

Business Telecom, LLC

4001 Rodney Parham Road
Little Rock, Arkansas 72212
Issued by: Senior Regulatory Counsel

Maryland Local Price Guide
Original Title Page

Effective: January 8, 2018

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

LOCAL EXCHANGE SERVICES PRICE GUIDE

FOR

BUSINESS TELECOM, LLC

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

CHECK SHEET

Pages of this price guide, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original price guide and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>
Title	Original		26	Original		52	Original
1	3 rd Revised	*	27	Original		53	Original
2	Original		28	Original		54	Original
3	Original		29	Original		55	Original
4	Original		30	Original		56	2 nd Revised
5	Original		31	Original		57	2 nd Revised
6	Original		32	Original		58	2 nd Revised
7	2 nd Revised.	*	33	Original		59	Original
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21	Original		47	2 nd Revised		73	2 nd Revised
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25	Original		51	Original		77	2 nd Revised

* - indicates those pages included with this filing

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PRICE GUIDE FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the price guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version in the price guide.
- C. Check Sheets - The check sheet lists the pages contained in the price guide, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made are designated by an asterisk (*).

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EXPLANATION OF SYMBOLS

When changes are made in any price guide sheet, a revised sheet will be issued canceling the price guide sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) - To signify changed regulation.
- (D) - To signify discontinued rate or regulation.
- (I) - To signify increased rates.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify new rate, regulation, or text.
- (R) - To signify reduced rate.
- (S) - To signify reissued material.
- (T) - To signify a change in text, but no change in rate or regulation.

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Service - An arrangement which connects a Customer service to a Company terminal location (point of presence).

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier's service.

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 signaling 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.

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.

Commission - Maryland Public Service Commission.

Company - Used throughout this price guide to mean Business Telecom, LLC , unless clearly indicated otherwise by the text.

Customer - 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.

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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.

Holidays - Holidays observed by the Carrier as specified in this price guide.

LATA - Local access and 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

Premises - A building or buildings on contiguous property.

Special Construction - Service configurations specifically designed and constructed at a Customer's request.

Subscriber - The person, firm, Customer, corporation or other entity that arranges for the Carrier to provide, discontinue or rearrange telecommunications services on behalf of itself or others under the provisions and terms of this price guide.

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

The Company offers local and private line service to Customers within the State of Maryland. Service is designed for transmission of data communications, but may be used by the Customer for any lawful purpose for which the service is technically suited.

Service is offered only to business Customers. When service is arranged for two-way calling, the Customer may select the interexchange carrier of his or her choice upon placing an initial order for service. A Primary Interexchange Carrier fee applies to subsequent changes of the primary carrier.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.2 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

3.2.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

3.2.2 Chargeable time for all calls ends when one of the parties disconnects from the call.

3.2.3 Minimum call duration for billing purposes is one minute unless otherwise specified in the individual rate schedules of this price guide.

3.2.4 Calls are measured and billed in one minute increments unless otherwise indicated in this price guide. Any partial minute is rounded up to a full minute.

3.2.5 No charges apply to incomplete calls or to calls to wrong numbers for which the Customer promptly notifies the Company.

3.2.6 Computation of Charges

If the computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent (for example, \$1.523 would round up to \$1.53) on a per call basis.

3.3 Zone Calling

When local calling is offered on a measured or message use basis, the applicable rates may depend in part on the terminating zone of the call. Zones used by the Company as identical to those applicable to Bell Atlantic within Maryland as set forth in tariffs on file with the Maryland.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas

The Company concurs in the exchange and zone designations specified in Bell Atlantic-Maryland, Inc.'s Local Exchange Services Tariff. The Company does not concur in the rates of the ILEC.

