathered and only available to existing Customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.8 Local Bundle XII (United 1000 Plan B) \***

**A. Local Bundle XII (United 1000 Plan B) includes the following services:**

- 1000 minutes of local calling, per line / per month. Calls in excess of the allowance are \$0.01 per minute.
- Three Custom Calling or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available to United 1000 Plan B Customers at \$5.95 per month/per line.
- Unlimited local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff.

**B. Per Minute Rate**

	<u>Per Minute</u>
Local Calling in excess of the 1000 minute allowance	\$0.010

**C. Monthly Recurring Charge**

1. Initial Line

Zone 1:	\$27.95
Zone 2:	\$29.95
Zone 3:	\$32.95
Zone 4:	\$37.95

2. Each Additional Line

Zone 1:	\$27.95
Zone 2:	\$29.95
Zone 3:	\$32.95
Zone 4:	\$37.95

\* As of April 1, 2004, this offering will only be available to current customers' existing lines at current locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.9 Local Bundle XIII (United Unlimited Plan B) \***

**A. Local Bundle XIII (United Unlimited Plan B) includes the following services:**

- Unlimited local voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available to United Unlimited Plan B Customers at \$5.95 per month/per line.
- Unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff.

**B. Monthly Recurring Charge:**

1. Initial Line

Zone 1:	\$34.95
Zone 2:	\$36.95
Zone 3:	\$39.95
Zone 4:	\$42.95

2. Each Additional Line

Zone 1:	\$34.95
Zone 2:	\$36.95
Zone 3:	\$39.95
Zone 4:	\$42.95

*\* As of April 1, 2004, this service will only be available to current customers' existing lines at current locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.10 Local Bundle XIV (United Unlimited Plus Plan B) \***

**A. Local Bundle XIV (United Unlimited Plus Plan B) includes the following services:**

- Unlimited local and intraLATA voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding voice mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United Unlimited Plus Plan B Customers at \$5.95 per month/per line.
- Unlimited local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff.

**2. Monthly Recurring Charge:**

**a. Initial Line**

Zone 1:	\$42.95
Zone 2:	\$44.95
Zone 3:	\$49.95
Zone 4:	\$52.95

**b. Each Additional Line**

Zone 1:	\$42.95
Zone 2:	\$44.95
Zone 3:	\$49.95
Zone 4:	\$52.95

*\* As of April 1, 2004, this service will only be available to current customers' existing lines at current locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.11 Local Bundle XV (Talk Unlimited Nationwide Plan) \***

- A. The Local Bundle XV (Talk Unlimited Nationwide Plan) is part of a bundled local service offering and includes the following: unlimited local, intraLATA, and interLATA voice calling; unlimited Custom Calling and/or CLASS features (subject to availability), and Voice Mail. The customer must presubscribe and remain presubscribed to the Company's intraLATA and interLATA long distance services that are also part of the offering.

Monthly Recurring Charge

Initial Line

Zone 1:	\$57.95
Zone 2:	\$57.95
Zone 3:	\$62.95
Zone 4:	\$62.95

Each Additional Line

Zone 1:	\$57.95
Zone 2:	\$57.95
Zone 3:	\$62.95
Zone 4:	\$62.95

*\* As of April 1, 2004, this service will only be available to current customers' existing lines at current locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.12 Local Bundle XVI (United 1000 Plan v 1.0) \***

**A. Local Bundle XVI (United 1000 Plan v 1.0) includes the following services:**

- 1000 minutes of local calling, per line / per month. Calls in excess of the allowance are \$0.01 per minute.
- Three Custom Calling or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features and voice mail may be purchased individually.
- Unlimited local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available as described Section 4 and Companion interstate rates can be found in the Company's Rates, Terms, and Conditions document posted at [http://tariffs.net/select\\_client\\_docs.asp?comp=22](http://tariffs.net/select_client_docs.asp?comp=22).

**B. Per Minute Rate**

	<u>Per Minute</u>
Local Calling in excess of the 1000 minute allowance	\$0.010

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.12 Local Bundle XVI (United 1000 Plan v 1.0) \***

**C. Monthly Recurring Charge**

1. Initial Line

Zone 1:	\$32.95
Zone 2:	\$32.95
Zone 3:	\$40.95
Zone 4:	\$57.95

2. Each Additional Line

Zone 1:	\$32.95
Zone 2:	\$32.95
Zone 3:	\$40.95
Zone 4:	\$57.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.13 Local Bundle XVII (United Unlimited Plan v 1.0)\***

**A. Local Bundle XVII (United Unlimited Plan v 1.0) includes the following services:**

- Unlimited local voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features and voice mail may be purchased individually.
- Unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available as described Section 4 and Companion interstate rates can be found in the Company's Rates, Terms, and Conditions document posted at [http://tariffs.net/select\\_client\\_docs.asp?comp=22](http://tariffs.net/select_client_docs.asp?comp=22).

**B. Monthly Recurring Charge:**

1. Initial Line

Zone 1:	\$42.95
Zone 2:	\$42.95
Zone 3:	\$50.95
Zone 4:	\$67.95

2. Each Additional Line

Zone 1:	\$42.95
Zone 2:	\$42.95
Zone 3:	\$50.95
Zone 4:	\$67.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.14 Local Bundle XVIII (United Unlimited Plus Plan v 1.0) \***

**A. Local Bundle XVIII (United Unlimited Plus Plan v 1.0) includes the following services:**

- Unlimited local and intraLATA voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding voice mail and the Custom Calling features that are priced on a per call basis. Voice Mail may be purchased individually.
- Unlimited interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available as described in Section 4 and Companion interstate rates can be found in the Company's Rates, Terms, and Conditions document posted at [http://tariffs.net/select\\_client\\_docs.asp?comp=22](http://tariffs.net/select_client_docs.asp?comp=22).

**B. Monthly Recurring Charge:**

a. Initial Line

Zone 1:	\$54.95
Zone 2:	\$54.95
Zone 3:	\$61.95
Zone 4:	\$82.95

b. Each Additional Line

Zone 1:	\$54.95
Zone 2:	\$54.95
Zone 3:	\$61.95
Zone 4:	\$82.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.15 Local Bundle XIX (Massachusetts 200 Plan) \***

**A. Local Bundle XIX (Massachusetts 200 Plan) includes the following services:**

1. Unlimited local voice calling.
2. Four free Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features and Voice Mail are available for an additional fee.
3. Unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Additional long distance usage to end users who are not subscribed to the Company's bundled local service, are provided as described in Section 3.10.15.A.4.
4. Two hundred (200) combined minutes of intraLATA, interLATA, intrastate and interstate voice long distance usage to end-users who are not subscribed to Company's bundled local service. Long distance usage to end-users who are not subscribed to Company's bundled local service and which exceed 200 minutes per month, are available as described in Section 4 and Companion interstate rates can be found in the Company's Rates, Terms, and Conditions document posted at [http://tariffs.net/select\\_client\\_docs.asp?comp=22](http://tariffs.net/select_client_docs.asp?comp=22).

