

Talk America, LLC
NY Interexchange Service Guide - Telephone

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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

TALK AMERICA, LLC

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

Regulations and Schedule of Charges
Applicable to Intercity Telecommunications Services
Within the State of New York

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

TABLE OF CONTENTS

Title Page 1

Table of Contents 2

Contacting the Company and Contacting the Public Service Commission 3

Service Guide Format 4

SECTION 1 - Technical Terms and Abbreviations 5

SECTION 2 - Rules and Regulations 6

SECTION 3 - Description of Service & Rates 28

ADDENDUM – Price List..... Schedule of Current Rates

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

CONTACTING THE COMPANY

In the case of a dispute between the Customer and the Company, please contact the Company, please contact the Company by phone or by mail

1. By Phone:

1-800-347-1991

2. By Mail:

Windstream
4001 Rodney Parham Rd.
Little Rock, AR 72212

CONTACTING THE PUBLIC SERVICE COMMISSION

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

2. Online:

<http://www.dps.ny.gov/complaints.html> or,

3. By Mail:

NYS Department of Public Service
Office of Consumer Services; 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SERVICE GUIDE FORMAT

- A. Leaf Numbering - Leaf numbers appear in the upper right corner of the page. Leafs are numbered sequentially, however, new leafs are added to the Service Guide. When a new leaf is added between leafs already in effect, a decimal is added. For example, a new leaf added between leafs 14 and 15 would be 14.1.

- B. Leaf Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Leaf 14 cancels the 3rd Revised Leaf 14. Because of various suspension periods, deferrals, etc. the Commission follows in its Service Guide approval process, the most current sheet number on file with the Commission is not always the Service Guide page in effect. Consult the Check Sheet for the sheet currently in effect.

- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
 - 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a Company switching center or point of presence.

Account Codes - Optional, customer defined digits that allow the customer to identify the individual user, department, or client associated with a call.

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

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

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 Service Guide.

Company or Carrier – Talk America, LLC, or otherwise clearly indicated by the context.

Holidays - The Company observes the following holidays for specific products: New Years Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

LEC - Local Exchange Company.

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

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

Travel Card - A proprietary calling card offered by the Company which enables the Customer to use the Company's service by dialing a Company-provided access number.

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

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished for communications originating at specified points within the State of New York under terms of this Service Guide.

The Company undertakes to provide the services offered in this Service Guide in accordance with the terms and conditions set forth under this Service Guide. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company. The Customer shall be responsible for all charges due for such service arrangement. The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this Service Guide.
- 2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this Service Guide, or in violation of the law.
- 2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.4 All facilities provided under this Service Guide are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Service Guide shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3 Use

Services provided under this Service Guide may be used for any lawful purpose for which the service is technically suited.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.4 Liabilities of the Company

- 2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage) , for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Service Guide, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this Service Guide; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.4 Liabilities of the Company, (Cont'd.)

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.4.6 No third party provider or their directors, officers or employees that are directly or indirectly associated with the Company's performance of our services shall be liable to the Customer for any special, indirect, incidental, consequential, reliance, exemplary, punitive or other damages arising out of a service failure.

2.5 Deposits

The Company does not require a deposit from the Customer.

2.6 Advance Payments

The Company requires no advance payments.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.7 Taxes and Fees

- 2.7.1 All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this Service Guide.
- 2.7.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon 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, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.7.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

A. Public Pay Telephone Surcharge

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

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

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.7 Taxes and Fees, (Cont'd.)

2.7.3 (Cont'd.)

A. Public Pay Telephone Surcharge, (Cont'd.)

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

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

Rate per Call	\$0.30
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2.8 Terminal Equipment

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

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company.

2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by the Company. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent. Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, such as the State of New York Department of Public Service. Any objections to billed charges must be reported to the Company or its billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

The Company's bills are due upon receipt. Amounts not paid within twenty (20) days from the due date of the invoice will be considered past due. A late fee of 1.5% per month (or the maximum amount allowed by law, whichever is lower) may apply to any unpaid and past due balance. The late fee may be charged by the Company directly or by the Company's billing service provider. If a Customer presents an undue risk of nonpayment at any time, the Company may require that Customer to pay its bills within a specified number of days and to make such payments in cash or the equivalent of cash.

2.10.1 SpeedPay

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

2.10.2 Return Check Charge

The Company reserves the right to assess a charge in the amount of \$20.00 for business Customers whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.11 Cancellation by Customer

Customer may cancel service upon giving notice to the Company.

2.12 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates, and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with Talk America's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.13 Refusal or Discontinuance by Company

The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer will be given 15 days notice to comply with any rule or remedy any deficiency:

- (a) For non-compliance with or violation of any State, municipal, or Federal law, ordinance, or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- (d) For noncompliance with or violation of Commission regulations or the Company's rules and regulations on file with the Commission, provided five (5) days' written notice is given before termination.
- (e) For nonpayment of bills, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases.
- (f) Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- (g) Without notice in the event of tampering with the equipment or services owned by the Company or its agents.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.13 Refusal or Discontinuance by Company, (Cont'd.)

- (h) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- (i) Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits carrier from furnishing such services.
- (j) For periods of inactivity over sixty (60) days.