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Aberdeen	B, B2	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit exchanges, and the Fork zone. Annapolis
Annapolis	B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Armiger-Gibson Island, Brooklyn Park-Linthicum, Glen Burnie, Severn and Severna Park zone.
Arbutus Zone	A, A1	All zones of the BMEA and the Columbia and Sykesville exchanges.
Armiger-Gibson Zone	Island A, A1	All zones of the BMEA and the Annapolis exchange.
Ashton	A, A2	Ashton, Columbia, Damascus, Gaithersburg, Glenwood and Laurel exchanges, and the Berwyn, Bethesda, Hyattsville, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones. In addition, telephones in the Ellicott City Zone are included in the exchange area of telephones bearing the central office description of 854 of the Ashton Exchange.
Baltimore Zone	A, A1	All zones of the BMEA and the Columbia, Fallston, Sparks-Glencoe, Sykesville and Worthington exchanges.
Bel Air	B, B2	Bell Air, Aberdeen, Cardiff, Churchville, Darlington, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Fork, Parkville and Towson zones.
Berlin	B, B2	Berlin, Bishopville, Ocean City, Pocomoke, Salisbury, Snow Hill and Willards.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Berwyn Zone	A, A2	All zones of the WMEA and the Ashton, Columbia, Crofton and Laurel exchanges. In addition, telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone are also included in the exchange area of customers with telephone services bearing the central office designation 301-206, 369, 419, 886 and 953 of the Berwyn zone.
Bethesda Zone	A, A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Bishopville	B, B2	Bishopville, Berlin, Ocean City, Salisbury, Selbyville, DE., Snow Hill and Willards.
Bittering	B, B1	Bittering, Friendsville-Accident, Grantsville, Lonaconing, Oakland, and Westernport
Bowie-Glenn Dale	A, A2	All zones of the WMEA and the Crofton, Laurel, Millersville, Odenton and West River exchanges. In addition, telephone services bearing the central office designations 410-519, or 551 of the Severn zone and 410-793 of the Severna Park zone are also included in the exchange area of customers with telephone services bearing the central office designations 301-261, 621, 858 or 912 of the Bowie-Glenn Dale zone.
Brandywine	B. B2	Brandywine, Hughesville Waldorf exchanges, and the Capitol Heights, Clinton, Marlboro and Oxon Hill zones.
Brooklyn Park	A, A1	All zones of the BMEA and the Annapolis, Columbia, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.
Brunswick	B, B2	Brunswick, Buckeystown, Frederick, Keedysville and Middletown.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Buckeystown	B, B1	Buckeystown, Brunswick, Frederick, New Market and Poolesville.
Cambridge	B, B1	Cambridge, Hurlock, Oxford, St. Michaels, Tilghman, Trappe, Vienna and Wingate.
Capitol Heights Zone	A, A2	All zones of the WMEA and the Brandywine, Indian Head, Laurel, Waldorf and West River exchanges.
Cardiff	B, B1	Bel Air, Cardiff, Darlington, Delta, PA, Fawn Grove, PA, Jarrettsville and Port Deposit.
Catonsville Zone	A, A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges.
Cecilton	B, B1	Cecilton, Chesapeake City, Elkton, Galena, Still Pond and Warwick.
Centerville	B, B1	Centerville, Chestertown, Church Hill, Easton, Greensboro, Hillsboro, Queenstown, Ridgely, Rock Hall, Stevensville and Sudlersville.
Chase Zone	A, A1	All zone of the BMEA and the Edgewood exchange.
Chesapeake City	B, B1	Cecilton, Chesapeake City, Elkton and Warwick.
Chestertown	B, B1	Centerville, Chestertown, Church Hill, Galena, Millington, Rock Hall, Still Pond and Sudlersville.
Church Hill	B, B1	Centerville, Chestertown, Church Hill, Millington and Sudlersville.
Churchville	B, B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, and Havre de Grace.
Clear Spring	B, B1	Clear Spring, Hagerstown, Hancock, and Williamsport.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Clinton Zone	A, A2	All zones of the WMEA and the Brandywine and Waldorf exchanges.
Cockeysville	A, A1	All zones of the BMEA and Hampstead, Jarrettsville, Parkton, Sparks-Glencoe, Sykesville and Worthington
Columbia	A, A1	Ashton, Columbia, Glenwood and Laurel exchanges and the Arbutus, Baltimore, Berwyn, Brooklyn Park-Linthicum, Catonsville, Elkridge, Ellicott City, Glen Burnie, Layhill, Pikesville, Randallstown, Silver Spring, Towson, Waterloo and Woodlawn zones.
Crisfield	B, B2	Crisfield, Marion, Pocomoke, Princess Anne, Salisbury and Smith Island.
Crofton	B, B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Berwyn, Bowie-Glenn Dale, Glen Burnie, Hyattsville, Severn and Severna Park zones.
Cumberland	B, B1	Cumberland, Flintstone-Oldtown, Frostburg, Grantsville, Hewitt, PA, Lonaconing, McCoole, Mt. Savage, Ridgeley, WV, State Line, PA, Wellersburg, PA, and Westerport.
Damascus	A, A1	Ashton, Damascus, Frederick, Gaithersburg, Glenwood, Mt. Airy and New Market exchanges, and the Bethesda, Kensington, Layhill, Rockville and Silver Spring zones.
Darlington	B, B1	Aberdeen, Bel Air, Cardiff, Churchville, Darlington, Havre de Grace and Prot Deposit.
Deal Island	B, B2	Deal Island, Nanticoke, Princess Anne, Salisbury, Smith Island and Vienna.
Delmar	B, B1	Delmar, DE, Delmar, MD, Laurel, DE, Nanticoke, Salisbury, Sharptown and Willards.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Denton	B, B1	Denton, Easton, Federalsburg, Greensboro, Hillsboro, Preston and Ridgely.
Dundalk Zone	A, A1	All zones of the BMEA and the Edgewood exchange.
Easton	A, A1	Centerville, Denton, Easton, Federalsburg, Greensboro, Hillsboro, Oxford, Preston, Queenstown, Ridgely, St. Michaels, Stevensville, Tilghman and Trappe.
Edgewood	B, B2	Aberdeen, Bel Air, Churchville, Edgewood, Fallston and Havre de Grace exchanges, and the Chase, Dundalk, Esse, Fork, Parkville, Sparrows Point and Towson zones.
Eklridge Zone	A, A1	All zones of the BMEA and the Columbia, Laurel, Odenton and Sykesville exchanges.
Elkton	B, B1	Cecilton, Chesapeake City, Elkton, North East, Perryville, Port Deposit and Warwick.
Ellicott City	A, A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges. In addition, telephones bearing the central office designation of 854 of the Ashton exchange are included.
Emmitsburg	B, B2	Emmitsburg, Fairfield, PA, Frederick, Highfield and Thurmot.
Esse Zone	A, A1	All zones of the BMEA and the Edgewood exchange.
Fallston	A, A1	Aberdeen, Bel Air, Churchville, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Baltimore, Fork, Parkville and Towson zones.
Federalsburg	B, B1	Denton, Easton, Federalsburg, Hurlock, Preston and Sharptown.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Flintstone-Oldtown	B, B1	Cumberland, Flintstone-Oldtown, Hancock, Hewitt, PA, Ridgely, WV, and State Line, PA.
Fork Zone	A, A1	All zones of the BMEA and the Aberdeen, Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Frederick	B, B2	Brunswick, Buckeystown, Damascus, Emmitsburg, Frederick, Middletown, Mt. Airy, Myersville, New Market, Thurmont, Union Bridge and Walkersville.
Friendsville-Accident	B, B1	Bittinger, Friendsville-Accident, Grantsville and Oakland.
Frostburg	B, B1	Cumberland, Frostburg, Grantsville, Lonaconing, Mt. Savage and Wellersburg, PA.
Gaithersburg	A, A1	Ashton, Damascus, Gaithersburg and Poolesville exchanges and the Bethesda, Kensington, Layhill, Rockville, Silver Spring and Washington, DC zones.
Galena	B, B1	Cecilton, Chestertown, Galena, Millington, Still Pond and Warwick.
Glen Burnie Zone	A, A1	All zones of the BMEA and the Annapolis, Columbia, Crofton, Laurel, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.
Glenwood	B, B2	Ashton, Columbia, Damascus, Glenwood, Mt. Airy and Sykesville exchanges and the Catonsville, Ellicott City, and Woodlawn zones.
Grantsville	B, B1	Bittinger, Cumberland, Friendsville-Accident, Frostburg, Grantsville, Lonaconing, Mt. Savage and Salisbury, PA.
Greensboro	B, B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely, Sudlersville.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Hagerstown	B, B1	Clear Spring, Hagerstown, Hancock, Keedysville, Falling Waters, WV, Myersville, Smithburg and Williamsport.
Hampstead	B, B2	Hampstead, Parkton, Silver Run, sparks-Glencoe, Westminster and Worthington exchanges, and the Cockeysville, Pikesville, Reisterstown, Towson zones.
Hancock	B, B2	Berkeley Springs, WV, Clear Spring, Flintstone-Oldstown, Hagerstown, Hancock, Needmore, PA, and Warfords-burg, PA.
Havre de Grace	B, B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit.
Highfield	B, B1	Blue Ridge Summit, PA, Emmitsburg, Highfield, Myersville, Smithsburg, Thurmont and Waynesboro, PA
Hillsboro	B, B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Queenstown.
