

Windstream KDL, LLC

Maryland Detariffed Price Guide  
Title Page

4001 Rodney Parham Road  
Little Rock, Arkansas 72212

Effective Date: November 15, 2017

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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Price Guide Schedule Applicable to  
FACILITIES BASED AND RESOLD LOCAL EXCHANGE

TELECOMMUNICATIONS SERVICES

Telecommunications Services Furnished by

Windstream KDL, LLC

Between Points Within the State of Maryland

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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CHECK SHEET

Sheets 1 through 88 inclusive of this Price Guide are effective as of the date shown on the respective sheet(s). Original and revised sheets as named below comprise all changes from the original Price Guide and are currently in effect as of the date on the sheet.

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SECTION 1 - GENERAL

1.1 Explanation of Symbols

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate
- (Z) – To signify a correction

1.2 Application of the Price Guide

- 1.2.1 This Price Guide governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this Price Guide.
  - 1.2.2 The Company's services are available to business customers.
  - 1.2.3 The Company's service territory is statewide, which is the entire Verizon-MD service area. The Company's calling areas are consistent with Verizon-MD.
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SECTION 1 – GENERAL (CONT'D.)

1.3 Definitions

- 1.3.1 “Authorized User” is a person, firm, or corporation which is authorized by the customer or joint user to be connected to the service of the customer or joint user, respectively.
  - 1.3.2 “Carrier,” “Company” or “Utility” refers to Windstream KDL, LLC
  - 1.3.3 “Catastrophic Interruption” refers to a complete cable cut, an equipment enclosure fire, an explosion, or any other circumstance of an extraordinary and catastrophic nature.
  - 1.3.4 “Commission” means the Maryland Public Service Commission.
  - 1.3.5 “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
  - 1.3.6 “Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
  - 1.3.7 “Dark Fiber” means fiber that does not include the associate electronics required to provide lit services. Dark Fiber is normally provided in complete fiber strands.
  - 1.3.8 “Dedicated” or “Private Line” is a facility or equipment system or subsystem set aside for the sole use of a specific Customer.
  - 1.3.9 “Residential” customer is a customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other customers are non-residential customers.
  - 1.3.10 “Service” means any telecommunications service(s) provided by the Carrier under this Price Guide.
  - 1.3.11 “Station” means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
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SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

This Price Guide contains the regulations, rates and charges applicable to resold and facilities-based competitive local exchange and interexchange services provided by the Company, in the State of Maryland

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

2.2.1.1 The payment of all applicable charges pursuant to this Price Guide;

2.2.1.2 Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.

2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.

2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.

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**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE**

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)****2.2 Obligations of the Customer (Cont'd)**

- 2.2.1.5 Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
  - 2.2.1.6 Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.
  - 2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:
    - 2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or
    - 2.2.2.2 Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.
  - 2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.
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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.2 Obligations of the Customer (Cont'd)

2.2.4 The Company's services (as detailed in this Price Guide) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.

2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this Price Guide for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

2.3 Liability of the Company

2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

2.3.2 Service Irregularities

2.3.2.1 The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.

2.3.2.2 The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Liability of the Company (Cont'd)

2.3.3 Claims of Misuse of Service

2.3.3.1 The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

2.3.3.2 The Company does not require indemnification from the customer where the action for which it is seeking indemnification is based on a claim of negligence by the Company.

2.3.4 Defacement of Premises

2.3.4.1 The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Liability of the Company (Cont'd)

2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations

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

2.3.6 Service at Outdoor Locations

2.3.6.1 The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

2.3.7 Warranties

2.3.7.1 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.3 Liability of the Company (Cont'd)

2.3.7 Warranties (Cont'd)

2.3.7.2 Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

2.3.8 Limitation of Liability

2.3.8.1 Nothing in this Price Guide shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

2.3.9 Force Majeure

2.3.9.1 Neither party shall be responsible for delays or failures in performance, except for the obligation to make payments required under this Agreement, resulting from acts or occurrences in the nature of force majeure such as fire, explosion, acts of God, war fare, or civil commotion; any law, order, regulation, or ordinance of any governmental or legal body; strikes; or delays caused by the other party. In such event, the Party affected shall, upon giving prompt notice to the other, be excused from such performance to the extent of such interference. The affected Party shall use its reasonable efforts to avoid or remove the cause of non-performance and both Parties shall proceed to perform w once the causes are removed or cease.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.4 Application for Service

2.4.1 Minimum Contract Period

2.4.1.1 Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.