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.15 Local Bundle XIX (Massachusetts 200 Plan) \***

**B. Monthly Recurring Charge:**

1. Initial Line

Zone 1:	\$52.95
Zone 2:	\$52.95
Zone 3:	\$58.95
Zone 4:	\$75.95

2. Each Additional Line

Zone 1:	\$52.95
Zone 2:	\$52.95
Zone 3:	\$58.95
Zone 4:	\$75.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.16 Local Bundle XX (Talk Unlimited Nationwide Plan v 1.0) \***

**A.** The Local Bundle XX (Talk Unlimited Nationwide Plan v 1.0) is part of a bundled local service offering and includes the following: unlimited local, intraLATA, and interLATA voice calling; unlimited Custom Calling and/or CLASS features (subject to availability), and Voice Mail. The customer must presubscribe and remain presubscribed to the Company's Local, intraLATA and interLATA long distance services that are also part of the offering as described in Section 4.

**B. Monthly Recurring Charge**

Initial Line

Zone 1:	\$72.95
Zone 2:	\$72.95
Zone 3:	\$77.95
Zone 4:	\$97.95

Each Additional Line

Zone 1:	\$72.95
Zone 2:	\$72.95
Zone 3:	\$77.95
Zone 4:	\$97.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.17 Talk Statewide Plan\***

**A. Description**

The Talk Statewide Plan is available to residential Customers only and includes the following services and features:

- Unlimited local and intrastate (intraLATA and interLATA) long distance voice usage.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding voice mail and the Custom Calling features that are priced on a per call basis. Voice mail is available for an additional charge.
- Unlimited interstate long distance minutes to any other Customer who also subscribes to bundled local services from the Company. Additional long distance service is available and described in Company's long distance tariff.

**B. Monthly Recurring Charge**

1. Initial Line

Zone 1:	\$54.95
Zone 2:	\$54.95
Zone 3:	\$61.95
Zone 4:	\$82.95

2. Each Additional Line

Zone 1:	\$54.95
Zone 2:	\$54.95
Zone 3:	\$61.95
Zone 4:	\$82.95

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.10 Residential Bundled Local Service, (Cont'd.)**

**3.10.18 Basic Local Bundle Plan**

A. Description and Limitations

The Basic Local Bundle Plan is a bundled calling plan available to residential Customers who reside in a Talk America off-net service area. To be eligible for this Plan, the Customer must select Talk America as its presubscribed long distance carrier for intraLATA and interLATA long distance calling.

This plan offers unlimited local voice calling for a flat monthly fee. Calling features are available at the rates set forth in Section 3.12.3.B. Long distance services are priced on a usage-sensitive basis, at rates set forth in the Company's Interexchange Services Tariff, and in the interstate Rates, Terms, and Conditions. The usage restrictions set forth in Section 3.10.1 apply to this plan.

B. Non-Recurring Charges

Non-recurring service charges, as set forth in Section 4 of this Price Guide, apply.

C. Monthly Recurring Charge, per line:

Zone 1:	\$45.95
Zone 2:	\$45.95
Zone 3:	\$45.95
Zone 4:	\$45.95

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.11 Business Network Switched Service**

**3.11.1 General**

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

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

- A. receive calls from other stations on the public switched telephone network;
  - B. access the Company's local calling service;
  - C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
  - D. access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (such as 10XXX or 101XXXX).
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.11 Business Network Switched Service, (Cont'd.)**

**3.11.2 Basic Business Line Service\***

Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Charges for each Basic Business Service Line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line. Zones and local calling scope are defined in New England Telephone and Telegraph Company's D.P.U. Mass. No. 10, Part A, Section 5.

Each Basic Business Line has the following characteristics:

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

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.11 Business Network Switched Service, (Cont'd.)**

**3.11.2 Basic Business Line Service, (Cont'd.)\***

**Monthly Recurring Charges**

Business Dial Tone Line - Measured Service Unlimited Local Messages		<u>Monthly Rate</u> \$13.00 \$39.77 +
Local Messages	<u>Per Minute</u>	<u>Per Message</u>
a. 617/508 LATA Zone 1	\$0.0170	\$0.0270
b. 617/508 LATA Zone 2	\$0.0170	\$0.0270
c. 413 LATA Peak	\$0.0170	\$0.0100
d. 413 LATA Off-Peak	\$0.0080	\$0.0100
Miscellaneous Options		<u>Monthly Rate</u>
a. Touch Tone Dialing		\$1.46
b. Additional Directory Listing		See Section 3.18
c. Non-Published Listing Service		See Section 3.18
d. Non-Directory Listed Service		See Section 3.18
e. Local Usage Detail, per line or trunk		\$2.42

+ note - not available in 617/508 LATA in the following exchanges: 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; in 413 LATA in the following exchanges: Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham.

\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling Services**

**3.12.1 General**

Custom Calling Service is offered to Customers who subscribe to the Company's Network Switched Services. Custom Calling Service features are available on an individual basis, as part of multiple feature packages or as part of a bundled service. All features are provided subject to availability; features may not be available with all classes of service or from all serving offices. Transmission levels may not be sufficient in all cases.

Connection charges apply when a Customer requests connection to one or more features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges will not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

The monthly discount per custom calling feature in excess of the first feature is \$1.07 per month for business service.

**3.12.2 Description of Features**

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding - Busy Line automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Busy Line & Don't Answer - allows the Customer to choose to reroute incoming calls to another specified telephone number for both busy and don't answer conditions. The Customer must activate and deactivate this feature.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.2 Description of Features, (Cont'd.)**

Call Waiting - 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 will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

Distinctive Ringing - This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Three Way Calling/Call Hold -The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.2 Description of Features, (Cont'd.)**

Internet Call Waiting - Allows the Customer to manage their incoming calls while logged on to the Internet. When a Customer is on the Internet and receives a call, a small window pops up on the computer screen with the name and number of the caller and four disposition options for the call. The options are as follows:

- Accept the call;
- Send the call to voice mail;
- Place the call on hold;
- Forward the call;
- Ignore the call / time-out.

900 / 976 Block - Blocks calls to 900 and 976 numbers.

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

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.3 Rates**

**A. A La Carte Optional Calling Features**

The following A La Carte 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.

**1. Monthly Recurring Charge**

	<u>Business</u>	<u>Residence</u>
Call Forwarding		
Busy Line	\$2.75	\$1.35
Don't Answer	\$2.75	\$1.35
Busy Line & Don't Answer	\$4.00	\$2.00
Call Waiting/Cancel Call Waiting	\$5.40	\$2.90
Distinctive Ringing	\$6.30	\$3.35
Speed Calling		
8 numbers	\$4.12	\$2.10
30 numbers	\$6.21	\$4.12
Three Way Calling/Call Hold	\$5.09	\$3.55

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.3 Rates**

**A. A La Carte Optional Calling Features, (Cont'd.)**

**2. Nonrecurring Charge**

	<u>Business</u>	<u>Residence</u>
Feature Installation Charge	See Section 3.4	See Section 3.4

**3. Per Use Features**

The following features are available on a per use basis.

	<u>Business</u>	<u>Residence</u>
Call Return	\$0.75	\$0.75
Repeat Dialing	\$0.75	\$0.75
Three Way Calling	\$0.75	\$0.75

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.3 Rates, (Cont'd.)**

**B. Bundled Service Optional Calling Features**

The following Optional Calling Features are available to Customers who subscribe to the Company's bundled services when the optional calling feature is not part of the bundled service. A nonrecurring feature installation charge applies.