Hughesville	B, B1	Brandywine, Hughesville, La Plata, Mechanicsville, Tompkinsville and Waldorf.
Hurlock	B, B1	Cambridge, Federalsburg, Hurlock, Preston, Sharptown, Trappe and Vienna.
Hyattsville Zone	A, A2	All zones of the WMEA and the Ashton, Crofton, Laurel and West River exchanges.
Indian Head	B, B2	Indian Head, La Plata, Nanjemoy and Waldorf exchanges, and the Capitol Heights and Oxon Hill zones.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Jarrettsville	B, B2	Bel Air, Cardiff, Fallston, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeyville, Fork, Parkville and Towson zones. Further, the Stewartstown, PA, and Fawn Grove, PA exchanges are included in the exchange area of dial tone lines of the Jarrettsville Exchange bearing the central office designation 941, which is no longer offered and will be provided only to existing customers at the same location.
Keedysville	B, B2	Brunswick, Hagerstown, Keedysville, Middletown, Myersville and Williamsport.
Kensington Zone	A, A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Kitzmiller	B, B1	Elk Garden, WV, Kitzmiller, Oakland and Westernport.
La Plata	B, B1	Hughesville, Indian Head, La Plata, Mechanicsville, Nanjemoy, Tomkinsville and Waldorf.
Laurel	A, A2	Ashton, Columbia, Laurel, Millersville and Odenton exchanges, and the Berwyn, Bethesda, Bowie-Glenn Dale, Capitol Heights, Catonsville, Elkridge, Ellicott City, Glen Burnie, Hyattsville, Kensington, Layhill, Marlboro, Severn, Silver Spring, Washington, DC, and Waterloo zones.
Layhill Zone	A, A2	All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.
Leonardtwn	B, B1	Leonardtwn, Lexington Park-Great Mills, Mechanicsville, Ridge and Tompkinsville.
Lexington Park - Great Mills	B, B1	Leonardtwn, Lexington Park-Great Mills, Mechanicsville, Ridge and Tompkinsville.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Lonaconing	B, B1	Bittinger, Cumberland, Frostburg, Grantsville, Lonaconing, McCooole, and Westernport.
Marion	B, B2	Crisfield, Marion, Pocomoke, Princess Anne and Salisbury.
Marlboro Zone	A, A2	All zones of the WMEA and the Brandywine, Laurel, North Beach and West River exchanges.
McCooole	B, B1	Cumberland, Keyser, W; Va., Lonaconing, McCooole, Piedmont, W V, and Westernport.
Mechanicsville	B, B1	Hughesville, La Plata, Leonardtown, Lexington Park, Great Mills, Mechanicsville and Tompkinsville.
Middletown	B, B1	Brunswick, Frederick, Keedysville, Middletown and Myersville.
Millersville	B, B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Glen Burnie, Severn, Severna Park and Waterloo zones.
Millington	B, B1	Chestertown, Church Hill, Galena, Millington, Still Pond, Sudlersville, and Warwick.
Mt. Airy	B, B2	Damascus, Frederick, Glenwood, Mt. Airy, New Market and Sykesville.
Mt. Savage	B, B1	Cumberland, Frostburg, Grantsville, Mt. Savage and Wellersburg, PA.
Myersville	B, B2	Frederick, Hagerstown, Highfield, Keedysville, Middletown, Myersville, Smithsburg and Thurmont.
Nanjemoy	B, B1	Indian Head, La Plata, Nanjemoy and Waldorf.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Nanticoke	B, B1	Deal Island, Delmar, Nanticoke, Princess Anne, Salisbury and Vienna.
New Market	B, B1	Buckeystown, Damascus, Frederick, Mt. Airy and New Market.
New Windsor	B, B1	New Windsor, Sykesville, Union Bridge and Westminster.
North Beach	B, B1	North Beach, Prince Frederick, Solomons and West River exchanges and the Marlboro zone.
North East	B, B1	Elkton, North East, Perryville and Port Deposit.
Oakland	B, B1	Bittering, Friendsville-Accident, Gorman, WV, Kitzmiller, Oakland and Westernport.
Ocean City	B, B2	Berlin, Bishopville, Ocean City, Salisbury, Snow Hill and Willards.
Odenton	B, B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest Exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Elkridge, Glen Burnie, Severn, Severna Park and Waterloo zones.
Oxford	B, B1	Cambridge, Easton, Oxford, St. Michaels and Trappe.
Oxon Hill Zone	A, A2	All zones of the WMEA and the Brandywine, Indian Head and Waldorf exchanges.
Parkton	B, B2	Hampstead, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeysville and Towson zones.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Parkville Zone	A, A1	All zones of BMEA and the Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Perryville	B, B1	Aberdeen, Elkton, Havre de Grace, North East, Perryville and Port Deposit.
Pikesville Zone	A, A1	All zones of the BMEA and the Columbia, Hampstead, Sykesville, Westminster and Worthington exchanges.
Pocomoke	B, B2	Berlin, Crisfield, Marion, Pocomoke, Princess Anne, Salisbury, Snow Hill and Temperanceville, VA.
Poolesville	B, B2	Buckeystown, Gaithersburg and Poolesville exchanges and the Rockville zone.
Port Deposit	B, B1	Aberdeen, Cardiff, Darlington, Elkton, Havre de Grace, North East, Perryville and Port Deposit.
Preston	B, B1	Denton, Easton, Federalsburg, Hurlock, Preston and Trappe.
Prince Frederick	B, B1	North Beach, Prince Frederick and Solomons.
Princess Anne	B, B1	Crisfield, Deal Island, Marion, Nanticoke, Pocomoke, Princess Anne, Salisbury, Smith Island and Snow Hill.
Queenstown	B, B1	Centerville, Easton, Hillsboro, Queenstown, Rock Hall, St. Michaels and Stevensville.
Randallstown	A, A1	All zones of the BMEA and the Columbia, Sykesville and Worthington exchanges.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Reisterstown	A, A1	All zones of the BMEA and the Hampstead, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Ridge	B, B1	Leonardtown, Lexington Park-Great Mills and Ridge.
Ridgely	B, B1	Centerville, Denton, Easton, Greensboro, Hillsboro and Ridgely.
Rock Hall	B, B1	Centerville, Chestertown, Queenstown, Rock Hall, and Stevensville.
Rockville Zone	A, A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Poolesville exchanges.
St. Michaels	B, B1	Cambridge, Easton, Oxford, Queenstown, St. Michaels, Stevensville and Tilghman.
Salisbury	B, B2	Berlin, Bishopville, Crisfield, Deal Island, Delmar, DA, Delmar, MD, Marion, Nanticoke, Ocean City, Pocomoke, Princess Anne, Salisbury, Sharptown, Snow Hill, Vienna and Willards.
Severn Zone	A, A1	All zones of the BMEA and the Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 677, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designations 410-519 and 551 of the Severn zone.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Severna Park	A, A1	All zones of the BMEA and the Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designation 410-793 of the Severna Park zone.
Sharptown	B, B1	Delmar, DE, Delmar, MD, Federalsburg, Hurlock, Salisbury, Sharptown and Vienna.
Sykesville	A, A1	Glenwood, Mt. Airy, New Windsor, Sykesville and Westminster exchanges, and the Arbutus, Baltimore, Brooklyn Park-Linthicum, Catonsville, Cockeysville, Elkridge, Ellicott City, Glen Burnie, Pikesville, Randallstown, Reisterstown, Towson and Woodlawn zones.
Taneytown	B, B1	Silver Run, Taneytown, Union Bridge and Westminster.
Thurmont	B, B2	Emmitsburg, Frederick, Highfield, Myersville, Thurmont and Walkersville.
Tilghman	B, B1	Cambridge, Easton, St. Michaels and Tilghman.
Tompkinsville	B, B2	Hughesville, La Plata, Leonardtown, Mechanicsville, Tompkinsville and Waldorf.
Towson Zone	A, A1	All zones of the BMEA and the Bel Air, Columbia, Edgewood, Fallston, Hampstead, Jarrettsville, Parkton, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Trappe	B, B1	Cambridge, Easton, Hurlock, Oxford, Preston and Trappe.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Union Bridge	B, B2	Frederick, New Windsor, Taneytown, Union Bridge and Westminster.
Vienna	B, B1	Cambridge, Deal Island, Hurlock, Nanticoke, Salisbury, Sharptown, Vienna and Wingate.
Waldorf	B, B2	Brandywine, Hughesville, Indian Head, La Plata, Nanjemoy, Tompkinsville and Waldorf exchanges, and the Capitol Heights, Clinton and Oxon Hill zones.
Walkersville	B, B1	Frederick, Thurmont and Walkersville.
Warwick	B, B1	Cecilton, Chesapeake City, Elkton, Galena, Middletown, DA, Millington and Warwick.
Waterloo Zone	A, A1	All zones of the BMEA, and the Columbia, Laurel, Millersville and Odenton exchanges. In addition, telephone services bearing the central office designations 301-206, 369, 419, 886 and 953 of the Berwyn zone are also included in the exchange area of customers with telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone.
Westernport	B, B2	Bittinger, Cumberland, Keyser, WV, Kitzmiller, Lonaconing, McCoole, Oakland, Piedmont, WV, and Westernport.
Westminster	B, B2	Hampstead, New Windsor, Silver Run, Sykesville, Taneytown, Union Bridge, Westminster and Worthington exchanges, and the Pikesville, Reisterstown and Towson zones.
West River	A, A1	Annapolis, Crofton, North Beach and West River exchanges and the Bowie-Glenn Dale, Capitol Heights, Hyattsville and Marlboro zones.