2.4.1.2 Except as provided in 2.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.

2.4.1.3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

2.4.2 Cancellation of Service

2.4.2.1 Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.4 Application for Service (Cont'd)

2.4.2 Cancellation of Service (Cont'd)

2.4.2.2 Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

2.4.2.2.A The total costs of installing and removing such facilities; or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this Price Guide plus the full amount of any applicable installation and termination charges.

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

2.5 Payment for Service

2.5.1 Service will be billed directly by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.14 of this Price Guide.

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment for Service (Cont'd)

- 2.5.3 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

- 2.5.4 If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract, and (2) imposes a penalty for early cancellation by the customer, then the customer shall be notified 60 days in advance of the customer's current contract expiration date.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.6 Customer Deposits

2.6.1 The Company does not collect customer deposits.

2.7 Late Payment Charges

2.7.1 The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03. as amended from time to time.

2.7.2 Any charges that are disputed by a customer shall not be subject to late payment charges regardless of the outcome of the dispute.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.7 Late Payment Charges (Cont'd)

2.7.3 The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential customers and within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.

2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1).

2.8 Customer Complaints and Billing Disputes

2.8.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

2.8.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:

Office of External Relations  
Maryland Public Service Commission  
6 St. Paul Street  
Baltimore, MD 21202

410-767-8028 (Office of External Relations)

410-767-8000 (Main PSC number)

1-800-492-0474 (Toll-free PSC number)

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.8 Customer Complaints and Billing Disputes (Cont'd)

2.8.3 The Company provides the following toll free numbers 1-877-700-4535 or 1-800- 843-9214 for customers to contact the carrier in accordance with COMAR 20.45.04.02.B.

2.8.4 The Company will not collect attorney fees or court costs from customers.

2.9 Allowance for Interruptions in Service

2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09K as amended from time to time.

2.10 Taxes and Fees

2.10.1 All state and local taxes and fees, including gross receipts, shall be listed as separate line items on the customer's bill.

2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.11 Returned Check Charge

The charge for a returned check is \$25.00.

2.12 Directory Assistance Call Allowance

Business and residential customers shall receive four 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.

Additional directory assistance calls per month will be charged at \$1.25 per call, with two requests allowed per call.

2.13 Special Customer Arrangements

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this Price Guide, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.14 Termination of Service:

2.14.1 Denial of Service Without Notice

The Company may discontinue service without notice for any of the following reasons:

- A. Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
- B. Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- C. Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.
- D. Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.
- E. Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

2.14.2 Denial of Service Requiring Notice

- A. The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:
  - 1. Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's tariffs on file with the Commission.
  - 2. Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.14 Termination of Service (Cont'd)

2.14.2 Denial of Service Requiring Notice (Cont'd)

- C. Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.
  - D. Non-payment of Bill.
    - 1. For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.
    - 2. In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.
    - 3. Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.
    - 4. Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
    - 5. Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.
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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.14 Termination of Service (Cont'd)

2.14.3 Insufficient Reasons for Denial of Service

A. The following may not constitute cause for refusal of service to a present or prospective customer:

- Failure of a prior customer to pay for service at the premises to be serviced;
- Failure to pay for a different class of service for a different entity;
- Failure to pay the bill of another customer as guarantor of that bill;
- Failure to pay directory advertising charges;
- Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or
- Failure to pay an outstanding bill that is over 7 years old, unless the:

Customer signed an agreement to pay the outstanding bill before the expiration of this period;

Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.14 Termination of Service (Cont'd)

2.14.3 Insufficient Reasons for Denial of Service (Cont'd)

2.14.3.1.F.3 Outstanding bill is for service obtained by the customer by means of an application made:

- (i) In a fictitious name,
- (ii) In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,
- (iii) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
- (iv) Without disclosure of a material fact or by misrepresentations of a material fact.