2.14 Interruption of Service

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify carrier immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Carrier's terminal. Interruptions caused by Customer-provided or Carrier-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the customer has the option of using the long distance network via local exchange company access.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.15 Inspection, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.16 Tests, Pilots, Promotional Campaigns and Contests

The Carrier may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Carrier may also waive a portion of all processing fees or installation fees for winner of contests and other occasional promotional events sponsored or endorsed by the Carrier. From time to time the Company may waive all processing fees for a Customer.

2.17 Reservation of Toll Free "800/888" Numbers

The Company will make every effort to reserve Toll Free "800/888" vanity numbers for customers, but makes no guarantee or warranty that the requested number(s) will be available.

2.18 Portability of Toll Free "800/888" Numbers

The Company will participate in porting Toll Free "800/888" numbers only if the account balance is zero and all charges incurred as a result of the Toll Free "800/888" number have been paid.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.19 Automatic Number Identification Terms and Conditions

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

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.19 Automatic Number Identification Terms and Conditions (Cont'd.)

- E. The Company will make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- F. Violations of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

Violations of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Sections 24, 25 and 26 of the Public Service Law.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.20 Special Pricing Arrangements

Customized service packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers of the Company for proposals or for competitive bids. Service offered under this Service Guide provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the Service Guide. Specialized rates or charges will be made available to similarly situated Customers on a nondiscriminatory basis and are listed in the Addendum to this Service Guide with the following information: (1) the LATA in which the Customer is located, (2) the horizontal and vertical distance from the central office to the Customer's premises, (3) the type of service, (4) the price of the service, (5) the number of lines (circuits) being used and (6) the length of the contract terms.¹

¹ Issued in compliance with New York Public Service Commission's Order in Case 91-M-0927, as amended.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.21 Gross Revenue Tax Surcharge

The applicable Gross Revenue Surcharge rates and MTA tax rates are shown on a statement which is attached to this Service Guide. Any changes to these rates will be filed on fifteen (15) days notice to Customers and the Commission, or as directed by the Commission. Customers will be notified of any changes by bill insert or separate mailing no later than the first billing period following the date of change. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the company will file revised surcharges as directed by the Commission.¹

2.22 Reservation of Toll Free Numbers

The Company will make every effort to reserve Toll Free (i.e., "800/888") vanity numbers for customers, but makes no guarantee or warranty that the requested number(s) will be available.

2.23 Portability of Toll Free Numbers

The Company will participate in porting Toll Free (i.e., "800/888") numbers only if the account balance is zero and all charges incurred as a result of the Toll Free number have been paid.

¹ Issued in compliance with New York Public Service Commission's Order in Case 92-M-0366, as amended.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority

2.24.1 General

- A. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Service Guide language contained herein.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.1 General, (Cont'd.)

- B. The TSP program has two components, restoration and provisioning.
 - 1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 - 2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.2 TSP Request Process

A. Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.

National Security Leadership
National Security Posture and U.S. Population Attack Warning
Public Health, Safety, and Maintenance of Law and Order
Public Welfare and Maintenance of National Economic Posture

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.2 TSP Request Process, (Cont'd.)

B. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2.24.2.A above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.24.2.A.1 above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.3 Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

- A.** Identify telecommunications services requiring priority.
- B.** Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- C.** Accept TSP services by the service due dates.
- D.** Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- E.** Pay the Company any authorized costs associated with priority services.
- F.** Report to the Company any failed or unusable services with priority levels.
- G.** Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- H.** Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.4 Responsibilities of the Company

The Company will perform the following:

- A. Provide TSP service only after receipt of a TSP authorization code.
- B. Revoke TSP services at the direction of the end-user or OPT.
- C. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- D. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- E. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- F. Confirm completion of TSP service order activity to the OPT.
- G. Participate in reconciliation of TSP information at the request of the OPT.
- H. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
- I. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
- J. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
- K. Disclose content of the NS/EP TSP database only as may be required by law.
- L. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

2.24 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

2.24.5 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 General

Each Customer is charged individually for each call placed through the carrier. Charges are computed on an airline mileage basis as described in Section 3.3 of this Service Guide.

Rates vary by mileage band, time of day, call duration and by originating and terminating access type.

Customers are billed based on their use of the Company's long distance service.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of the Company's network. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.

3.2.2 Minimum call duration is specified for each product in Section 3 of this Service Guide.

3.2.3 Unless otherwise specified in this Service Guide, after the initial minimum period usage is beyond the minimum call duration is measured and rounded to the next higher six second increment for billing purposes. The initial minimum period for each product is specified in Section 3 of this Service Guide.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.3 Calculation of Distance

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

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by TelCordia, in the following manner:

- Step 1 Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2 Obtain the difference between the "V" coordinates of each of the serving wire centers. Obtain the difference between the "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the square obtained in Step 4 by ten (10) . Round to the next higher whole number if any fraction results from the division.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

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

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.4 Time of Day Rate Periods

Day, evening and night/weekend rates apply for the following products based on the following chart:

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

* to, but not including

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

Time of day periods associated with other products are described in the rate section of those products.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.5 Contractual offerings

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

3.6 Flexible Rates

Rates for all services may be reduced or increased in varying amounts upon 30 days notice to the Subscriber.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.7 Schedule A - Standard Switched Access

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

Day Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0624	\$0.0208
293-430	\$0.0624	\$0.0208
431 +	\$0.0624	\$0.0208

