

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions

3.1 Local Exchange Service: The Company's Local Exchange Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service.

The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)

3.1.1 Local Calling Areas: Exchanges and zones included in the local calling areas are specified below. NXX=s associated with each particular exchange or zone may be found in the telephone directory published by the incumbent local exchange provider in the Customer=s exchange area.

3.1.1.1 Region 1 (Bell Atlantic-PA)Pittsburgh (Zone 1) Exchange

Bellevue	Homestead	Pittsburgh (Zone 1)
Braddock	McKees Rocks	Sharpsburg
Carrick	Millvale	West View
Crafton	Mt. Lebanon	Wilkinsburg
East Liberty		

Bellevue Exchange

Bellevue	East Liberty	Perrysville
Braddock	Homestead	Pittsburgh (Zone 1)
Carrick	McKees Rocks	Sharpsburg
Coraopolis	Millvale	West View
Crafton	Mt. Lebanon	Wilkinsburg

Bethel Park Exchange

Bethel Park	Finleyville	Mt. Lebanon
Bridgeville	McMurray	Pleasant Hills
Carrick		

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.1 Local Calling Areas (cont=d)

3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)

Braddock Exchange

Bellevue	McKees Rocks	Pittsburgh (Zone 1)
Braddock	Millvale	Sharpsburg
Carrick	Monroeville	Turtle Creek
Crafton	Mt. Lebanon	West View
East Liberty	Penn Hills	Wilkinsburg
Homestead		

Bridgeville Exchange

Bethel Park	Carnegie	McMurray
Bridgeville	Carrick	Mt. Lebanon
Canonsburg	McDonald	Oakdale

Carnegie Exchange

Bridgeville	Coraopolis	McKees Rocks
Carnegie A & B	Crafton	Mt. Lebanon
Carrick	Imperial	Oakdale

Carrick Exchange

Bellevue	Crafton	Pittsburgh (Zone 1)
Bethel Park	East Liberty	Pleasant Hills
Braddock	Homestead	Sharpsburg
Bridgeville	McKees Rocks	West View
Carnegie A & B	Millvale	Wilkinsburg
Carrick	Mt. Lebanon	

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.1 Local Calling Areas (cont=d)

3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)

Coraopolis Exchange

Ambridge	Coraopolis	McKees Rocks
Bellevue	Glenwillard	Sewickley
Carnegie	Imperial	

Crafton Exchange

Bellevue	Crafton	Mt. Lebanon
Braddock	East Liberty	Pittsburgh (Zone 1)
Carnegie A & B	Homestead	Sharpsburg
Carrick	McKees Rocks	West View
Coraopolis	Millvale	Wilkinsburg

East Liberty Exchange

Bellevue	East Liberty	Oakmont
Braddock	Homestead	Pittsburgh (Zone 1)
Carrick	McKees Rocks	Sharpsburg
Crafton	Millvale	West View
Fox Chapel	Mt. Lebanon	Wilkinsburg

Finleyville Exchange

Bethel Park	McMurray	Pleasant Hills
Finleyville	Monongahela	

Fox Chapel Exchange

East Liberty	Millvale	Springdale
Fox Chapel	Oakmont	
Glenshaw	Sharpsburg	

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.1 Local Calling Areas (cont=d)3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)Glenshaw Exchange

Fox Chapel	Millvale	Sharpsburg
Glenshaw	Perrysville	

Homestead Exchange

Bellevue	Homestead	Pittsburgh (Zone 1)
Braddock	McKeesport	Pleasant Hills
Carrick	McKees Rocks	Sharpsburg
Crafton	Millvale	West View
East Liberty	Mt. Lebanon	Wilkinsburg

Imperial Exchange

Carnegie A only	Imperial	Murdocksville
Coraopolis	McDonald	Oakdale

Irwin Exchange

Greensburg	Irwin	McKeesport
Harrison City	Jeannette	Monroeville
Herminie		

McDonald Exchange

Bridgeville	Imperial	Oakdale
Burgettstown	McDonald	
Canonsburg	Midway	

McKeesport Exchange

Clairton	Irwin	Monroeville
Elizabeth	McKeesport	Pleasant Hills

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.1 Local Calling Areas (cont=d)3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)McKees Rocks Exchange

Bellevue	Crafton	Mt. Lebanon
Braddock	East Liberty	Pittsburgh (Zone 1)
Carnegie A & B	Homestead	Sharpsburg
Carrick	McKees Rocks	West View
Coraopolis	Millvale	Wilkinsburg