2.14.3.2 This regulation applies to both residential and nonresidential classes of service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

- A. An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or
- B. The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.16 Interference with or Impairment of Service

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

2.17 Telephone Solicitation by Use of Recorded Messages

Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

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**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE**

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**SECTION 3 - DESCRIPTION OF SERVICES****3.1 Trial Services**

The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

**3.2 Promotional Offerings**

The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional and trial service offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval. The Company may file a promotional offering on one days notice to the Commission.

**3.3 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 Price Guide on file with the Commission, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

**3.4 Customized Pricing Arrangements (“CPAs”) Offerings**

The Company may offer CPAs to eligible customers. Each CPA is customized to meet the specific needs of a customer. Rates quoted are different from the tariffed rates. CPA rates must be provided under contract to a customer and the contract filed (can be under seal) with the Commission.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.5 General Service Description**

3.5.1 The various types of Company service offering are described below. Company services are billed at predetermined monthly rates. Recurring charges are billed in advance of the month in which service is performed. In addition, the optional features and any extraordinary installation costs other than recurring and non-recurring charges may apply as described herein. Customers requesting these services, other than Dark Fiber Services, may subscribe to services on a month-to-month basis, or for a term. Customers subscribing to a term plan may receive a discount on charges for these arrangements. These discounts will be negotiated on an individual case basis. To the extent required, all arrangement will be filed with the Commission prior to service.

**3.6 Service Configurations**

The type of service configurations over which the Company's services are provided, is as follows:  
Point-to-Point Service & Multipoint Service

**3.6.1 Point-to-Point Service:**

Point-to-Point Service connects two Customer designated premises, either on a directly connected basis, or through a hub where multiplexing functions are preformed.

**3.6.2 Multipoint Service:**

Multipoint Service connect three or more Customer designated premises through a Company hub. There is no limitation on the number of locations connected via multipoint service. However, when more than three points are provided in tandem, the quality of service may be degraded. Multipoint service may be provided where technically possible. If Company determines that the requested characteristics for a multipoint service are not compatible, the Customer will be advised and given the opportunity to change the order within sixty (60) days.

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.6 Service Configurations (Cont'd)

3.6.3 [Reserved for Future Use]

3.6.4 Standard Business Local Loop Service:

Standard local loop service provides the physical connection between the Customer's premise and the Company's local switching facilities. An installation charge will apply for connection of the local loop to the Company's switching facilities. Standard local loop service provides a Customer with 64 kbps access to the following telecommunications services:

- Single-party voice-grade service;
- Dial tone line services;
- Local usage services;
- Equal access to all available long distance carriers;
- Touch-tone service;
- White pages listing;
- E911 service;
- Local directory assistance service;
- One white pages directory per year;

Service is delivered to a demarcation/connection block at the customer's premise.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.7 Service Descriptions and Technical Specifications**

The following service descriptions and technical specifications will apply to Company's point-to-point and multipoint services.

**3.7.1 DS-1 Service**

DS-1 Service, or Digital Signal Level 1 Service, is a channel for the transmission of 1.544 Mbps or 2.048 Mbps data. Intermediate bit rate channels in multiple increments of either 56 kbps or 64 kbps up to 1.544 Mbps are also available. The actual bit rate and framing format is a function of the channel interface selected by the Customer. DS-1 Channels are provided between Customer designated locations and between Customer designated locations and a Company's hub.

**3.7.2 DS-3 Service**

DS-3 Service, or Digital Signal Level 3 Service, is a channel for the transmission of 44.736 Mbps data or higher. The actual bit rate and framing format is a function of the channel interface selected by the Customer. DS-3 Channels are provided between Customer designated locations and/or between Customer designated locations and a Company's hub. DS-3 service is provided with an electrical interface.