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3.4 Rate Classes and Local Calling Areas (Cont'd.)

<u>Exchange or Zone</u>	<u>Rate Class</u>	<u>Exchanges and Zones Included in Local Service Area</u>
Willards	B, B2	Berlin, Bishopville, Delmar, Ocean City, Salisbury, Snow Hill and Willards.
Williamsport	B, B1	Clear Spring, Hagerstown, Falling Waters, WV, Keedysville and Williamsport.
Wingate	B, B1	Cambridge Vienna and Wingate.
Woodlawn Zone	A, A1	All zones of the BMEA and the Columbia, Glenwood and Sykesville exchanges.
Worthington	A, A1	Hampstead, Sparks-Glencoe, Westminster and Worthington exchanges, and the Baltimore, Cockeyville, Pikesville, Randallstown, Reisterstown and Towson zones.

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 4 - SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

Nonrecurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

	<u>Business</u>
Order Processing Charge	
Establishment or relocation	\$47.00
Move, Add or Change	\$28.00
Record order change for customer	\$24.75
Line Connection Charge	\$40.00
Line Change Charge	\$ 6.00

4.2 Restoration of Service

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

	<u>Business</u>
Per occasion	\$125.00

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.3 Expedited Order Charge

4.3.1 General

When placing an order for service(s), as defined in 4.3.2 below, for which a Standard Interval exists, a Customer may request a Service Commencement Date that is earlier than the Standard Interval Service Date, in which case an Expedite Charge will apply. The Expedite Charge will not apply if the new Service Commencement Date is more than five days from the date of the request to the Company of the expedited order request. The request for an earlier service date may be received from the Customer prior to the issuance of an Service Order, or after the Service Order has been issued but prior to the service date. The Company has the exclusive right to accept or deny the Expedite Order request. However if, upon reviewing availability of equipment and scheduled workload, the Company agrees to provide service on an expedited basis and the Customer accepts the Company's proposal, an Expedite Charge will apply.

In the event the Company provides service on an expedited basis on the Customer's request, and the Customer delays service or is not ready for delivery of service at the time of installation, a Service Date Change Charge will apply in addition to the Expedite Charge.

In the event that the Customer cancels an expedite request, the Expedite Charge will be added to any applicable Cancellation Charge specified herein.

An Expedite Charge will not be applied to orders expedited for Company reasons.

If costs other than additional administrative expenses are to be incurred when the Access Order is expedited, the regulations and charges for Special Construction as set forth in this Price guide will apply.

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SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D.)

4.3 Expedited Order Charge (Cont'd.)

4.3.2 Applicable Services

The Expedited Order charge applies to the following types of services:

- A. Local T-1
- B. ISDN PRI
- C. Dedicated T-1 for LD services

4.3.3 Expedited Order Charge Fee

Expedited Order Charge, per order: \$1,000.00

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 5 - NETWORK SERVICES DESCRIPTIONS

5.1 General

5.1.1 Services Offered

The following Network Services are available to business Customers and for resale by other carriers:

- PBX Trunk Service
- Digital Voice Grade DS-1 Trunk Service
- Direct Inward Dial (DID) Service
- Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)
- Optional Calling Features
- IntraLATA Toll Services
- Private Line Services
- Carrier Access Services

The following services are available to business Customers and are not offered on a resale basis as of the effective date of this page.

- Listing Services (including Non Published and Non-Listed Services)
- Directory Assistance
- Operator Services
- Miscellaneous Services (including Vanity Numbers and Number Portability)

5.1.2 Application of Rates and Charges

All services offered in this price guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for PBX Trunks, DID Trunks, Digital/DS1 service, and ISDN PRI.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.2 Call Timing for Usage Sensitive Services

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

- 5.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 5.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 5.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 5.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 5.2.5 All times refer to local time.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.3 Distance Calculations

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

5.3.1 Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

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

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

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

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

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

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

Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

5.3.3 The formula for distance calculations is:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

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5.4 Rate Periods for Time of Day Sensitive Services

5.4.1 For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this price guide:

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

* Up to but not including.