Evening Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0543	\$0.0181
293-430	\$0.0543	\$0.0181
431 +	\$0.0543	\$0.0181

Night and Weekend Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0543	\$0.0181
293-430	\$0.0543	\$0.0181
431 +	\$0.0543	\$0.0181
Travel Card Charge	Per Call	See Section 3.20

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.8 Schedule B - Dedicated Special Access

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

Day Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0414	\$0.0138
293-430	\$0.0414	\$0.0138
431 +	\$0.0414	\$0.0138

Evening Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0330	\$0.0110
293-430	\$0.0330	\$0.0110
431 +	\$0.0330	\$0.0110

Night and Weekend Rate Period

<u>Mileage</u>	Initial Minute	Additional Minute
0-292	\$0.0303	\$0.0101
293-430	\$0.0303	\$0.0101
431 +	\$0.0303	\$0.0101

Travel Card Charge	Per Call	See Section 3.20
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.9 Switched Inbound Service**

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

Per Minute Rate:	
Day	\$10.23
Evening	\$ 8.23
Night/Weekend	\$ 6.88

3.10 Dedicated Inbound Service**

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

Per Minute Rate:	
Day	\$ 6.85
Evening	\$ 5.26
Night/Weekend	\$ 4.56

3.11 Directory Assistance

Directory Assistance is available to Customers of the Company. A Directory Assistance charge applies to each call to the Directory Assistance Bureau.

Directory Rate Per Call	\$2.25
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** As of November 16, 2003, this service will only be available to current customers at their current locations.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.12 Non-Subscriber Calling

Non-subscriber calling is a specialized service allowing Customers to access the Company's network by using the Carrier's access code. Per Minute Usage Charges are based on airline mileage as calculated using the formula found in Section 3.2 of this Service Guide. All calls are rounded to the next higher full minute with a minimum billing of one minute per call.

Per Minute Rates:

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	1 st Minute	Ea. Addl Minute	1st Minute	Ea. Addl Minute	1st Minute	Ea. Addl Minute
1-18	\$0.0950	\$0.0950	\$0.0650	\$0.0650	\$0.0500	\$0.0500
19-44	\$0.0950	\$0.0950	\$0.0700	\$0.0700	\$0.0550	\$0.0550
45-65	\$0.1050	\$0.1050	\$0.0700	\$0.0700	\$0.0600	\$0.0600
66-104	\$0.1150	\$0.1150	\$0.0750	\$0.0750	\$0.0650	\$0.0650
105-164	\$0.1150	\$0.1150	\$0.0800	\$0.0800	\$0.0650	\$0.0650
165 +	\$0.1250	\$0.1250	\$0.0850	\$0.0850	\$0.0650	\$0.0650

Non-Subscriber Charge, Per Call \$1.80

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.13 Marketing Partnership Long Distance Savings Plan*

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

MP Outbound (1+) Rate Per Minute-InterLATA	\$0.1500
MP Inbound (toll-free) Rate Per Minute-InterLATA	\$0.1500
MP Outbound (1+) Rate Per Minute-IntraLATA	\$0.0790
MP Inbound (toll-free) Rate Per Minute-IntraLATA	\$0.1500
Travel Card Rate Per Minute:	See Section 3.20
Travel Card Charge, Per Call:	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.14 Talk America Plan 1*

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

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

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

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

3.14.1 Early Termination Penalty

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

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.14 Talk America Plan 1*, (Cont'd.)

3.14.2 Rates

A. Usage Charges

Minimum Monthly Usage Intrastate	Per Minute
\$50.00	\$0.0950
\$100.00	\$0.0950
\$150.00	\$0.0950

B. Travel Card Service

Per minute rate:	See Section 3.20
Per call service charge:	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.16 Operator Services

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

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

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

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

3.16.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 3.16.8.

3.16.4 The fixed service charge portions of the charge for an Operator Assisted Call is set forth in Sections 3.16.8.

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

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.16 Operator Services, (Cont'd.)

- 3.16.6 Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer Authorization Codes, Calling Cards or credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of Customers through available credit card, Calling Card, called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer/Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.
- 3.16.7 The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party, Calling Card and credit card calls. The Calling Card or credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a Calling Card, credit card or a telephone line number, respectively.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.16 Operator Services, (Cont'd.)

3.16.8 Rates

Usage Rate:

Mileage	Day		Evening		Night/Weekend	
	Initial Min.	Add'l. Min.	Initial Min.	Add'l. Min.	Initial Min.	Add'l. Min.
0-18	\$0.2700	\$0.1700	\$0.2700	\$0.1700	\$0.2700	\$0.1700
19-44	\$0.2900	\$0.1800	\$0.2900	\$0.1800	\$0.2900	\$0.1800
45-65	\$0.3300	\$0.1900	\$0.3300	\$0.1900	\$0.3300	\$0.1900
66-104	\$0.3400	\$0.2000	\$0.3400	\$0.2000	\$0.3400	\$0.2000
105-164	\$0.3500	\$0.2100	\$0.3500	\$0.2100	\$0.3500	\$0.2100
165 +	\$0.3600	\$0.2200	\$0.3600	\$0.2200	\$0.3600	\$0.2200

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.16 Operator Services, (Cont'd.)