**3.7.3 Fractional DS-1 Service (NOC)**

Fractional DS-1 service consists of two to twenty-four DS-0 or DDS channels between two Customer designated locations, utilizing DS-1 level facilities, and multiplexing arrangements.

**3.7.4 M13 Multiplexing**

An arrangement that converts a 44.736 Mbps into 28 DS-1 channels using digital time division multiplexing.

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.7 Service Descriptions and Technical Specifications (Cont'd)

3.7.5 DS-1 to DS-0 Multiplexing

An arrangement that converts a 1.544 Mbps channel into 24 channels for use with voice grade facilities or DDS.

3.7.6 Dark Fiber Services

Dark Fiber facilities shall normally be installed using single mode, fiber optic facilities suitable for provisioning point-to-point communications, transmitting at Customer specified bandwidths. Multimode fiber, at the Customer's request, may be used depending upon facilities availability. These Dark Fiber facilities are only available only where sufficient facilities are provided in Company's network, and charges will be provide on an ICB, as filed with the Commission. Dark Fiber will be offered in capacities of one strand and above, with the fiber terminating on a standard optical patch panel. As Company does not provide the electronics, Company cannot test and monitor the facilities. When available, pricing will be on a per strand per mile basis.

When provided, the type of facility and the route of the facility will be determined by the Company. Company makes no guarantee or warranty of the suitability of Dark Fiber for the purposes intended by the Customer.

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.7 Service Descriptions and Technical Specifications (Cont'd)

3.7.7 OC-n Point-to-Point Service

Company OC-n Point-to-Point Service provides high speed synchronous optical fiber-based full duplex data transmission capabilities. This service provides optical data transmission with the following characteristics:

Company OC-3 Service provides channels operating at the terminating bit rate of 155.52 Mbps

Company OC-12 Service provides channels operating at the terminating bit rate of 622.08 Mbps

Company OC-48 Service provides channels operating at the terminating bit rate of 2488.32 Mbps

A. Company OC-n channels may be used to connect:

A customer-designated premises to another customer-designated premises with Add/Drop Multiplexing capability at wire center locations between the two premises, or a customer-designated premises to another customer-designated premises without the Add/Drop Multiplexing capability.

A customer-designated premises to a Company location where Add/Drop Multiplexing, Add/Drop Functions, and/or cross-connections are performed.

B. Company OC-n channels may be connected by:

Using the appropriate OC-n Add/Drop Multiplexer (mux) along with the Add/Drop Function to Company DS1 and/or Company DS3 at suitably equipped wire centers, or

Using the full bandwidth premises to premises.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.7 Service Descriptions and Technical Specifications (Cont'd)****3.7.8 OC-n Dedicated Ring Service**

Company OC-n Dedicated Ring Service provides a customer a dedicated custom network. The network is in a ring architecture designed to provide increased reliability and functionality connecting multiple customer-designated locations and specified Company wire centers via self healing network designs.

Company OC-n Dedicated Ring Service is an alternative to Company OC-n Point-to-Point Service between multiple customer locations.

The ring will provide connectivity to multiple customer-designated locations (nodes). However, a ring must have a minimum of two nodes, excluding sub-ring nodes. At least one node must be a Company wire center node. A maximum of 16 nodes including regenerators will be allowed per ring.

**A. OC-48 Add/Drop Capability**

This provides the capability to add/drop lower speed channels from Company OC-48 Dedicated Ring node location via OC-12, OC-3 or DS3 ports. OC-48 Add/Drop Capability at an OC-48 Dedicated Ring Service node location will support one quarter of the port capability of OC-48 ring bandwidth. Up to four OC-48 Add/Drop Capability options may be provided at a node with each option supporting one OC-12 port, up to four OC-3 ports, up to 12 DS3 ports, or equivalent combination of OC-3 and DS3 ports.