5.4.2 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, based on the time of day at the Customer location.

5.4.3 For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's Day	January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.5 PBX Trunk Service

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

Basic Trunks provided via On-Network services may be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges. DID service in an Off-Network arrangement requires special DID capable trunks plus additional DID number blocks.

5.6 Digital Voice Grade DS-1 Trunk Service

Digital Voice Grade DS-1 Trunk Service provides business Customers with PBX or PBX-like equipment or other telephonic equipment with access to switch ports. Customers can purchase this capability for both primary service (listed directory number) and diversity purposes. Customers must have the ability to terminate a DS1 signal. The signal is delivered as a digital signal at the DS1 level. The connection to the Customer's equipment is accomplished using a DS1 for digital connectivity.

5.7 Direct Inward Dialing (DID) Service

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

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5.8 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Customer loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configuration with 23 64Kbps Bearer (B) digital channels and 1 64Kbps Data (D) digital channel. The B channels are designed for voice, data, image and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.544Mbps) point to point, private line facilities that enables Customer control of the 24 individual channels. PRI supports 1+, 0+, 7 digit, and 10 digit Local, IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Customers to direct voice, data and video over the Public Switched Telephone Network. Channels may be pre-subscribed to an IXC carrier of their Customer's choice or used with 10XXX casual dialing. PRI also allows access to Public Switched Network services, such as Two-Way, Incoming Only, Outgoing Only and DID.

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Customers are able to link up to 20 DS-1s together, providing a maximum of 479 64Kbps B channels controlled by a single D (signaling) channel.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features

The features listed in Section 5.11.1 are offered by the Company to Residential and Business Customers. Service availability may vary between On-Net and Off-Net Customers. Refer to Price Lists in Sections 6 and 7 of this price guide for specific features offered with each type of local exchange service.

5.9.1 Feature Descriptions

- A. **Enhanced Call Forwarding:** Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other Capabilities included with this feature include:

Speed Forwarding;
Priority Screening;
Ring Control; and
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

- B. **Enhanced Call Forwarding with Audio Calling Name:** Provides all of the functionality of Enhanced Call Forwarding. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- C. **Enhanced Call Forwarding Plus:** Provides all of the functionality of Enhanced Call Forwarding. Also includes an additional telephone number with directory listing and distinctive ringing for calls placed to the additional number. Enhanced Call Forwarding Plus allows parties to reach the end-user's location when FCF is active and all calls to the end-users main telephone number would normally forward. Calls to the additional number do not forward even when Enhanced Call Forwarding is active.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- D. Enhanced Call Forwarding Plus with Audio Calling Name - Provides all of the functionality of Enhanced Call Forwarding Plus including the additional telephone number with listing and distinctive ringing. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- E. Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- F. Call Forwarding Variable, Remote Access - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to 1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
- G. Call Forwarding Don't Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- H. Call Forwarding Don't Answer w/ Ring Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- I. Call Forwarding Don't Answer w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- J. Call Forwarding Busy Line, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- K. Call Forwarding Busy Line w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- L. Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- M. Call Waiting - Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;

Answer the waiting call and disconnecting from the first party;

Direct the waiting caller to hold via a recording

Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- N. Call Waiting - Deluxe with Conferencing: Provides all of the functionality of Call Waiting Deluxe. Also permits the end-user to conference a waiting call with an existing call (first party) and, if desired, subsequently drop either leg of the conferenced call.
- O. Caller ID - Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- P. Caller ID - Deluxe: Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- Q. Anonymous Call Rejection: Permits the end -user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
- R. Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- S. Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- T. Call Selector: Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- U. Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.
- V. Calling Number Delivery Blocking: Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked.
- W. Message Waiting Indication: Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

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

- Y. Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.

- Z. 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 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.9 Optional Calling Features (Cont'd.)

5.9.1 Feature Descriptions (Cont'd.)

- AA. Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

- AB. Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.10 Listing Services

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

5.10.1 Non-Published Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

5.10.2 Non-Listed Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

5.11 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance. Residential customers shall receive six free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

5.12 Operator Services

Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

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SECTION 5 - NETWORK SERVICES DESCRIPTIONS (CONT'D.)

5.13 IntraLATA Long Distance Services*

Long Distance Services are available from the Company for use by Customers twenty-four (24) hours a day. Long Distance Service enables a User of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area. Long Distance Service is offered for both interLATA and interLATA calling. Customers must arrange for intraLATA and interLATA service from the interexchange carriers of their choice. Customers may choose the Company as their carrier for intraLATA calls and interLATA calls.

5.14 Miscellaneous Services

5.14.1 Main Number Retention

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

5.14.2 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

5.14.3 Vanity Number Service

This service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided exchange services.

* Service not regulated by the Maryland Public Service Commission.

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SECTION 6 - LOCAL RESALE SERVICES PRICE LIST

The rates provided in this section apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month-to-Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific non-term services in Section 12 - Non-Term Rates.

6.1 General

Services provided in this price guide section are available on an Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of Bell Atlantic local exchange services. The rates, terms and conditions set forth in this section are not applicable to the Company's provision of service within the service area of any other incumbent local exchange carrier or where the Company provides service, in whole or in part, over its own facilities (On-Net). The rates, terms and conditions set forth in this section are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this section are subject to change and may be changed by the Company pursuant to notice requirements established by the Maryland Public Service Commission. The rates, terms and conditions set forth in this section are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of Bell Atlantic's local exchange services, in whole or in part, prior to the effective date hereof.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.2 Business PBX Trunk Service

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit. Each PBX Trunk is provided with touch tone signaling at no additional charge.

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 6.3).

6.2.1 Monthly Recurring Charges

The following charges apply to PBX Trunks per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

<u>Rate Group</u>	<u>Message Rate*</u>
Group A	\$33.65 (I)
Group B	\$39.76 (I)

* - Message Rate calls will be billed based upon the message rates found in Section 6.2.3.B of this price guide.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.2 Business PBX Trunk Service, (Cont'd.)

6.2.2 Other Monthly Recurring Charges

A. End-User Common Line (EUCL) Recovery Charge

The following charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC.

Multiline Customer, Per Line	\$6.16
------------------------------	--------

B. Hunting (aka. Rotary or Grouping)

Rate Groups	<u>Hunting Per Line</u>
All	\$1.31 (I)

6.2.3 Usage Sensitive Charges and Allowances

A. Economy Use Measured Rate Usage Charges

Local usage in excess of allowances specified for the above packages will be billed in arrears. Usage is billed on a per call basis. Usage is billed in one (1) minute increments with partial minutes counting as one (1) full minute.