3.16.8 Rates, (Cont'd.)

Per Call Service Charges

Customer Dialed Calling Card Station	
LEC Calling Card	\$ 0.95
Credit Card	\$ 0.70
Operator Dialed Calling Card Station	
LEC Calling Card	\$ 1.80
Credit Card	\$ 1.80
Collect	\$ 1.80
Third Party Billed	\$ 1.85
Person-to-Person	\$ 4.125
Operator Dialed Surcharge	\$ 0.875

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service

3.17.1 General

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

3.17.2 Bundled Long Distance Package No. 1 and No. 2*

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

Per minute Rate:	\$0.0990
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.3 Bundled Long Distance Package No. 3*

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

Per minute Rate:	\$0.0990
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.4 Bundled Long Distance Package No. 4*

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

Per minute Rate:	\$0.0990
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.5 Bundled Long Distance Package No. 7*

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

Per minute Rate:	\$0.0690
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.6 Bundled Long Distance Package No. 8*

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

Per minute Rate:	\$0.0690
Travel Card:	
Per Minute Rate	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.7 Bundled Long Distance Package No. 9*

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

Per minute Rate:	\$0.1090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.8 Bundled Long Distance Package No. X (United 1000 Plan) *

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

Per Minute Rate	\$0.1090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

**As of November 26, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.9 Bundled Long Distance Package No. XI (United Unlimited Plan) *

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

Per minute Rate: \$0.1090

Travel Card:

Per Minute Rate See Section 3.20

Per call Service Charge: See Section 3.20

3.17.10 Bundled Long Distance Package No. XIII (United 1000 Plan B) **

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

Per Minute Rate \$0.1090

Travel Card:

Per Minute Rate See Section 3.20

Per call Service Charge: See Section 3.20

** As of November 26, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

*** As of January 26, 2004, this service is grandfathered and only available to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.11 Bundled Long Distance Package No. XIV (United Unlimited Plan B) *

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

Per minute Rate: \$0.1090

Travel Card:

Per Minute Rate See Section 3.20

Per call Service Charge: See Section 3.20

3.17.12 Bundled Long Distance Package No. XV (United Unlimited Plan B) *

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

Per minute Rate: \$0.1090

Travel Card:

Per Minute Rate See Section 3.20

Per call Service Charge: See Section 3.20

** As of January 26, 2004, this service is grandfathered and only available to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.13 Bundled Long Distance Package No. XVI (New York 200 Plan)*

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

Per minute Rate:	\$0.0500
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.14 Bundled Long Distance Package No. XVII (United 1000 Plan v 1.0)*

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

Per minute Rate:	\$0.01090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.15 Bundled Long Distance Package No. XVIII (United Unlimited Plan v 1.0)*

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

Per minute Rate:	\$0.1090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.16 Bundled Long Distance Package No. XIX (United Unlimited Plus Plan v 1.0)*

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

Per minute Rate:	\$0.1090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

3.17.17 Basic Local Plan Long Distance Rates

The following rates apply for intrastate long distance calling made by Customers subscribed to the Basic Local Plan. Calls are billed in full minute increments.

Per minute Rate:	\$0.01090
Travel Card:	
Per Minute Rate	See Section 3.20
Per call Service Charge:	See Section 3.20

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.18 Accelerate Complete

A. Description

Accelerate Complete is a bundled service plan offered only to on-net business Customers. This service can only be purchased in conjunction with Accelerate Complete local service.

B. Per Minute Outbound and Inbound Domestic Long Distance Usage Rate

The following per minute usage rate applies to outbound direct dialed domestic long distance calls and to inbound long distance calls that exceed the usage allowances.

<u>Contract Term</u>	
Month-to-Month	\$0.610
1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.19 Business Talk Basic

A. Description

Business Talk Basic is a bundled service plan offered only to on-net business Customers. This service can only be purchased in conjunction with Business Talk Basic local service.

B. Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls.

<u>Contract Term</u>	
Month-to-Month	\$0.061
1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.20 Business Talk Value

A. Description

Business Talk Value is a bundled service plan offered only to on-net business Customers. This service can only be purchased in conjunction with Business Talk Value local service.

B. Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls.

<u>Contract Term</u>	
Month-to-Month	\$0.061
1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.21 Long Distance Call Packs

Call Packs are available to business Customers who subscribe to a local service bundle with a contract term. Call Packs provide blocks of minutes for direct dialed outbound and inbound domestic long distance calls for a monthly fee.

A. Monthly Recurring Charges

Long Distance Call Pack

5,000 Minutes	\$168.00
10,000 Minutes	\$324.00
20,000 Minutes	\$624.00
40,000 Minutes	\$1,200.00
60,000 Minutes	\$1,728.00
80,000 Minutes	\$2,208.00
100,000 Minutes	\$2,640.00

B. Per Minute Usage Rates

The following per minute usage rates apply to direct dialed domestic long distance calls in excess of the purchased block of minutes.

Contract Term

1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.310
5 Year Term	\$0.027

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.22 Business Talk Advantage

A. Description

Business Talk Advantage is a bundled service plan offered only to on-net business Customers. This service can only be purchased in conjunction with Business Talk Advantage local service.

B. Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.23 Business Talk Essentials

A. Description

Business Talk Essentials is a bundled service plan offered only to on-net business Customers. This service can only be purchased in conjunction with Business Talk Essentials local service.

B. Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.17 Bundled Long Distance Service, (Cont'd.)

3.17.24 Business Talk Extended

A. Description

Business Talk Extended is a bundled service plan offered to off-net business Customers. This service can only be purchased in conjunction with Business Talk Extended local service.

B. Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.18 3.9 Cent Long Distance Plan

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

A minimum monthly usage of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

Rate Per Minute: \$0.1090*

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

3.19 Business Standard Discount Service

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

Rate Per Minute: \$0.096

***As of December 31, 2011, this service is grandfathered and only available to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.20 Travel Card Service

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

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

3.20.1 Traditional Travel Card

No minimum commitment is required.

Per Minute Rate	\$0.0249
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Per Call Charge	1.25
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3.20.2 High Volume Travel Card

1

Per Minute Rate	\$0.0249
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Monthly Recurring Charge	\$2.34
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.21 Business Bundled Long Distance Service

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

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

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

3.21.1 Business Bundle No. 1*

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance	
Rate Per Minute	\$0.1110
Inbound Toll Free	See Section 3.21.3

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.2 Talk America Strictly Business Plan**

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance	
Rate Per Minute	\$0.1110
Inbound Toll Free	See Section 3.21.3

3.21.3 Inbound Toll Free Service

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Standard Toll Free Service	
Monthly Recurring Charge	\$3.00
Rate Per Minute	
IntraLATA	\$0.0910
InterLATA	\$0.1110
Premier Business 800 Service	
Monthly Recurring Charge	\$1.00
Rate Per Minute	
IntraLATA	\$0.0890
InterLATA	\$0.1090

***Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.4 Basic Business Bundle Plan*

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance	
Rate Per Minute	\$0.0710
Inbound Toll Free	See Section 3.21.3

3.21.5 Talk America Strictly Business Plan v 1.0*

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance	
Rate Per Minute	\$0.0710
Inbound Toll Free	See Section 3.21.3

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.6 New York 200 Business Plan*

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance*	
Rate Per Minute	\$0.0520
Inbound Toll Free	See Section 3.21.3

3.21.7 Business Bundle Plan v 1.0*

For billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

Business Bundle Long Distance	<u>Minimum</u>
Rate Per Minute	\$0.0710
Inbound Toll Free	See Section 3.21.3

3.21.8 Bonus Line for Business Bundled Plans*

Customer will be charged the intraLATA and intrastate rates associated with its primary Talk Business Bundled Long Distance Service.

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.9 Small Business Unlimited Long Distance Plan

A. Description

This plan is designed only for small business Customers who subscribe to a small business unlimited bundle provided by the Company. Customers are also required to subscribe to an unlimited interstate plan, in order to be eligible for this plan.

This plan is for domestic direct dialed one plus business long distance voice use only and cannot be used for auto-dialing (including automatic outbound dialing systems or call distribution systems), broadcast fax, long distance Internet or intranet access, softphones or data devices, transcript services, telemarketing, multi-party conference calling (excluding 3-way calls), party lines, chat lines, adult entertainment lines, calls to 900, 700 and 976 numbers, ISDN services, public telephone services, call center and certain switching applications.

Additional charges apply for directory assistance, calling cards, collect calls, operator services, international calling and/or toll-free calling services. The per minute rate for Company calling card calls under this plan will be as stated below. Taxes, fees and other charges, including the Universal Service Fund fee, apply.

Usage may be monitored for compliance/abnormal usage and the Customer may be required to demonstrate compliance with these restrictions where monitoring indicates non-compliance. If the Company determines that usage is not consistent with typical business voice service, including excessive usage, the Company may immediately restrict use or change the Customer's long distance plan to an alternative plan.

This service offering is limited to a maximum of ten business one-party access lines.

This service offering is not available to Customers with a combination of one-party access lines and Key System or PBX lines.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.9 Small Business Unlimited Long Distance Plan, (Cont'd.)

B. Rates and Charges

Monthly Recurring Charge, Unlimited Calling:

Primary Line	\$24.00
Each Additional Line after the Primary Line	\$12.00

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

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

3.21.10 Direct Dialed LDMTS Rates –Windstream Business 5

Windstream Business 5 is a long distance plan available to business Customers who utilize switched services. The plan provides direct dialed interstate and intrastate outbound calling and calling card service at the per minute rate listed below where technically available. The Customer must agree to a minimum one year commitment.

Calls are billed in 6-second increments with an 18-second minimum.

<u>Per Minute Rate</u>	\$0.050
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.22 Business Stand Alone Long Distance Plan

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

A minimum monthly usage of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$6.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

Rate Per Minute: \$0.1110*

**A minimum monthly usage of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$6.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.23 5.9 Cent Affinity Toll Plan

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

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

Rate Per Minute: \$0.1090*

A minimum monthly usage of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$6.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.24 Talk America Value Plan Domestic Toll Packages*, (Cont'd.)

3.24.3 Nationwide Toll Package

The Nationwide Toll Package provides unlimited intrastate and interstate long distance voice calling for a fixed monthly recurring charge per line. The intrastate portion of the total monthly recurring charge for this package is set forth below, and can only be purchased in conjunction with the interstate portion of the package, which is contained in the Company's Interstate Rates, Terms and Conditions.