**1. Monthly Recurring Charge**

	<u>Residence</u>
Call Waiting	\$2.45
Caller ID	\$4.95
Caller ID with Name	\$5.45
Call Waiting with ID and Name	\$5.45
Internet Call Waiting	\$4.95
Call Forwarding	\$1.95
Ring no answer Call Forward	\$3.95
Busy Call Forward	\$3.95
Call Forward Remote Access	\$4.95
3-way Calling	\$2.45
3-way Calling with Call Transfer	\$3.45
Call Return	\$1.95
Call Return Block	\$2.95
Speed Dialing 30	\$2.95
Speed Dialing 8	\$1.45
Repeat Dialing	\$1.95
Anonymous Call Rejection	\$2.45
Call Block	\$3.95

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.12 Custom Calling, (Cont'd.)**

**3.12.3 Rates, (Cont'd.)**

**B. Bundled Service Optional Calling Features, (Cont'd.)**

**1. Monthly Recurring Charge, (Cont'd.)**

	<u>Residence</u>
900/976 Block	\$0.00
Privacy Director	\$3.95
Distinctive Ring I	\$2.45
Distinctive Ring II	\$3.95
Custom Toll Restriction	\$1.45

**2. Nonrecurring Charge**

	<u>Residence</u>
Feature Installation Charge	See Section 3.4

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.13 Class Services**

**3.13.1 General**

The features in this section are made available on an individual basis, as part of multiple feature packages or as part of a bundled service. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases. A one month minimum applies to these services. All services are provided only where facilities are available and is subject to the technical limitations of the equipment used by the Company.

**3.13.2 Description of Features**

Call Manager - allows a Customer who is engaged in a telephone call to receive Caller ID (number only) information for a new incoming call, and to handle the new call by either (a) forwarding to Call Answering; (b) including in conferencing; (c) by routing to a message announcement or (d) Drop/First/Drop Last Caller option. The Customer must subscribe separately to Call Waiting. Call Answering is optional. The Customer is required to purchase premises equipment that is capable of displaying Call waiting ID information, in addition to facilitating disposition options.

Call Manager with Name - This service provides all of the functionality in as Call Manager, above, with the addition or providing Caller ID with name on the new incoming call.

Caller ID - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.13 Class Services, (Cont'd.)**

**3.13.2 Description of Features, (Cont'd.)**

Caller ID with Name - provides the caller's name in addition to the telephone number from which an incoming call originates, including names and number associated with non-published and non-listed service. The name and calling number are displayed on customer-provided premises equipment attached to the Customer's telephone line. Customers subscriber to Caller ID with Name will also be provided automatically with the Anonymous Call Rejection feature.

Call Return - allows the Customer to either automatically return the most recent incoming call or receive an audible announcement of the telephone number, date and time of the last incoming call by dialing a special code. The Customer also has the option of having the call automatically returned for a maximum of 30 minutes without tying up the Customer's telephone. Should the line become idle during this process and the Call Return's Customer's line is available to complete the call, there is a distinctive ringing signal to alert the Customer that the call can be completed.

Call Trace - allows Customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the Customer can use this application to combat nuisance calls.

Call Waiting ID - designed for use by Call Waiting Subscribers and augments Call Waiting, it allows a Customer already engaged in a telephone call to receive Caller ID information (number only) for a new incoming call. Callers subscribing to this feature will also be provided with the Anonymous Call Rejection feature.

Call Waiting ID with Name - provides the same functionality as Call Waiting ID, above, with the addition of display of the caller's name associated with the incoming call.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.13 Class Services, (Cont'd.)**

**3.13.2 Description of Features, (Cont'd.)**

Repeat Dialing - allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer. The Repeat Dialing feature also allows Customers, having reached a busy number, to dial a code before hanging up. The Repeat Dialing feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be automatically redialed:

- 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
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.13 Class Services, (Cont'd.)**

**3.13.3 Rates**

**A. A La Carte CLASS Features**

The following A La Carte CLASS 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.

**1. Monthly Recurring Charge**

	<u>Business</u>	<u>Residence</u>
Call Manager	\$5.29	\$5.29
Call Manager with Name	\$6.36	\$6.36
Caller ID	\$5.58	\$5.58
Caller ID with Name	\$6.36	\$6.36
Call Return	\$2.53	\$2.53
Per Activation Charge	\$0.56	\$0.56
Call Trace	n/a	\$3.66
Case Preparation	n/a	\$5.00
Call Waiting ID	\$5.29	\$5.29
Call Waiting ID with Name	\$6.36	\$6.36
Repeat Dialing	\$2.53	\$2.53
Per Activation Charge	\$0.56	\$0.56

**B. Bundled Service CLASS Features**

**1. Monthly Recurring Charge**

	<u>Residence</u>
Caller ID	\$5.95
Caller ID with Name	\$6.95
Call Waiting with ID and Name	\$5.45
Call Return	\$1.95
Call Return Block	\$3.45
Repeat Dialing	\$1.95
Call Block	\$3.95

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.14 PBX Trunk Service\***

**3.14.1 General**

PBX trunks are provided for connection of Customer-provided PBX terminal equipment. All trunks are equipped with multiline hunting.

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

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

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.14 PBX Trunk Service, (Cont'd.)**

**3.14.2 Flat Rate PBX Trunks\***

**A. General**

Service to points within the local calling area is included in the charge for Flat Rate PBX Trunk Service.

**B. Recurring and Nonrecurring Charges**

In addition to the charges listed below, service order charges also apply.

Monthly Recurring Charges: \$59.99+

Direct Inward Dialing, per trunk  
Nonrecurring charge \$13.28  
Monthly \$33.22  
Per 100 number group/month \$1.00

Miscellaneous Options	<u>Monthly Rate</u>
a. Touch Tone Dialing	\$4.03
b. Additional Directory Listing	See Section 3.18
c. Non-Published Listing Service	See Section 3.18
d. Non-Directory Listed Service	See Section 3.18

+ - Flat Rate service is not available in Boston, North Swansa, Rehoboth, Seekonk, Southgate, Chicopee, East Longmeadow, Hampden, Holyoke, Longmeadow, Ludlow, Southwick, Springfield, Westfield, Wilbraham.

\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.14 PBX Trunk Service, (Cont'd.)**

**3.14.3 Message Rate PBX Trunks\***

**A. Description**

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

**B. Recurring and Nonrecurring Charges**

In addition to the charges listed below, service order charges also apply. Charges for each Message Rate PBX Truck include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's lines based on the total number of calls during the billing period.

Monthly Recurring Charges:

- Each Trunk		\$13.00
-Local Messages	<u>Per Minute</u>	<u>Per Message</u>
617/508 LATA Zone 1	\$0.0160	\$0.0280
617/508 LATA Zone 2	\$0.0350	\$0.0100
413 LATA Peak	\$0.0160	\$0.0100
413 LATA Off-Peak	\$0.0080	\$0.0100

-Direct Inward Dialing, per trunk		
Nonrecurring charge		\$13.28
Monthly		\$33.22
Per 100 number group/month		\$ 1.00

Miscellaneous Options		<u>Monthly Rate</u>
a. Touch Tone Dialing		\$4.03
b. Additional Directory Listing		See Section 3.18
c. Non-Published Listing Service		See Section 3.18
d. Non-Directory Listed Service		See Section 3.18
e. Local Usage Detail, per line or trunk		\$2.42

*\* Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.15 Directory Assistance**

**3.15.1 General**

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

A call to DA is considered completed whether or not the number(s) requested are available from DA records.