<u>Mileage Band</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
Extended Service Area	\$0.0323	\$0.0124

B. Economy Use Message Rate Usage Charges

Customers subscribing to Message / Measured Rate Service will be charged the following per call or per minute charges in addition to the access line rate. Limited Usage Service - includes no monthly message unit allowance.

Rate per message	\$0.09385
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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.3 Direct Inward Dialing (DID) Service

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

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 7.5 of this price guide. The Customer will be charged for the number of DID Number Blocks (20 numbers per block) regardless of the number of DID numbers utilized out of the available 20 numbers.

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 1st Block of 20 DID Numbers	\$605.00	\$14.55 (I)
Each Additional Block of 20 DID Numbers	\$21.00	\$10.09 (I)
DID Trunk Termination: Per Trunk	\$84.00	\$59.87 (I)

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SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.4 Optional Calling Features

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

6.4.1 Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

<u>Optional Calling Features</u>	<u>Business</u>
Three-Way Calling	\$0.72
Call Return	\$0.72
Repeat Dialing	\$0.72
Call Trace	\$0.95

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.4 Optional Calling Features (Cont'd.)

6.4.2 Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

<u>Optional Calling Feature</u>	<u>Business</u>	
Flexible Call Forwarding	\$10.82	(I)
Remote Call Forwarding	\$42.35	
Call Forwarding Variable	\$9.61	
Call Forwarding Variable with Remote Access	\$14.40	
Call Forwarding Don't Answer	\$4.80	
Call Forwarding Busy Line	\$4.80	
Call Forwarding Don't Answer / Busy Line	\$4.80	
Call Waiting - Basic	\$9.86	
Caller ID - Basic	\$20.42	
Caller ID - Deluxe	\$20.42	
Caller ID - Deluxe w/Anonymous Call Rejection	\$30.05	
Anonymous Call Rejection	\$7.22	
Call Block	\$10.82	
Call Return	\$10.82	
Call Selector	\$10.82	
Calling Number Delivery Blocking (per line equipped)	\$0.00	
Message Waiting Indication - Audible	\$8.41	
Distinctive Ringing	\$15.61	(I)
Distinctive Ringing - Intercom Feature	N/A	
Repeat Dialing	\$9.41	(I)
Speed Calling (30 codes)	\$10.82	
Speed Calling (8 codes)	\$4.80	
Three Way Calling	\$10.82	(I)

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SECTION 6 - LOCAL RESALE SERVICES PRICE LIST (CONT'D.)

6.4 Optional Calling Features (Cont'd.)

6.4.3 Multiple Feature Discounts

Customers may receive a per line discounts in the form of a credit on their bill based on the total number of features subscribed to for each line at the end of a given billing period.

Number of Features	Business Discount
2	10%
3	15%
4	20%
5 +	25%

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SECTION 7 -DIRECTORY ASSISTANCE AND LISTING SERVICES

The rates provided in this section apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month-to-Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific non-term services in Section 12 - Non-Term Rates.

7.1 Directory Listings

7.1.1 General

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 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.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.1 Directory Listings, (Cont'd.)

7.1.2 Composition of Listings

A. Names

The following names may be included in business service listings:

1. The name of subscriber or joint user.
2. The name of each business enterprise which the subscriber or joint user conducts.
3. The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
4. The name of any person associated with the subscriber or joint user in the same business.
5. The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
6. Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes.
The name of a publication issued periodically by the subscriber or joint user.
7. The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
8. The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residence.
9. The name of a corporation which is the parent or a subsidiary of the subscriber.
10. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.
11. The name of the subscriber to a sharing arrangement.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.1 Directory Listings (Cont'd.)

7.1.2 Composition of Listings (Cont'd.)

B. Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in one than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service as permitted under the terms of this price guide. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residence service is furnished in a church study, the listing may include the designation "study."

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SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.1 Directory Listings (Cont'd.)

7.1.2 Composition of Listings (Cont'd.)

C. Address

Each non-profit listing may, but does not have to, include the house number and street name of the residence where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

D. Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

7.1.3 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 Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 8.1.2.B above.

B. Indented Listing

An indented listing appears under a standard listing and may include only a designation, address and telephone number. An indented listing is allowed only when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. For example:

Smith, John MD
Office 125 Portland 555-4180
Residence 9 Glenway 555-8345

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SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.1 Directory Listings (Cont'd.)

7.1.3 Types of Listings (Cont'd.)

C. Alternate Telephone Number Listing and Night Listing

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing, such as the following.

If no answer call (telephone number)

Night calls (telephone number)

Night calls after __PM (telephone number)

Nights, Sundays and holidays (telephone number)

5PM to 9AM weekdays, Saturday until 9AM, Monday and holidays
(telephone number)

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

D. Duplicate Listing

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

E. Reference Listing

A subscriber having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

F. Cross Reference Listing

A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.1 Directory Listings (Cont'd.)

7.1.4 Free Listings

The following listings are provided at no additional charge to the Customer:

one listing for each auxiliary line or PBX system.

7.1.5 Rates for Additional Listings - Business Customers

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 7.1.4

Type of Listing	<u>Business Charge</u>
Additional Listing	\$14.55 (I)
Foreign Listing **	\$14.55 (I)

**Grandfathered to existing Customers at existing locations.

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.2 Non-Published Service

7.2.1 General

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.

7.2.2 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.

7.2.3 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: \$14.55 **(I)**

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.3 Non-Listed Service

7.3.1 General

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.

7.3.2 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.

7.3.3 Rates and Charges

There is a monthly charge for each non-listed service. This charges 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: \$14.555

(I)

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SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.4 Directory Assistance Services

7.4.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. Customers are given six (6) free Directory Assistance calls each month. The Customer may make two (2) requests for a telephone number per call.

The Directory Assistance charge will not be levied on an individual who suffers from physical or visual disability that precludes the use of a telephone directory.

The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

Each Local Directory Assistance Call	
Business	\$1.99

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SECTION 7 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONT'D.)

7.4 Directory Assistance Services (Cont'd.)

7.4.2 Directory Assistance Call Completion Service

Directory Assistance Call Completion (DACC) is an optional service available for business and residential Customers accessing the Company's Directory Assistance Service. Directory Assistance Customers may choose to have the Company Directory Assistance Operator complete the call to the telephone number requested without requiring the Customer to redial the number. A Directory Assistance Call Completion Surcharge will apply whether or not the call is answered by the called party or the calling party receives a busy signal. These charges are in addition to the Directory Assistance charge for determining the telephone number requested by the Customer and in addition to any applicable Operator Service charges associated with placing the call.

This service is available where facilities permit and may not be available to all Customers.