Monthly Recurring Charge, per line:

Zone 1	\$10.00
Zone 2	\$10.00
Zone 3	\$10.00

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.25 Talk America Saves Value Plan Toll Packages (Cont'd.)

3.25.2 Statewide Toll Package

The Statewide Toll Package provides unlimited intrastate long distance voice calling for a fixed monthly recurring charge per line. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions.

Monthly Recurring Charge, per line:

Zone 1	\$11.00
Zone 2	\$11.00
Zone 3	\$11.00

3.25.3 Nationwide Toll Package

The Nationwide Toll Package provides unlimited intrastate and interstate long distance voice calling for a fixed monthly recurring charge per line. The intrastate portion of the total monthly recurring charge for this package is set forth below, and can only be purchased in conjunction with the interstate portion of the package, which is contained in the Company's Interstate Rates, Terms and Conditions.

Monthly Recurring Charge, per line:

Zone 1	\$10.00
Zone 2	\$10.00
Zone 3	\$10.00

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.26 Stand-Alone Long Distance 5-10 Plan

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

Minimum Monthly Charge*:	\$12.00
Rate Per Minute:	\$0.089
Travel Card Service	See Section 3.20

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.27 Stand-Alone Long Distance 7-7 Plan

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

Minimum Monthly Charge:*	\$8.40
Rate Per Minute:	\$0.089
Travel Card Service	See Section 3.20

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.28 Critical Facilities Administration Service

3.28.1 General Description of Service

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits, provided by the Company. Customer may request an enhance design layout record or may request a schematic/map layout (Circuit Layout Record). The request must be made in writing by authorized personnel. If the Company is acting as the Prime Contractor, the Company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

3.28.2 Customer Obligations

- A. Customers' circuits must be federally registered as TSP circuits.
- B. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- C. Customers must pay the appropriate Service Guide charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the Customer.
- D. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.28 Critical Facilities Administration Service, (Cont'd.)

3.28.3 Obligations of the Company

- A. The Company will maintain data and restrict access by each Customer to information relative to that Customer's subscribed circuits.
- B. The Company will identify the physical path of each subscribed circuit so as to allow the Customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- C. The Company will maintain facilities associated with subscribed circuits in such a manner as to ensure that the Customer is notified of any change in the physical routing of its subscribed circuit(s).
- D. The Company will make available physical path information for newly provisioned subscribed circuits to the Customer within 5 business days after the circuit has been installed, and within 15 business days for existing TSP circuits.
- E. If Customer has previously obtained documentation as the physical path of a subscribed circuit, the Company will provide at least 24-hour advance notification to the Customer of any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit. Communications regarding unplanned activity will be provided within 24 hours following the change.
- F. The Company will make available updated information regarding the revised physical path of subscribed circuits to the Customer within 5 business days following planned actions, and within 15 business days following unplanned activities.
- G. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- H. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the Customer within ninety days of the restoration of service.

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

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

3.28 Critical Facilities Administration Service, (Cont'd.)

3.28.4 Rates

- A. For each request submitted, the Customer will be charged appropriate engineering costs incurred by the Company. Upon Customer request, the Company will give the Customer a good faith estimate of the costs for the request, which may include charges by a connecting carrier for the service.

Talk America, LLC
NY Interexchange Service Guide - Telephone

Addendum Type: Price List
Addendum Number: 1
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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES

1. Schedule A - Standard Switched Access

DAYTIME RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0624	\$0.0208
293 - 430	\$0.0624	\$0.0208
431 +	\$0.0624	\$0.0208

EVENING RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0543	\$0.0181
293 - 430	\$0.0543	\$0.0181
431 +	\$0.0543	\$0.0181

NIGHT/WEEKEND RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0543	\$0.0181
293 - 430	\$0.0543	\$0.0181
431 +	\$0.0543	\$0.0181

Travel Card Charge, Per Call: See Section 14.

Talk America, LLC
NY Interexchange Service Guide - Telephone

Addendum Type: Price List
Addendum Number: 1
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

2. Schedule B - Dedicated Special Access

DAYTIME RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0414	\$0.0138
293 - 430	\$0.0414	\$0.0138
431 +	\$0.0414	\$0.0138

EVENING RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0330	\$0.0110
293 - 430	\$0.0330	\$0.0110
431 +	\$0.0330	\$0.0110

NIGHT/WEEKEND RATES

<u>Rate Mileage</u>	<u>Initial 18 Seconds or Fraction</u>	<u>Each additional Seconds or Fraction</u>
0 - 292	\$0.0303	\$0.0101
293 - 430	\$0.0303	\$0.0101
431 +	\$0.0303	\$0.0101

Talk America, LLC
NY Interexchange Service Guide - Telephone

Addendum Type: Price List
Addendum Number: 1
Leaf 3
Revision: 0
Superseding Revision:

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

3. Switched Inbound Service

	<u>Rate Per Hour of Use</u>
Day	\$12.96
Evening	\$12.96
Night/Weekend	12.96

4. Dedicated Inbound Service

	<u>Rate Per Hour of Use</u>
Day	\$8.78
Evening	\$7.02
Night/Weekend	\$6.08

5. Directory Assistance

Directory Rate Per Call:	\$1.99
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

6. Nonsubscriber Calling

Nonsubscriber calling is a specialized service allowing Customers to access the Company's network by using the Carrier's access code. Per Minute Usage Charges are based on airline mileage as calculated using the formula found in Section 3.3 of this Service Guide.