Direct-dialed calls to DA are exempt from rates and regulations when placed from:

- A.** 10 free calls per month from main business and/or residence telephone lines or PBX trunk lines;
  - B.** a single-line registered main telephone exchange line of a handicapped user. A main line may be registered for exemption with the carrier in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35 #126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line, and not directly dialed, will also be exempt;
  - C.** all pay telephones;
  - D.** exchange lines in the Commonwealth of Massachusetts and its political subdivisions; and
  - E.** also exempt are 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 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.15 Directory Assistance, (Cont'd.)**

**3.15.2 Rates**

Unless one of the exceptions listed in Section 3.16.1 above applies, the charges as shown below apply for each request made to the DA operator:

<u>Type of Directory Assistance (DA)</u>	<u>Per Call</u>
Local DA ("411")	\$1.35
Local DA with operator assistance	\$1.35
Long Distance DA	\$1.99

**3.15.3 Directory Assistance Call Completion**

Directory Assistance Call Completion is a service available to customers who call the Directory Assistance Operator. After the operator provides the requested number, the operator will request whether the customer wishes the operator to complete the call to the requested number. If the operator completes the call for the customer, the following charge applies:

**3.15.4 Directory Assistance Call Completion Rate**

Each Directory Assistance Call Completed by the Operator	\$0.35
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.16 Local Operator Assistance**

**3.16.1 General**

Operator assistance is provided to Customers for assistance in completing or billing calls within the Commonwealth of Massachusetts.

**3.16.2 Rates**

The rates for operator assistance are composed of a per call service charge and a per minute incremental component. The rates for both components are noted below.

**A. Local Operator Assisted Per Minute Usage Charges**

	<u>Per Minute</u>
Day Rate:	\$0.075
Evening Rate:	\$0.039
Night/Weekend:	\$0.039

**B. Per Call Service Charge**

<u>Type of Operator Assistance</u>	<u>Per Call</u>
Customer Dialed Calling Card	\$0.44
Collect and Bill to Third Party	\$1.00
Mechanized Collect and Bill to Third Party	\$0.86
Person to Person	\$2.63
Operator Dialed Person to Person	\$3.16
Operator Dialed Calling Card	\$1.05
Operator Dialed Station to Station	\$1.50

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.16 Local Operator Assistance, (Cont'd.)**

**3.16.3 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.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

**A. Rate, per completed call**

Busy Line Verification	\$1.12
Line Interruption	\$2.25

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service**

**3.17.1 General**

- A.** The Company offers basic local exchange service as part of a bundle or package of telecommunications services to its business Customers. Eligible customers must subscribe to the Company as their primary local, intraLATA, and interLATA carrier.

Company's business services which are billed on a flat rate basis are available only for standard business voice use, and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods and/or for data transmission. In the event the Company reasonably determines that the Customer usage is outside the terms of its service, it may, at its discretion, terminate the service after due notice to the Customer. For service packages which include unlimited local, intraLATA, and/or interLATA usage, the services are available for business voice calling only. If it is determined that usage is not consistent with business voice applications, as described above; Company may immediately suspend, restrict or cancel the customer's service without prior notice and assess an additional \$50.00 monthly recurring charge for each month in which such usage occurred. Incidental Internet and other data usage is permitted, provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with business voice applications and shall be subject to the conditions above.

**B. Additional Lines**

Bundled Service Customers may purchase multiple lines or additional lines to existing services, up to a total of ten (10) lines. The bundled rates below apply to the primary line. Each additional line will be billed at the rate specified for additional lines in the local bundle packages below.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.2 Basic Business Plan \*\*\***

The Basic Business Plan is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found in Section 4. This bundle includes the following services:

- 1500 minutes of local calling, per line, per month. Local calls in excess of the allowance are \$0.01 per minute. The local unlimited calling area is defined in Section 3.1.
- Three Custom Calling or CLASS features (subject to availability) excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually.
- 1000 minutes of local, intraLATA and interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. Additional intraLATA and interLATA in-state long distance service will be provided pursuant to the terms, conditions, and rates contained in the Company's MA Tariff.

**Monthly Charge, per line**

Zone 1:**	\$27.95
Zone 2:	\$29.95
Zone 3:	\$32.95
Zone 4:	\$37.95

\*\* Zones are described in Verizon Tariff #17, Part A, Section 5 and in this Price Guide, Section 3.3.

\*\*\* As of April 1, 2004, this service will only be available to current customers' existing lines at current locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.3 Talk America Strictly Business Plan \*\***

The Talk America Strictly Business Plan is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found in Section 4. This bundle includes the following services:

- Unlimited local voice calling within the local calling area defined in Section 3.1.
- Unlimited Custom Calling or CLASS features (subject to availability) excluding Voice Mail.
- 1000 minutes of local, intraLATA and interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. Charges for the intraLATA and interLATA in-state service will be provided pursuant to the terms, conditions, and rates in Company's Long distance Tariff, Section 4.22.
- Monthly Recurring Charge:

Primary Line:

Zone 1:	\$34.95
Zone 2:	\$36.95
Zone 3:	\$39.95
Zone 4:	\$42.95

Each Additional Line:

Zone 1:	\$34.95
Zone 2:	\$36.95
Zone 3:	\$39.95
Zone 4:	\$42.95

\* Zones are described in Verizon Tariff #17, Part A, Section 5 and in this Price Guide, Section 3.3.

\*\* As of April 1, 2004, this service will only be available to current customers' existing lines at current locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.4 Business Bundle Plan\*\***

The Business Bundle Plan is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found in Section 4. This bundle includes the following services:

- Dial Tone;
- Unlimited local voice usage;
- Unlimited intraLATA voice usage;
- Unlimited Custom Calling and Class Features, subject to availability (excluding features that are priced on a per call basis);
- Voice mail \*;
- Travel Card;

Member to member calling from all lines, limited to 1000 free minutes per month per line on all lines (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers).

**Monthly Recurring Charge:**

Primary Line

Zone 1:	\$52.95
Zone 2:	\$52.95
Zone 3:	\$61.95
Zone 4:	\$82.95

Additional Line:

Zone 1:	\$48.00
Zone 2:	\$48.00
Zone 3:	\$57.00
Zone 4:	\$78.00

\* Voice mail is considered an enhanced service and does not come under the jurisdiction of the MA Department of Telecommunications and Cable. It is included in this Price Guide for informational purposes only.

\*\*Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.5 Talk Unlimited Nationwide Plan for Business\*\***

Talk Unlimited Nationwide Plan for Business is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found in Section 4. This bundle includes the following services:

Unlimited local, intraLATA, interLATA, and interstate long distance voice usage for the following monthly recurring charges;

Unlimited Custom Calling and/or CLASS features (subject to availability), but not the Custom Calling features that are priced on a per call basis; and

Voice mail\*.

**Monthly Recurring Charge, per line**

Primary Line

Zone 1:	\$72.95
Zone 2:	\$72.95
Zone 3:	\$77.95
Zone 4:	\$97.95

Additional Line

Zone 1:	\$68.00
Zone 2:	\$68.00
Zone 3:	\$73.00
Zone 4:	\$93.00

\* Voice mail is considered an enhanced service and does not come under the jurisdiction of the MA Department of Telecommunications and Cable. It is included in this Price Guide for informational purposes only.