- A. Per Call Completion requested: \$1.99
- B. Per Minute Rate:

The per minute rate shall be the per minute rate of the plan the Customer is subscribed to or enrolled in at the time of the call.

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SECTION 8 - OPERATOR SERVICES

8.1 General

Customers may subscribe to intraLATA and interLATA operator services offered by the Company. Customers have the option of selecting another carrier as their primary intraLATA and/or interLATA long distance carrier if requested.

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SECTION 9 - LONG DISTANCE SERVICES

9.1 General

Customers may subscribe to intraLATA and interLATA long distance services offered by the Company. Customers have the option of selecting another carrier as their primary intraLATA and/or interLATA long distance carrier if requested.

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 10 - SPECIAL ARRANGEMENTS

10.1 Individual Case Basis (“ICB”) Offerings

The price guide may not specify the price of a service in the price guide as ICB. The Company may or may not have an equivalent service in its the price guide, and the quoted ICB rates may be different than the price guide rates. An ICB must be provided under contract to a customer. All customers have non-discriminatory access to requesting the service under an ICB rate.

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COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 11 - INTRALATA TOLL PRESUBSCRIPTION

11.1 General

IntraLATA toll presubscription is a procedure whereby an end user or a Pay Telephone Service Provider may select and designate an IntraLATA Toll Provider (ITP) to access intraLATA toll calls without dialing an access code. The end user or Pay Telephone Service Provider may designate an ITP for intraLATA toll, a different carrier for interLATA toll, or the same carrier for both. This ITP is referred to as the end user or Pay Telephone Service Provider preferred intraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user or Pay Telephone Service Provider selects a carrier as its preferred intraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user or Pay Telephone Service Provider without dialing an access code. Should the same end user or Pay Telephone Service Provider wish to use other services of the same carrier, it will be necessary for the end user or Pay Telephone Service Provider to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGD) Switched Access Service to quality as an intraLATA toll provider. All ITPs must submit a letter of Intent (LOI) to the Telephone Company at least twenty days prior to the intraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in intraLATA toll presubscription.

Selection of an ITP by an end user or Pay Telephone Service Provider is subject to the terms and conditions in 11.2

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11.2 Presubscription Charge Application

11.2.1 Ninety Day Initial Free Presubscription for Existing Users

Existing end users or Pay Telephone Service Providers may exercise an initial free presubscription choice, either by contacting the Telephone Company, or by contacting the ITP directly. The initial free choice must be made within ninety (90) days following implementation of intraLATA toll presubscription. End user or Pay Telephone Service Provider choices that constitute exercising the free choices are:

- A. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are access by dialing 101-XXXX or other required codes.
- B. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's or Pay Telephone Service Provider's free selections, any change made more than ninety (90) days after presubscription is implemented is subject to a nonrecurring charge, as set forth in Section 13.6.

11.2.2 Initial Free Presubscription Choice for New Users

New end users or Pay Telephone Service Providers who subscribe to service after the presubscription implementation date (including an existing customer who orders an additional line) will be asked to select a primary ITP when they place an order for Telephone Company Exchange Services. If a customer cannot decide upon an intraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the customer will be assigned a "NO-PIC" and will have to dial an access code to make intraLATA toll calls. The free selection period available to new users or Pay Telephone Service Providers is the period within thirty days of installation of service.

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SECTION 11 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

11.2 Presubscription Charge Application (Cont'd.)

11.2.2 Initial Free Presubscription Choice for New Users (Cont'd.)

Initial free selection available to new end users or Pay Telephone Service Providers are:

- A. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- B. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following a new end user's or Pay Telephone Service Provider's free selections, any change made more than thirty (30) days after presubscription is implemented is subject to nonrecurring charge, as set forth in Section 13.6.

11.2.3 Charge for IntraLATA Toll Presubscription

After expiration of the initial free subscription period for new customers, as specified in 11.2.2, or existing customers, as specified in 11.2.1, the end user or ITP will be assessed an intraLATA Toll presubscription charge as specified in 11.6.

11.2.4 IntraLATA Toll Presubscription by an ITP

If an ITP elects to discontinue Feature Group D service after implementation of the intraLATA toll presubscription option, the ITP is obligated to contact in writing, all end users or Pay Telephone Service Providers who have selected the canceling ITP as their preferred intraLATA toll provider. The ITP must inform the end users or Pay Telephone Service Providers that it is canceling Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge, as provided in 11.6. The ITP must provide written notification to the Telephone Company that this activity has taken place.

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11.3 End User/Pay Telephone Service Provider Charge Discrepancy

11.3.1 Authorization Priority

When a discrepancy is determined regarding an end user's designation of a preferred intraLATA toll carrier, the following applies depending upon the situation described:

- A. A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
- B. When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

11.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until the order first has been confirmed in accordance with the following procedures:

- A. The ITP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:
 - 1. The Customer's billing name and address and each telephone number to be covered by the PIC change order;
 - 2. The decision to change the PIC to the ITP; and
 - 3. The Customer's understanding of the PIC change fee; or

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SECTION 11 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

11.3 End User/Pay Telephone Service Provider Charge Discrepancy (Cont'd.)

11.3.2 Verification of Orders for Telemarketing (Cont'd.)

- B. The ITP has obtained the Customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in (a) preceding to confirm the authorization or;
- C. An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the Customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification of data (e.g., the Customers date of birth or social security number).

11.3.3 PIC Switchback Options

- A. Customers denies requesting change to ITP

When the Telephone Company is contacted by an end user who denies requesting a change in ITP primary PIC, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous ITP at no charge.

The ITP is in no way relieved of the FCC requirements for:

1. Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
2. Instituting steps to obtain verification of orders submitted to the Telephone Company.

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11.3 End User/Pay Telephone Service Provider Charge Discrepancy (Cont'd.)

11.3.3 PIC Switchback Options (Cont'd.)

A. Customers denies requesting change to ITP (Cont'd.)

In addition, the end user has the option of initiating a complaint to the FCC or the Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the:

Maryland Public Service Commission
16th Floor
6 St. Paul Street
Baltimore, Maryland 21202

The complaint may also be issued by calling toll free 1-800-492-0474 or the Office of External Relations at 410-767-8028.

B. Customer Request Switchback to Previous ITP PIC

When the Telephone Company is notified via a call from the customer, where the end user is not denying the authorization of the most recent change to the current PIC, the Telephone Company will change the Customer's ITP to the previous PIC. The Customer will be billed the PIC charge as specified in Section 11.6.