All calls are rounded to the next higher full minute with a minimum billing of one minute per call.

Per Minute Rates:

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	1 st Minute	Ea. Addl Minute	1st Minute	Ea. Addl Minute	1st Minute	Ea. Addl Minute
1-18	\$0.1900	\$0.1900	\$0.1300	\$0.1300	\$0.1000	\$0.1000
19-44	\$0.1900	\$0.1900	\$0.1400	\$0.1400	\$0.1100	\$0.1100
45-65	\$0.2100	\$0.2100	\$0.1400	\$0.1400	\$0.1200	\$0.1200
66-104	\$0.2300	\$0.2300	\$0.1500	\$0.1500	\$0.1300	\$0.1300
105-164	\$0.2300	\$0.2300	\$0.1600	\$0.1600	\$0.1300	\$0.1300
165 +	\$0.2500	\$0.2500	\$0.1700	\$0.1700	\$0.1300	\$0.1300

Nonsubscriber Charge, per Call: \$1.80

Talk America, LLC
NY Interexchange Service Guide - Telephone

Addendum Type: Price List

Addendum Number: 1

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

7. Marketing Partnership Long Distance Savings Plan*

	<u>InterLATA</u>	<u>IntraLATA</u>
MP Outbound (1+) Rate Per Minute:	\$0.15	\$0.079
MP Inbound (toll-free) Rate Per Minute:	\$0.15	\$0.15
Travel Card Rate Per Minute:	See Section 14	
Travel Card Charge, Per Call:	See Section 14	
Monthly Recurring Charge, per toll-free number	\$5.00	\$5.00

8. Talk America Plan 1 Rates*

8.1 Usage Charges - Per Minute

	<u>InterLATA</u>	<u>IntraLATA</u>
Minimum Monthly Usage		
\$50.00	\$0.095	\$0.079
\$100.00	\$0.095	\$0.079
\$150.00	\$0.095	\$0.079

8.2 Travel Card Service

Travel Card Rate Per Minute:	See Section 14
Travel Card Charge, Per Call:	See Section 14

9. Talk America Plan 2 Rates*

Rates for this service are the same as the rates that are found in Section 7 above of this Service Guide.

*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.

Talk America, LLC
 NY Interexchange Service Guide - Telephone

Addendum Type: Price List

Addendum Number: 1

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

10. Operator Services

Usage Rate:

Mileage	Day		Evening		Night/Weekend	
	Initial Min.	Add'l. Min.	Initial Min.	Add'l. Min.	Initial Min.	Add'l. Min.
0-18	\$0.2700	\$0.1700	\$0.2700	\$0.1700	\$0.2700	\$0.1700
19-44	\$0.2900	\$0.1800	\$0.2900	\$0.1800	\$0.2900	\$0.1800
45-65	\$0.3300	\$0.1900	\$0.3300	\$0.1900	\$0.3300	\$0.1900
66-104	\$0.3400	\$0.2000	\$0.3400	\$0.2000	\$0.3400	\$0.2000
105-164	\$0.3500	\$0.2100	\$0.3500	\$0.2100	\$0.3500	\$0.2100
165 +	\$0.3600	\$0.2200	\$0.3600	\$0.2200	\$0.3600	\$0.2200

Per Call Service Charges

Customer Dialed Calling Card Station	<u>Per Call Charge</u>
LEC Calling Card	\$0.95
Credit Card	\$0.70
Operator Dialed Calling Card Station	
LEC Calling Card	\$1.80
Credit Card	\$1.80
Collect	\$1.80*
Third Party Billed	\$1.85*
Person-to-Person	\$4.125*
*Operator Dialed Surcharge	\$0.875

Talk America, LLC
NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

12. 3.9 Cent Long Distance Plan

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.109*	\$0.089*

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

13. Business Standard Discount Service

Rate Per Minute:	\$0.096
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14. Travel Card Service

14.1 Traditional Travel Card

No minimum commitment is required.

Per Minute Rate	\$0.249
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Per Call Charge	\$1.25
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14.2 High Volume Travel Card

Per Minute Rate	\$0.249
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Monthly Recurring Charge	\$1.95
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Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

14.3 Business Bundled Long Distance Service

14.3.1 Business Bundle No. 1*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) second minimum.

Business Bundle Long Distance Rate Per Minute	\$0.111 **
Inbound Toll Free	See Section 14.3.3

14.3.2 Talk America Strictly Business Plan*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) minimum.

Business Bundle Long Distance	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.111	\$0.091
Inbound Toll Free	See Inbound Toll Free Rates	
Inbound Toll Free Service Standard Toll Free Service*	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.119	\$0.119
Monthly Recurring Charge	\$3.00	\$3.00
Premier Business 800 Rate Per Minute:	<u>InterLATA</u>	<u>IntraLATA</u>
	\$0.109	\$0.089
Monthly Recurring Charge	\$1.00	\$1.00

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Effective Date: July 1, 2020

COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

15. Business Bundled Long Distance Service

Basic Business Bundle Plan*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) second minimum.