\*\*Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.6 Basic Business Plan v 1.0\*\***

The Basic Business Plan v 1.0 is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found Section 4. This bundle includes the following services:

- 1500 minutes of local calling, per line, per month. Local calls in excess of the allowance are \$0.01 per minute. The local unlimited calling area is defined in Section 3.1.
- Three Custom Calling or CLASS features (subject to availability) excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available individually.\*
- 1000 minutes of local, intraLATA and interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. Additional intraLATA and interLATA in-state long distance service will be provided pursuant to the terms, conditions, and rates contained in the Company's Long distance tariff, Section 4.22.

Monthly Recurring Charge, per line

Initial Line

Zone 1:	\$35.95
Zone 2:	\$35.95
Zone 3:	\$42.95
Zone 4:	\$59.95

Additional Line(s)

Zone 1:	\$31.00
Zone 2:	\$31.00
Zone 3:	\$38.00
Zone 4:	\$55.00

\* Voice mail is considered an enhanced service and does not come under the jurisdiction of the MA Department of Telecommunications and Cable. It is included in this Price Guide for informational purposes only.

\*\*Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.7 Talk America Strictly Business Plan v 1.0\*\***

The Talk America Strictly Business Plan v 1.0 is available only as part of a bundle or package of services to business customers. Customers must designate the Company as their local, intraLATA and interLATA presubscribed carrier to be eligible for this service, and subscribe to the companion long distance bundled service found in Section 4. This bundle includes the following services:

- Unlimited local voice calling within the local calling area defined in Section 3.1.
- Unlimited Custom Calling or CLASS features (subject to availability) excluding Voice Mail. Voice Mail is available individually.\*
- 1000 minutes of local, intraLATA and interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. Additional intraLATA and interLATA in-state service will be provided pursuant to the terms, conditions, and rates in Company's Long distance tariff, Section 4.22.

Monthly Recurring Charge:

Primary Line:

Zone 1:	\$40.95
Zone 2:	\$40.95
Zone 3:	\$48.95
Zone 4:	\$67.95

Each Additional Line:

Zone 1:	\$36.00
Zone 2:	\$36.00
Zone 3:	\$44.00
Zone 4:	\$63.00

\* Voice mail is considered an enhanced service and does not come under the jurisdiction of the MA Department of Telecommunications and Cable. It is included in this Price Guide for informational purposes only.

\*\*Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.17 Business Bundled Local Service (Cont'd.)**

**3.17.8 Business Bonus Line\***

**A. Description**

The Business Bonus Line for Bundled Plans is available to business customer's only who are subscribed to a business bundled local service offering (as described in Section 3.17 for one or more telephone lines. Customer must remain a subscriber to a Business Bundled Local Service for one or more lines in order to stay subscribed to this service for any additional lines. The Business Bonus Line for Bundled Plans offering is part of a bundled local and long distance service, and all lines subscribed to this service must remain presubscribed to Talk America's local, interLATA and intraLATA long distance service in order to qualify for the services and rates included in this Plan.

**B. The Bonus Line offering includes the following services:**

Unlimited local voice usage;

Features are available and charged on an individual basis, subject to availability (see Section 3.12 for rates); and

1000 minutes of local, intraLATA and interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. Additional intraLATA and interLATA in-state long distance service will be provided pursuant to the terms, conditions, and rates contained in the Company's Long distance tariff, Section 4.22.

**C. Monthly Recurring Charge, per Line**

Per Line

Zone 1:	\$33.95
Zone 2:	\$33.95
Zone 3:	\$38.95
Zone 4:	\$52.95

*\*\*Effective April 1, 2005, this service is grandfathered and available only to existing customers at existing locations.*

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.18 Directory Listings**

The following rules apply to standard 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.

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

**3.18.1 Types of Listings**

**A. Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White *Original Pages* of the telephone directory and in the Company's Directory Assistance records.

**B. Free Listings**

One listing for each individual line service, auxiliary line or PBX system are provided at no additional charge to the Customer.

**C. Rates for Additional Listings**

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 7.1.3

Additional Listing service charge, per month	\$1.25
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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.18 Directory Listings, (Cont'd.)**

**3.18.5 Non-Published Service**

Non-published 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.

**A. Regulations**

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

The Company will complete calls to a non-published 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 non-published 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 non-published 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 non-published service or the disclosing of said number to any person.

**B. Rates and Charges**

There is a monthly charge for each non-published service. This charges 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.

Non-published service charge, per month:           \$2.03

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**SECTION 3 - LOCAL SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**3.18 Directory Listings, (Cont'd.)**

**3.18.6 Non-Listed Service**

Non-listed 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.

**A. Regulations**

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

The Company will complete calls to a non-listed 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 non-listed 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 non-listed 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 non-listed service or the disclosing of said number to any person.

**B. Rates and Charges**

There is a monthly charge for each non-listed 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.

Non-listed service charge, per month: \$1.21

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES**

**4.1 Timing of Calls**

- 4.2.1** Long distance usage charges are based on the actual usage of the Company's network. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.
  - 4.2.2** Minimum call duration is specified for each product in Section 4 of this tariff.
  - 4.2.3** Unless otherwise specified in this tariff, after the initial minimum period usage is beyond the minimum call duration is measured and rounded to the next higher six second increment for billing purposes. The initial minimum period for each product is specified in Section 4 of this tariff.
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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.2 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the serving wire centers. Obtain the difference between the "H" coordinates.

Step 3 Square the differences obtained in Step 2.

Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10) . Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

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



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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.3 Time of Day Rate Periods**

Day, evening and night/weekend rates apply based on the following chart unless specified elsewhere in this tariff:

	MON	TUES	WED	THU	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* to, but not including

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call.

Peak and Off-Peak - When a Peak/Off-Peak rate structure is used, Peak rates apply Monday through Friday 9:00 AM to, but not including 9:00 PM. Off Peak rates apply for all other time of day periods except that Off-Peak rates apply on Company recognized Holidays.

Holiday Rates apply to that portion of a call occurring on Company acknowledged Holidays. The rate is equivalent to the Evening Rate or Off-Peak unless a lower rate would normally apply. Holiday rates apply on New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Evening Rate or Off-Peak Period rates will apply to all calls made from 8:00 AM to, but not including, 11:00 PM on Company-recognized holidays.

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.4 Contractual offerings**

The Company may negotiate with customers or prospective customers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this tariff. Within ten (10) days of concluding such agreement, the Company shall file with the Massachusetts Department of Telecommunications and Cable any contract or memorandum of understanding which will include the rates, charges, practices, rules, or regulations applicable to the service.

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.5 Schedule A**

This long distance service applies to customers who access the Company via local exchange company provided switched access. For billing purposes call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds. In addition to the applicable usage charges, calls placed using Travel Card access also incur a fixed service charge per completed call.

Intrastate Long Distance Rate Table  
Standard Switched Access

This rate table applies to customers that access the Company via local exchange company provided switched access. Applicable Travel Card charges are listed in Section 4.19.

**SCHEDULE A**

**DAYTIME RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0516	\$0.0172

**EVENING RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0435	\$0.0145

**NIGHT/WEEKEND RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0435	\$0.0145

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.6 Schedule B**

This long distance service applies to customers who access the Company via dedicated special access channels. For billing purposes call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

Intrastate Long Distance Rate Table  
Special Access

This rate table applies to customers that access the Company via dedicated special access channels. Charges for the special access channel are determined by the special access provider.