**B. OC-192 Add/Drop Capability**

This provides the capability to add/drop lower speed channels from Company OC-192 Dedicated Ring node location via OC-48, OC-48c, OC-12, OC-12c, or OC-3, OC-3c ports. OC-192 Add/Drop Capability at an OC 192 Dedicated Ring Service node location will support up to four OC-48 or OC-48c ports, or up to 16 OC-12 or OC-12c ports, or up to 64 OC-3 or OC-3c ports, or any combination not to exceed 192 STS equivalents.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.7 Service Descriptions and Technical Specifications (Cont'd)****3.7.9 OC-n Add/Drop Multiplexing**

An arrangement that allows Company OC-n channel operating at a terminating speed of 155.52 Mbps, 622.08 Mbps, and 2488.32 Mbps, respectively, to add/drop a lower speed channel by using this feature along with the Add/Drop Function as stated below.

OC-3 Add/Drop Multiplexing at a Company wire center will provide the capability to support the full Add/Drop Function capacity of OC-3 Service bandwidth with up to three DS3 Add/Drop Functions or equivalently up to three groups of 28 DS1 Add/Drop Functions.

OC-12 Add/Drop Multiplexing at a Company wire center will provide the capability to support the full Add/Drop Function capacity of OC-12 Service bandwidth with up to four OC-3 Add/Drop Functions or up to 12 DS3 Add/Drop Functions or equivalent combinations of OC-3 and DS3 Add/Drop Functions.

OC-48 Add/Drop Multiplexing at a Company wire center will provide the capability to support one quarter of the Add/Drop Function capacity of OC-48 Service bandwidth. Up to four OC-48 Add/Drop Multiplexing options may be provided with each supporting one OC-12 Add/Drop Function, or up to four OC-3 Add/Drop Functions or up to 12 DS3 Add/Drop Functions or equivalent combination of OC-3 and DS3 Add/Drop Functions.

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.8 Rate Categories**

There are six rate categories that may apply to Company services.

**3.8.1 Channel Terminations**

The Channel Termination Rate Category provides for the communications path between a Customer designated premises, and another Customer designated premise. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the Company's service is to be connected, and the type of signaling capability (if any). One channel Termination charge applies per Customer designated premises at which the service is terminated.

**3.8.2 Channel Mileage**

The Channel Mileage Rate Category provides for the transmission facilities between two or more customer designated premises. The Channel Mileage Rate Category is not applied to services that are less than one V&H computed mile, as described in Section 3.10 of this Price Guide, unless specified.

**3.8.3 Optional Features and Functions**

The Optional Features and Functions Rate Category provides for optional services which may be added to a Company's services to improve its quality or characteristics to meet specific communications requirements. These services are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics that may be obtained. These characteristics may be derived using various combination of equipment.

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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.8 Rate Categories (Cont'd)

3.8.4 Extraordinary Charges

From time to time, Customers may request special services not addressed specifically by rate elements in this Price Guide, or services to location that may cause Company to incur extraordinary expenses not contemplated in the provision of standard service offerings. These costs include, but are not limited to:

- Additional construction costs
- Building space rental or rights-of-way costs
- Additional equipment
- Special facilities routing

In these cases, the Customer will be billed additional charges pursuant to Section 3.4 of this Price Guide. Special services not addressed in this Price Guide shall be approved by the Commission prior to the provision of such service.

3.8.5 Volume Discounts

Discounts for specified dollar volumes of traffic to a specific location or aggregate dollar volumes may apply, as specified in this Price Guide, to Customers that subscribe to substantial volumes of Company's services.

3.8.6 Term Discounts

Customers will be eligible for discounts for executing agreements for services for one to seven years, as specified in this Price Guide.