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11.4 PIC Freeze Option

A PIC Freeze option is available to Customers who wish to "freeze" their PIC to prevent unwanted changes. The Customer must notify the Telephone Company and sign a PIC Freeze Authorization Form that notes the carrier that the freeze applies to as well as a Personal Identification Number (PIN) or Password the customer may use to "lift" the freeze when the Customer chooses to make a change. The Customer may also "lift" the freeze by using a three-way call between the carrier, the customer and the Telephone Company. If the Customer changes the PIC, a new form will need to be completed for a freeze to be applied to the new PIC. The freeze will be completed without charge to the customer.

The Telephone Company will not market the PIC freeze option to Customers within a ninety (90) day period after implementation of intraLATA Toll presubscription. The option, however, is still available during that time period on Customer request.

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11.5 Dialing Plan

CODE	RESULT
0	Business Telecom, LLC Local Operator Services.
00	Dial to presubscribed Toll Provider operator services.
1 + 10 digits	Direct dial through presubscribed IntraLATA Toll Provider or InterLATA Toll Provider (depending on ten digit number dialed)
0 + 10 digits	Dial to presubscribed IntraLATA Toll Provider or InterLATA Toll Provider operator services (depending on ten digit number dialed)
10XXX or 101XXXX+0	Dial around presubscribed IntraLATA or InterLATA Toll Provider to alternate Toll Provider operator services (identified by code used in XXX or XXXX portion of dialing request)
10XXX or 101XXXX + 0 + 10 digits	Dial around presubscribed IntraLATA or InterLATA Toll Provider to alternate Toll Provider operator services (identified by code used in XXX or XXXX portion of dialing request)
10XXX or 101XXXX + 1 + 10 digits	Dial around presubscribed IntraLATA or InterLATA Toll Provider to alternate Toll Provider operator services (identified by code used in XXX or XXXX portion of dialing request)

11.6 PIC Charges

Charge for ITP Carrier Change	\$5.00 per change
Charge for Switchback Carrier Change	\$5.00 per change

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 12 - NON-TERM RATES

The rates provided in this section only apply to Customers that are being provided Month to Month services through an expired Service Term agreement or who have never had a Service Term Agreement with the Company. Customers still under a current Service Term agreement with the Company will find the rates for their services in Section 6 – Local Resale Services Price List and Section 7 – Directory Assistance and Listing Services.

12.1 Business Rate Schedules

12.1.1 Business PBX Trunk Service

- A. Monthly Recurring Charges - Rates and charges include Touchtone Service for each line.

<u>Rate Group</u>	<u>Message Rate*</u>
Group A	\$50.46 (I)
Group B	\$59.59 (I)

- B. Other Monthly Recurring Charges

1. End-User Common Line (EUCL) Recovery Charge

The following charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC.

Multiline Customer, Per Line \$6.16

2. Hunting (aka. Rotary or Grouping)

<u>Rate Groups</u>	<u>Hunting Per Line</u>
All	\$1.94 (I)

COMPETITIVE LOCAL EXCHANGE PRICE GUIDE

SECTION 12 - NON-TERM RATES (CONT'D.)

12.1 Business Rate Schedules (Cont'd.)

12.1.1 Business PBX Trunk Service (Cont'd.)

C. Usage Sensitive Charges and Allowances

1. Economy Use Measured Rate Usage Charges

Local usage in excess of allowances specified for the above packages will be billed in arrears. Usage is billed on a per call basis. Usage is billed in one (1) minute increments with partial minutes counting as one (1) full minute.

<u>Mileage Band</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
Extended Service Area	\$0.0323	\$0.0124

2. Economy Use Message Rate Usage Charges

Customers subscribing to Message / Measured Rate Service will be charged the following per call or per minute charges in addition to the access line rate. Limited Usage Service - includes no monthly message unit allowance.

Rate per message	\$0.09385
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12.1.2 Direct Inward Dialing (DID) Service

	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 1st Block of 20 DID Numbers	\$21.83 (I)
Each Additional Block of 20 DID Numbers	\$15.16 (I)
DID Trunk Termination: Per Trunk	\$89.80 (I)

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SECTION 12 - NON-TERM RATES (CONT'D.)

12.1 Business Rate Schedules (Cont'd.)

12.1.3 Optional Calling Features

A. Features Offered on a Usage Sensitive Basis

<u>Optional Calling Features</u>	<u>Business</u>
Three-Way Calling	\$0.72
Call Return	\$0.72
Repeat Dialing	\$0.72
Call Trace	\$0.95

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

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SECTION 12 - NON-TERM RATES (CONT'D.)

12.1 Business Rate Schedules (Cont'd.)

12.1.3 Optional Calling Features (Cont'd.)

B. Features Offered on Monthly Basis

<u>Optional Calling Feature</u>	<u>Business</u>	
Flexible Call Forwarding	\$16.24	(I)
Remote Call Forwarding	\$63.57	
Call Forwarding Variable	\$14.43	
Call Forwarding Variable with Remote Access	\$21.62	
Call Forwarding Don't Answer	\$7.22	
Call Forwarding Busy Line	\$7.22	
Call Forwarding Don't Answer / Busy Line	\$7.22	
Call Waiting - Basic	\$14.80	
Caller ID - Basic	\$30.65	
Caller ID - Deluxe	\$30.65	
Caller ID - Deluxe w/Anonymous Call Rejection	\$45.06	
Anonymous Call Rejection	\$10.82	
Call Block	\$16.24	
Call Return	\$16.24	
Call Selector	\$16.24	(I)
Calling Number Delivery Blocking (per line equipped)	\$0.00	
Message Waiting Indication - Audible	\$12.63	(I)
Distinctive Ringing	\$23.41	(I)
Distinctive Ringing - Intercom Feature	N/A	
Repeat Dialing	\$14.43	(I)
Speed Calling (30 codes)	\$16.24	
Speed Calling (8 codes)	\$7.22	
Three Way Calling	\$14.43	(I)

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SECTION 12 - NON-TERM RATES (CONT'D.)

12.1 Business Rate Schedules (Cont'd.)

12.1.4 Directory Listings

A. Free Listings

The following listings are provided at no additional charge to the Customer:

- one listing for each individual line service, auxiliary line or PBX system.

B. 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 12.1.3 preceding.

<u>Type of Listing</u>	<u>Charge</u>
- Additional Listing	\$21.83 (I)
- Foreign Listing **	\$21.83 (I)

**Grandfathered to existing Customers at existing locations.

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SECTION 12 - NON-TERM RATES (CONT'D.)

12.1 Business Rate Schedules (Cont'd.)

12.1.5 Non-Published Service

A. Rates and Charges

Non-published service charge, per month: \$21.83 **(I)**

12.1.6 Non-Listed Service

A. Rates and Charges

Non-listed service charge, per month: \$21.83 **(I)**