**SCHEDULE B**

**DAYTIME RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0291	\$0.0097

**EVENING RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0255	\$0.0085

**NIGHT/WEEKEND RATES**

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional 6 Seconds or Fraction</u>
ALL	\$0.0255	\$0.0085

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.7 Switched Inbound Service**

Switched Toll-Free Service provides an in-bound calling service to the Company's Customers. The Company Customer is billed for each toll-free (i.e., 800/888) call, rather than the call originator. Calls terminate to the Company's Customer via switched access lines. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

	<u>Rate Per Hour of Use</u>
Day	\$10.34
Evening	\$ 9.25
Night/Weekend	\$ 8.40

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.8 Dedicated Inbound Service**

Dedicated Toll-Free Service provides an in-bound customer provided calling service to the Company's Customers. The Company's Customer is billed for each toll-free (i.e., 800/888) call, rather than the call originator. Calls terminate to the Company's Customer via customer-provided dedicated access lines. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

	<u>Rate Per Hour of Use</u>
Day	\$6.75
Evening	\$6.50
Night/Weekend	\$6.00

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.9 Non-Subscriber Calling**

Non-subscriber calling is a specialized service allowing Customers to access the Company's network by using the Carrier's access code.

Per Minute Usage Charges are based on airline mileage as calculated using the formula found in Section 3.2 of this tariff. All calls are rounded to the next higher full minute with a minimum billing of one minute per call.

Per Minute Rates:

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	1stMinute	Ea.Add'l Minute	1stMinute	Ea.Add'l Minute	1stMinute	Ea.Add'l Minute
1-10	.1500	.1300	.1200	.0900	.0900	.0600
11-25	.1800	.1500	.1500	.1200	.0900	.0700
26-55	.2000	.1900	.1700	.1400	.1000	.0900
56-70	.2100	.2000	.1700	.1600	.1200	.1000
71-85	.2100	.2000	.1700	.1700	.1300	.1100
86+	.2300	.2200	.1800	.1700	.1300	.1200

Non-subscriber Charge, per Call:                      \$1.80

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.10 Marketing Partnership Long Distance Savings Plan**

Marketing Partnership Long Distance Savings Plan (MP LDSP) is offered to Customers who subscribe to service through a participating Internet Service Provider (ISP) or other Marketing Partnership (e.g. AOL Long Distance Savings Plan). The participating marketing partner must have a previously established partnership agreement with the Company. The Customer is billed for each call placed using MP LDSP. Each call is billed in one minute increments. The minimum call duration for billing purposes is one minute. The Customer has access to call detail and billing records only on-line through the participating marketing partner and billing is handled through commercial credit card payment arrangements. Monthly recurring charges apply only to residential toll-free calling service. Optional Travel Service is also available. Travel Service is accessed via a toll-free number provided by the Company. Fractional charges are rounded up to the next highest penny on a per call basis.

	<u>InterLATA</u>	<u>IntraLATA</u>
MP LDSP Outbound (1+) Rate Per Minute:	\$0.15	\$0.049
MP LDSP Inbound (toll-free) Rate Per Minute:	\$0.15	\$0.15
Travel Card Rates: See Section 4.19		
Monthly Recurring Charge, per toll-free number:	\$5.00	



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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.11 Talk America Plan 1**

Talk America Plan 1 is offered to Business Customers for outbound and toll-free inbound calling from/to presubscribed switched lines. The account may be used for interstate, international or intrastate calling. Travel Card service is offered in conjunction with Talk America Plan 1. A per call service charge applies to each completed Travel Card call.

Service is initiated through a qualified Talk America sales agent. Charges are billed via a valid commercial credit card. Call detail and billing records are available on-line via the Talk America web site.

The usage rate for each call is determined by the minimum monthly usage level selected by the Customer. When the Customer's total billing in any monthly billing cycle falls below the selected minimum monthly usage level, the minimum monthly usage fee applies instead of the actual usage charges. Interstate, outbound and inbound (toll-free), international and intrastate outbound and inbound (toll-free) and Travel Card usage, Travel Card per call service charges, and monthly recurring charges apply toward meeting the minimum monthly usage commitment. A term commitment of six (6) months applies to the minimum monthly usage level of \$150.

Calls are billed in six (6) second increments after an initial minimum call duration of thirty (30) seconds. Fractional call charges are rounded up to the next penny.

**4.11.1 Early Termination Penalty**

When the Customer elects a \$150 minimum monthly usage level that requires a six (6) month term commitment and cancels service prior to fulfillment of the term commitment, a term penalty is immediately applied to the Customer's bill. The term penalty is a one-time charge equal to the minimum monthly usage commitment level multiplied by the number of months remaining in the term. Early termination penalties will be specified in any written contract or service agreement.

**4.11.1 Usage Charges**

Minimum Monthly Usage	Per Minute
\$50.00	<u>Intrastate</u> \$0.097
\$100.00	\$0.097
\$150.00	\$0.097

**4.11.3 Travel Card Service**

See Section 4.18

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.12 Talk America Plan 2**

Talk America Plan 2 is offered to Residential Customers for outbound and toll-free inbound calling from/to presubscribed switched lines. The account may be used for interstate, international or intrastate calling. Travel Card service is offered in conjunction with Talk America Plan 2 service. A per call service charge applies to each completed Travel Card service call.

Service is initiated via internet registration or through a qualified Talk America sales agent. Charges are billed via a valid commercial credit card. Call detail and billing records are available on-line via the Talk America web site.

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny.

Rates for this service are the same as the rates that are found in Section 4.10 of this tariff.

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.13 Bundled Long Distance Service**

Bundled Long Distance Service is offered to Customers who purchase local and long distance service from the Company in a bundled package. Fixed monthly charges and number of minutes included in the monthly call allowance are found in the Company's local tariff for each particular bundle. Travel Card service is offered in conjunction with Bundled Long Distance Service. A per call service charge applies to each completed Travel Card call.

When a Bundled Long Distance Service Customer discontinues the local portion of service, but continues to choose the Company's long distance service, the Customer will be charged rates as set forth in Section 4.25 in this Tariff.

Business Bundled Long Distance Service customers are eligible to subscribe to Inbound Toll Free Service. The Customer, rather than the call originator, is billed for each toll free call. Toll free calls may be originated from any location throughout the continental United States. The customer's usage of Inbound Toll Free Service is not included in the "unlimited" or "member-to-member" usage for the bundled product. The Company offers the following Toll Free Service: Premier Business 800 Service.

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.14 Bundled Long Distance Service**

For calls in excess of the call allowance in the local service bundle, the following rate applies and is billed in full minute increments.

When a Bundled Long Distance Service Customer discontinues the local portion of service, but continues to choose the Company's long distance service, the following per minute rate applies on a per call basis to all usage.

**4.14.1 Bundle No. 3**

Rate Per Minute: \$0.095

Travel Card Rates are listed in Section 4.19

**4.14.2 Bundle No. 4**

Rate Per Minute: \$0.095

Travel Card Rates are listed in Section 4.19

**4.14.3 Bundle No. 8**

Rate Per Minute: \$0.069

Travel Card Rates are listed in Section 4.19.

**4.14.4 Bundle No. 9\***

Rate per Minute: \$0.099

Travel Card Rates are listed in Section 4.19

*\* As of June 28, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.14 Bundled Long Distance Service, (Cont'd.)**

**4.14.5 Bundle No. X \***

Rate Per Minute: \$0.099  
Travel Card Rates are listed in Section 4.19.