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.071	\$0.071

Inbound Toll Free	See Inbound Toll Free Rates
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Talk America Strictly Business Plan v 1.0*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) second minimum.

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.071	\$0.071

Inbound Toll Free	See Inbound Toll Free Rates
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New York 200 Business Plan*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) second minimum.

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.052	\$0.052

Inbound Toll Free	See Inbound Toll Free Rates
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**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Bundle Plan v 1.0*

For billing purposes calls will be billed in six (6) second increments, with an eighteen (18) second minimum.

Rate Per Minute	Rate Per Minute \$0.071
Inbound Toll Free	See Inbound Toll Free Rates

Bonus Line for Business Bundled Plans*

Customer will be charged the intraLATA and intrastate rates associated with its primary Talk Business Bundled Long Distance Service.

**Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Accelerate Complete

Per Minute Outbound and Inbound Domestic Long Distance Usage Rate

The following per minute usage rate applies to outbound direct dialed domestic long distance calls and to inbound long distance calls that exceed the usage allowances. Calls will be billed in six (6) second increments with an eighteen (18) second minimum.

Contract Term

1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Talk Basic

Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Calls will be billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.061
1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Talk Value

Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Calls will be billed in six (6) second increments with an eighteen (18) second minimum.

Contract Term

Month-to-Month	\$0.061
1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Long Distance Call Packs

Monthly Recurring Charges

Long Distance Call Pack

5,000 Minutes	\$140.00
10,000 Minutes	\$270.00
20,000 Minutes	\$520.00
40,000 Minutes	\$1,000.00
60,000 Minutes	\$1,440.00
80,000 Minutes	\$1,840.00
100,000 Minutes	\$2,200.00

Per Minute Usage Rates

The following per minute usage rates apply to direct dialed domestic long distance calls in excess of the purchased block of minutes. Calls will be billed in six (6) second increments with an eighteen (18) second minimum.

Contract Term

1 Year Term	\$0.051
2 Year Term	\$0.041
3 Year Term	\$0.031
5 Year Term	\$0.027

Talk America, LLC
NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Talk Advantage

Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Talk Essentials

Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Business Talk Extended

Per Minute Usage Rate

The following per minute usage rates apply to direct dialed domestic long distance calls. Usage is billed in six (6) second increments with an eighteen (18) second minimum.

<u>Contract Term</u>	
Month-to-Month	\$0.059
1 Year Term	\$0.049
2 Year Term	\$0.039
3 Year Term	\$0.029
5 Year Term	\$0.025

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

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

Small Business Unlimited Long Distance Plan

Monthly Recurring Charge, Unlimited Calling:

Primary Line \$20.00

Each Additional Line after the Primary Line \$10.00

Direct Dialed LDMTS Rates –Windstream Business 5

Per Minute Rate \$0.05

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

16. Business Stand Alone Long Distance Plan

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.111*	\$0.091*

**A minimum monthly usage of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.*

17. 5.9 Cent Affinity Toll Plan

	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute:	\$0.109*	\$0.089*

A minimum monthly usage charge of \$6.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.

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NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

18. Stand-Alone Long Distance 5-10 Plan

Minimum Monthly Charge*: \$10.00

	<u>IntraLATA</u>	<u>InterLATA</u>
Rate Per Minute:	\$0.089	\$0.109

Travel Card Service See Section 3.20

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

19. Stand-Alone Long Distance 7-7 Plan

Minimum Monthly Charge*: \$7.00

	<u>IntraLATA</u>	<u>InterLATA</u>
Rate Per Minute:	\$0.089	\$0.109

Travel Card Service See Section 3.20

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

Talk America, LLC
NY Interexchange Service Guide - Telephone

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

THE GROSS REVENUE TAX SURCHARGE RATES ARE AS FOLLOWS: *

<u>Period</u>	<u>Gross Revenue Tax Surcharge</u>
January 1, 1997 - September 30, 1998	3.6%
October 1, 1998	3.3592%
January 1, 2000	2.5641%

APPLICABLE MTA TAX RATES

As described in the following paragraph, a surcharge to recover the additional expense related to the Temporary Metropolitan Transportation Business Tax Surcharge applies to recurring and non-recurring and usage rates and charges for all intrastate services.

The surcharge is applicable to service furnished from the following counties:

New York City Counties	Dutchess County
Bronx County	Nassau County
Kings County	Orange County
New York County	Putnam County
Queens County	Rockland County
Staten Island County	Suffolk County
	Westchester County

<u>Period</u>	<u>Surcharge</u>
January 1, 1996 - December 31, 1996	0.4694%
January 1, 1997 +	0.5986%

* THESE CHARGES ARE NOT APPLICABLE TO SERVICES PROVIDED FOR RESALE TO TELECOMMUNICATIONS COMPANIES POSSESSING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY ISSUED BY THE PUBLIC SERVICE COMMISSION.

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COMPETITIVE TELECOMMUNICATIONS SERVICE GUIDE

SCHEDULE OF CURRENT RATES, (CONT'D.)

A. Services Ineligible for Schools and Libraries Discount

1. Voice Mail Services

B. Schools and Libraries Discount Matrix

How Disadvantaged <u>Discount</u>	<u>% DISCOUNT LEVEL</u>	
	<u>Urban Discount</u>	<u>Rural</u>
% of students eligible for national school lunch program		
< 1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90