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**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE**

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**SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)****3.9 Application of Rate Elements**

The rate categories described in Section 3.8 of this Price Guide will be applied as follows:

**3.9.1 Point-to-Point Services**

- Channel Terminations (when applicable)
- Channel Mileage (when applicable)
- Optional Features and Functions (when applicable)
- Extraordinary Charges (when applicable)
- Volume Discounts (when applicable)
- Term discounts (when applicable)

**3.9.2 Multipoint Services**

- Channel Terminations (one per designated Customer location)
- Channel Mileage (when applicable)
- Optional Features and Functions (when applicable)
- Extraordinary Charges (when applicable)
- Volume Discounts (when applicable)
- Term Discounts (when applicable)

**3.10 Computation of Mileage**

Airline mileage, used in connection with determining rates for the Channel Mileage element, is obtained by using the "V" and "H" coordinates assigned to each point as set forth in the National Exchange Carrier Association Tariff No. 4. This procedure is also referenced in the AT&T Tariff FCC No. 10. To determine the airline distance between any two locations, proceed as follows:

1. Utilize the "V" and "H" coordinates for each Customer designated location.
  2. Obtain the difference between the "V" coordinates of each of the locations.
  3. Obtain the difference between the "H" coordinates of each of the locations.
  4. Square each difference obtained in step 3.10 (2) and step 3.10 (3) above.
  5. Add the square of the "V" difference and the "H" difference obtained in step 3.10 (4).
  6. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
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SECTION 3 - DESCRIPTION OF SERVICES (CONT'D)

3.11 Call Timing/Call Duration

Timing of calls begins when the call is answered at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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SECTION 4 – RATES AND CHARGES

4.1 General Regulations

4.1.1 Except as specifically indicated, the rates set forth in this section are for private line services where the originating and terminating points are on the Company’s existing network. In all other situations, special construction charges may apply in order to connect locations to Company’s network.

4.1.2 Services may be provided using one, or a combination of rate elements as outlined in this Price Guide.

4.1.3 Unless otherwise indicated, rates apply uniformly in all areas served by the Company.

4.1.4 Services for which a rate of “NOC” is listed are not offered currently.

4.2 Charges for Changes to Pending Orders, Service Rearrangements and Expedite Service Charges.

From time to time, customers may request changes to pending orders, rearrangements to existing service, and order completion to standard intervals. In these cases, the Customer will be required to reimburse the Company for the increased expenses, pursuant to Section 3.4 of this Price Guide.

4.3 Nonrecurring Charges

[Reserved for Future Use]

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**SECTION 4 – RATES AND CHARGES (CONT'D)****4.4 Special Construction****4.4.1 Basis for Rates and Charges**

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

**4.4.2 Basis for Cost Computation**

The Costs referred to in Section 4.4.1 may include one or more of the following items, to the extent that they are applicable:

- A. Cost installed of the facilities to be provided, including estimated costs for the rearrangements of existing facilities, Cost installed includes the cost of:
    - 1. equipment and materials provided or used;
    - 2. engineering, labor and supervision;
    - 3. transportation;
    - 4. rights-of-way;
  - B. Cost of maintenance;
  - C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
  - D. Administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items.
  - E. License preparation, processing and related fees;
  - F. Price Guide preparation, processing and related fees;
  - G. Any other identifiable costs related to the facilities provided; or
  - H. An amount for return and contingencies.
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SECTION 4 – RATES AND CHARGES (CONT'D)

4.5 Point-to-Point and Multipoint Services

4.5.1 DS1 – 1.544 Mbps

	Monthly
1. Local Distribution Channel	NOC
2. Multiplexing	NOC

	Monthly Rates	
3. Interoffice Channel	Fixed	Per Mile
Mileage Bands		
0	NOC	NOC
Greater than 0 Less than 4	NOC	NOC
Greater than 4 Less than 8	NOC	NOC
Greater than 8 Less than 25	NOC	NOC
Greater than 25 Less than 50	NOC	NOC
Greater than 50	NOC	NOC