**4.14.6 Bundle No. XI \***

Rate per Minute: \$0.099  
Travel Card Rates are listed in Section 4.19

**4.14.7 Bundle No. XII \*\***

Rate per Minute:  
IntraLATA \$0.069  
InterLATA \$0.099  
Travel Card Rates are listed in Section 4.19

**4.14.8 Bundle No. XIII \*\***

Rate per Minute:  
IntraLATA \$0.069  
InterLATA \$0.099  
Travel Card Rates are listed in Section 4.19

**4.14.9 Bundle No. XIV \*\***

Rate per Minute:  
InterLATA \$0.099  
Travel Card Rates are listed in Section 4.19

*\* As of December 12, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

*\*\* As of March 18, 2004, this service is only available to current customers' existing lines at current locations.*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.14 Bundled Long Distance Service, (Cont'd.)**

**4.14.10 Bundle No. XV \***

The following charge is identical to and is not in addition to any monthly recurring charge applicable to companion local service or to companion interstate service. Companion service product description and rates can be found in Company's Local tariff. Companion interstate rates can be found in the Company's Rates, Terms, and Conditions document posted at [http://tariffs.net/select\\_client\\_docs.asp?comp=22](http://tariffs.net/select_client_docs.asp?comp=22).

Monthly Recurring Charge

Initial Line

Zone 1	\$44.95
Zone 2	\$44.95
Zone 3	\$49.95
Zone 4	\$49.95

Each Additional Line

Zone 1	\$44.95
Zone 2	\$44.95
Zone 3	\$49.95
Zone 4	\$49.95

**4.14.11 Bundle No. XVI**

Rate per Minute:

IntraLATA	\$0.069
InterLATA	\$0.099

Travel Card Rates are listed in Section 4.19

*\* As of March 18, 2004, this service is only available to current customers' existing lines at current locations.*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.15 Bundled Long Distance Service, (Cont'd.)**

**4.14.12 Bundle No. XVII**

Rate per Minute:

IntraLATA \$0.069

InterLATA \$0.099

Travel Card Rates are listed in Section 4.19

**4.14.13 Bundle No. XVIII**

Rate per Minute: \$0.099

Travel Card Rates are listed in Section 4.19

**4.14.14 Bundle No. XIX**

Rate per Minute: \$0.050

Travel Card Rates are listed in Section 4.19

**4.14.15 Basic Local Plan**

Rate per Minute:

IntraLATA \$0.069

InterLATA \$0.099

Travel Card Rates are listed in Section 4.19

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.14 Business Bundled Long Distance Service**

**4.14.16 Basic Business Plan \*\***

Rate per Minute:

IntraLATA	\$0.069
InterLATA	\$0.099

Travel Card Rates are listed in Section 4.19

Toll Free Service Rates are listed in Section 4.22.34

**4.14.17 Talk America Strictly Business Plan \*\***

Rate per Minute:

IntraLATA	\$0.069
InterLATA	\$0.099

Travel Card Rates are listed in Section 4.19

Toll Free Service Rates are listed in Section 4.22.3

**4.14.18 Inbound Toll Free Service - Premier Business 800 Service**

Monthly Recurring Fee	\$1.00
Rate Per Minute	
InterLATA	\$0.099
IntraLATA	\$0.069

*\*A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.*

*\*\* As of March 18, 2004, this service is only available to current customers' existing lines at current locations.*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.14 Business Bundled Long Distance Service, (Cont'd.)**

**4.14.19 Business Bundle Plan**

Rate per Minute: \$0.099

Travel Card Rates are listed in Section 4.19

Toll Free Service Rates are listed in Section 4.22.3

**4.14.20 Basic Business Plan v 1.0**

Rate per Minute:

IntraLATA \$0.069

InterLATA \$0.099

Travel Card Rates are listed in Section 4.19

Toll Free Service Rates are listed in Section 4.22.3

**4.14.21 Talk America Strictly Business Plan v 1.0**

Rate per Minute:

IntraLATA \$0.069

InterLATA \$0.099

Travel Card Rates are listed in Section 4.19

Toll Free Service Rates are listed in Section 4.22.3

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.15 Local Exchange Carrier Connected Service**

This service applies to Customers who select the Company as their interLATA or intraLATA carrier through a local exchange carrier without contacting the Company to select a calling plan. Each call will be billed in one minute increments with a minimum call duration of one minute for billing purposes. The applicable rate is the usage rate specified below, in addition to all other applicable service charges and surcharges specified in this tariff.

Rate Per Minute: \$0.1500

**4.16 Business Standard Discount Service**

Business Standard Discount Service is a long distance service offered to new business Customers who also subscribe to the Company's local service. Calls are billed in one minute increments following an initial billing period of one minute.

Calls are billed in one minute increments following an initial billing period of one minute.

Rate Per Minute: \$0.099

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.17 3.9 Cent Long Distance Plan**

The 3.9 Cent Long Distance Plan is available to business and residential Customers for outbound calling from lines presubscribed to the Company. Calls are billed in one minute increments after an initial minimum call duration of one minute. To be eligible for this plan, Customers must accept the credit card billing option.

A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

Calls are billed in one minute increments after an initial minimum call duration of one minute.

	<b>InterLATA</b>	<b>IntraLATA</b>
Rate Per Minute:	\$0.099*	\$0.069*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.18 Travel Card Service**

The Company offers a proprietary calling card which enables the Customer to use the Company's service by dialing a Company-provided access number. Calls are billed in one minute increments after an initial billing increment of one minute. Fractional cents will be rounded up to the next higher penny.

The service charge applies to each completed call, unless otherwise indicated.

**4.18.1 Traditional Travel Card**

No minimum commitment is required.

Per Minute Rate	\$0.249
Per Call Charge	\$1.25

**4.18.2 High Volume Travel Card**

Per Minute Rate	\$0.249
Monthly Recurring Charge	\$1.95

*\*A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.19 Business Stand Alone Long Distance Plan**

The Business Stand Alone Long Distance Plan is available to business Customers for outbound calling from lines presubscribed to the Company. Calls are billed in six (6) second increments after an initial minimum call duration of one (1) minute. To be eligible for this plan, Customers must accept the credit card billing option. If the Customer desires a paper bill, an additional charge of \$1.95 per month applies.

A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

	<b><u>InterLATA</u></b>	<b><u>IntraLATA</u></b>
Rate Per Minute:	\$0.099*	\$0.069*

**4.20 5.9 Cent Affinity Toll Plan**

The 5.9 Cent Affinity Toll Plan is available to members of organizations for outbound calling. This plan is only available through Organizations who subscribe to the Company's Affinity Program, which entitles the Organization to receive a commission on revenues received from end users who sign up for service under the program.

Calls are billed in one minute increments after an initial minimum call duration of one minute. To be eligible for this plan, Customers must accept the credit card billing option. If the Customer desires a paper bill, an additional charge of \$1.95 per month applies.

A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

	<b><u>InterLATA</u></b>	<b><u>IntraLATA</u></b>
Rate Per Minute:	\$0.099*	\$0.069*

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.21 Stand-Alone Long Distance 5-10 Plan**

The Stand-Alone Long Distance 5-10 Plan is available to Customers for outbound calling from lines presubscribed to the Company. Customers must be subscribed to this plan for interstate calling. Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny. Travel card service is offered in conjunction with this Plan. To be eligible for this plan, Customers must accept the credit card billing option. No Local Connect Surcharge or InterLATA Direct Dial Fee will apply to this service. A minimum monthly charge applies if the Customer's usage charges for a monthly billing period are less than the specified minimum amount.

Minimum Monthly Charge: \$10.00

Rate Per Minute:	<u>IntraLATA</u>	<u>InterLATA</u>
	\$0.069	\$0.099

Travel Card Service See Section 4.19

**4.22 Stand-Alone Long Distance 7-7 Plan**

The Stand-Alone Long Distance 7-7 Plan is available to Customers for outbound calling from lines presubscribed to the Company. Customers must be subscribed to this plan for interstate calling. Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny. Travel card service is offered in conjunction with this Plan. To be eligible for this plan, Customers must accept the credit card billing option. A minimum monthly charge applies if the Customer's usage charges for a monthly billing period are less than the specified minimum amount.

Minimum Monthly Charge: \$7.00

Rate Per Minute:	<u>IntraLATA</u>	<u>InterLATA</u>
	\$0.069	\$0.099

Travel Card Service See Section 4.19

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Talk America, LLC  
4001 Rodney Parham Road  
Little Rock, AR 72212

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.23 Other Charges**

Optional Account Codes:	\$0.00 per code per month
Initial Installation Fee:	\$0.00 per account code

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.24 Directory Assistance Service**

**4.24.1 General**

A Directory Assistance charge applies per intrastate Directory Assistance calls made from points within the Commonwealth of Massachusetts. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance charge applies regardless of whether the operator is able to supply the requested number. Discounts are not applicable to Directory Assistance Charges. Directory Assistance charges are not included in usage commitments or computed in any discount calculations.

**4.24.2 Regulations**

No charge applies for Directory Assistance calls from residential presubscribed accounts or pay telephones. Each business account will receive ten (10) direct dialed calls to Directory Assistance for each business line or trunk presubscribed to the Company's service. The call allowance for centrex main station lines is 10 calls per equivalent number of PBX trunks. If a Customer has two or more main telephone exchange lines, centrex station lines, or PBX trunks lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved. Directory Assistance requests for telephone numbers which are nonlisted or nonlisted and nonpublished are exempt from the charge and shall not be included in the ten call allowance.

Single line business or residence exchange lines may be registered for exemption with the Carrier in those instances when one of the users of the line is legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35, No. 126. Exchange lines of the Commonwealth of Massachusetts and its political subdivisions are also exempt from Directory Assistance charges.

Per Call Charge            \$1.99



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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.25 Operator Services**

Operator Services are offered to Customers. Operator Services allow Customers and Consumers to place calls using operator assistance for call completion or billing.

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this tariff. For calls made using a telephone company card, acceptance of the card will be dependent upon the Company's ability to verify the card as valid. Only those cards accepted by the Company may be used for Operator Services. The Company reserves the right to verify acceptance of charge prior to billing charges to a third party number.

**4.25.1** Operator services may be used by the presubscribed Customer and by the Aggregator and their respective Consumers (i.e., patrons, guests, invitees or employees) to complete Person-to-Person, Collect, Third-Party, and/or Calling Card calls.

**4.25.2** Charges for Operator Assisted Calls include two components: a usage-sensitive component based upon the time-of-day rate period, mileage, and duration of the call; and a fixed service charge based upon the type of operator service provided.

**4.25.3** The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

**4.25.4** Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer Authorization Codes, Calling Cards or credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of Customers through available credit card, Calling Card, called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer/Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.25 Operator Services, (Cont'd.)**

**4.25.6** The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party, Calling Card and credit card calls. The Calling Card or credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a Calling Card, credit card or a telephone line number, respectively.

Operator assistance is provided to presubscribed Customers for assistance in completing or billing calls within the state.

**4.25.7 Local Operator Assistance**

Per Call Service Charge:

Customer Dialed Calling Card	\$0.44
Collect and Bill to Third Party	\$1.00
Mechanized Collect and Bill to Third Party	\$0.46
Person to Person	\$2.63
Operator Dialed Person to Person	\$3.16
Operator Dialed Calling Card	\$1.05
Operator Dialed Station to Station	\$1.50

SCHEDULE	PER MINUTE RATE					PER MESSAGE CHARGE
	DAY	EVENING	NIGHT/ WEEKEND	PEAK	OFF-PEAK	
3 - LATA 617/508	\$0.085	\$0.055	\$0.036	n/a	n/a	\$0.01
4 - LATA 413	n/a	n/a	n/a	\$0.055	\$0.036	\$0.01

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.25 Operator Services, (Cont'd.)**

**4.25.8 Per Call Service Charges**

The following per-call charges apply in addition to the per minute usage rates when applicable. These charges apply in all rate periods.

**Service Charge Per Call**

Customer Dialed Card		\$0.65
Operator Dialed Card		\$1.25
	<u>Automated</u>	<u>Operator Assisted</u>
Operator Station		
Billed Collect	\$1.25	\$2.25
Billed to Third Party	\$1.25	\$2.25
Person-to-Person		
All Billing Methods	\$2.50	\$3.50

**A. Operator Station**

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1 - 10	\$0.1300	\$0.1000	\$0.0900	\$0.0600	\$0.0650	\$0.0370
11 - 25	\$0.1600	\$0.1400	\$0.1300	\$0.0900	\$0.0700	\$0.0550
26 - 55	\$0.1800	\$0.1800	\$0.1400	\$0.1400	\$0.0800	\$0.0800
56 - 70	\$0.1900	\$0.1900	\$0.1500	\$0.1400	\$0.1000	\$0.1000
71 - 85	\$0.2000	\$0.2000	\$0.1600	\$0.1500	\$0.1100	\$0.1100
86 +	\$0.2200	\$0.2200	\$0.1600	\$0.1600	\$0.1200	\$0.1200

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**SECTION 4 - LONG DISTANCE SERVICE DESCRIPTION AND RATES, (CONT'D.)**

**4.25 Operator Services, (Cont'd.)**

**4.24.8 Per Minute Rates**

**A. Operator Station**

Rate Mileage	DAY		EVENING		NIGHT/WEEKEND	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1 - 10	\$0.1300	\$0.1000	\$0.0900	\$0.0600	\$0.0650	\$0.0370
11 - 25	\$0.1600	\$0.1400	\$0.1300	\$0.0900	\$0.0700	\$0.0550
26 - 55	\$0.1800	\$0.1800	\$0.1400	\$0.1400	\$0.0800	\$0.0800
56 - 70	\$0.1900	\$0.1900	\$0.1500	\$0.1400	\$0.1000	\$0.1000
71 - 85	\$0.2000	\$0.2000	\$0.1600	\$0.1500	\$0.1100	\$0.1100
86 +	\$0.2200	\$0.2200	\$0.1600	\$0.1600	\$0.1200	\$0.1200

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**SECTION 5 - PROMOTIONS**

**5.1 General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed one year, or by offering premiums or refunds of equivalent value. Such promotions must be approved by the Commission and shall be made available to all similarly situated Customers in the target market area.

**5.1.1 Demonstration of Calls**

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

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**SECTION 6 - CONTRACT SERVICES**

**6.1 General**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer. Such contract offerings will be included as future tariff revisions and subject to Department approval. The terms of each contract shall be mutually agreed upon between the Customer and the 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 six months after the initial offering to the first contract Customer for any given set of terms.