4.5.2 DS3 – 44.736 Mbps	NOC
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4.6 Dark Fiber Services

4.6.1 Recurring Charges (Per Fiber Strand, Per Mile):	NOC
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4.6.2 Non-Recurring Charges (Per Point of Termination):	NOC
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SECTION 4 – RATES AND CHARGES (CONT'D)

4.7 Service Elements

4.7.1 Non-Recurring Charges

Description	Non-Recurring Charge
Administrative Charge (Per Order)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC
Design and Central Office Connection Charge (Per Circuit)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC
Customer Connection Charge (Per Termination)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC

4.7.2 Monthly Recurring Charges

Description	Recurring Charge
Local Distribution Channel (Per Point of Termination)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC
Channel Mileage Termination (Per Point of Mileage Termination)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC
Channel Mileage (Per Mile)	
- OC3 Service (155.52 Mbps)	NOC
- OC12 Service (622.08 Mbps)	NOC
- OC48 Service (2488.32 Mbps)	NOC

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SECTION 4 – RATES AND CHARGES (CONT'D)

4.7 Service Elements (Cont'd)

4.7.2 Monthly Recurring Charges (Cont'd)

Optional Features:	Recurring Charges
4.7.2.1 Add/Drop Multiplexing (Per Arrangement) <ul style="list-style-type: none"> <li>- OC3 Service (155.52 Mbps)</li> <li>- OC12 Service (622.08 Mbps)</li> <li>- OC48 Service (2488.32 Mbps)</li> </ul>	NOC NOC NOC
4.7.2.2 Add/Drop Function <ul style="list-style-type: none"> <li>- OC3 Service (155.52 Mbps)               <ul style="list-style-type: none"> <li>- Per DS3 Add or Drop</li> <li>- Per DS1 Add or Drop</li> </ul> </li> <li>- OC12 Service (622.08 Mbps)               <ul style="list-style-type: none"> <li>- Per OC3 Add or Drop</li> <li>- Per DS3 Add or Drop</li> </ul> </li> <li>- OC48 Service (2488.32 Mbps)               <ul style="list-style-type: none"> <li>- Per OC12 Add or Drop</li> <li>- Per OC3 Add or Drop</li> <li>- Per DS3 Add or Drop</li> </ul> </li> </ul>	NOC NOC NOC NOC NOC NOC

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SECTION 4 – RATES AND CHARGES (CONT'D)

4.8 [Reserved for Future Use]

4.9 Standard Business Local Loop Service

Each Customer is charged individually for each line provided by the Company.

4.9.1 Standard Business Local Loop Service

Monthly Recurring Charge -	\$43.25 per line	(I)
Non-Recurring Charge -	\$73.00 per line	

4.9.2 Directory Listings

Additional Listings – Monthly Recurring Charge -	\$8.89	(I)
Additional Listings – Non-Recurring Charge -	\$19.00	

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**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE**

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION****5.1 General**

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user 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 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 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 Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user 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 qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the 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 is subject to the terms and conditions in Section 5.2.

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)****5.2 Presubscription Charge Application****5.2.1 Initial Free Presubscription Choice for New Users**

New end users (including an existing customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. 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 end users is the period within thirty days of installation of the new service.

Initial free selections available to new end user 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 Company.

**5.2.2 Cancellation of 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 who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users that it is canceling its 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. The ITP must provide written notification to COMPANY that this activity has taken place.

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**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE**

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)****5.3 End User/Pay Telephone Service Provider Charge Discrepancy  
("Anti-Slamming Measure")****5.3.1** 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 signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Company.

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.

**5.3.2** Verification of Orders for Telemarketing

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed 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
  - 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 5.3.2.1 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 date (e.g., the customer's date of birth or social security number).
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SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”) (Cont’d)

5.3.3 The Company will follow the Federal Communications Commission’s and the Maryland Public Service Commission’s regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

5.4 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service.

5.5 Rates and Charges

5.5.1 Charge for ITP Carrier Change \$ 5.00

5.5.2 Charge for Switchback Carrier Change \$ 5.00

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