McMurray Exchange

Bethel Park	Canonsburg	McMurray
Bridgeville	Finleyville	

Millvale Exchange

Bellevue	Glenshaw	Oakmont
Braddock	Homestead	Pittsburgh (Zone 1)
Carrick	McKees Rocks	Sharpsburg
Crafton	Millvale	West View
East Liberty	Mt. Lebanon	Wilkinsburg
Fox Chapel		

Monroeville Exchange

Braddock	Irwin	Penn Hills
Export	McKeesport	Turtle Creek
Harrison City	Monroeville	Wilkinsburg

Mt. Lebanon Exchange

Bellevue	Crafton	Pittsburgh (Zone 1)
Bethel Park	East Liberty	Pleasant Hills
Braddock	Homestead	Sharpsburg
Bridgeville	McKees Rocks	West View
Carnegie A & B	Millvale	Wilkinsburg
Carrick	Mt. Lebanon	



COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)

New Kensington Exchange

New Kensington	Springdale
Oakmont	Tarentum

Oakdale Exchange

Bridgeville	Imperial	Oakdale
Carnegie A & B	McDonald	

Oakmont Exchange

East Liberty	New Kensington	Sharpsburg
Fox Chapel	Oakmont	Springdale
Millvale	Penn Hills	Tarentum

Penn Hills Exchange

Braddock	Oakmont	Wilkinsburg
Export	Penn Hills	
Monroeville	Turtle Creek	

Perrysville Exchange

Bellevue	Perrysville	Wexford (North Pgh. Tel. Co.)
Glenshaw	West View	

Pleasant Hills Exchange

Bethel Park	Elizabeth	Mt. Lebanon
Carrick	Homestead	Pleasant Hills
Clairton	McKeesport	

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.1 Region 1 (Bell Atlantic-PA) (cont=d)

Sewickley Exchange

Aliquippa	Coraopolis	Sewickley
Ambridge	Glenwillard	

Sharpsburg Exchange

Bellevue	Glenshaw	Oakmont
Braddock	Homestead	Pittsburgh (Zone 1)
Carrick	McKees Rocks	Sharpsburg
Crafton	Millvale	West View
East Liberty	Mt. Lebanon	Wilkinsburg
Fox Chapel		

Turtle Creek Exchange

Braddock	McKeesport	Turtle Creek
Export	Monroeville	Wilkinsburg
Irwin	Penn Hills	

West View Exchange

Bellevue	East Liberty	Perrysville
Braddock	Homestead	Pittsburgh (Zone 1)
Carrick	McKees Rocks	Sharpsburg
Coraopolis	Millvale	West View
Crafton	Mt. Lebanon	Wilkinsburg

Wilkinsburg Exchange

Bellevue	McKees Rocks	Sharpsburg
Braddock	Millvale	Turtle Creek
Carrick	Monroeville	West View
Crafton	Mt. Lebanon	Wilkinsburg
East Liberty	Penn Hills	
Homestead	Pittsburgh (Zone 1)	



COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.2 Region 2 (Sprint/United Telephone Company of PA)

Blacktown Exchange

Blacktown	Mercer	Volant
Grove City	Plain Grove	

Bruin Exchange

Bruin	North Washington	Petrolia
Chicora	Parker	

Butler Exchange

Butler	Meridian	Prospect
Chicora	Nixon	West Sunbury
Connoquenessing		

Chicora Exchange

Bruin	Chicora	Petrolia
Butler	North Washington	

Connoquenessing Exchange

Butler	Evans City	Nixon
Connoquenessing	Meridian	Prospect

Eau Claire Exchange

Eau Claire	Foxburg	Parker
Emlenton	North Washington	

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.2 Region 2 (Sprint/United Tel. Co. Of PA) (cont=d)

Emlenton Exchange

Eau Claire	Foxburg	Rockland
Emlenton	Parker	

Evans City Exchange

Connoquenessing	Evans City	Nixon
Criders Corners (North Pgh. Tel. Co.)		Zelienople (Bell Atlantic-PA)

Foxburg Exchange

Eau Claire	Foxburg	Parker
Emlenton		

Harrisville Exchange

Grove City	Portersville	Wesley
Harrisville	Slippery Rock	West Sunbury
Plain Grove	Volant	

Meridian Exchange

Butler	Meridian	Prospect
Connoquenessing	Nixon	

Nixon Exchange

Butler	Evans City	Nixon
Connoquenessing	Meridian	Saxonburg (North Pgh. Tel. Co.)

North Washington Exchange

Bruin	Eau Claire	Petrolia
Butler	North Washington	West Sunbury
Chicora		

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.2 Region 2 (Sprint/United Tel. Co. Of PA) (cont=d)

Parker Exchange

Bruin	Emlenton	Parker
Callensburg	Foxburg	Petrolia
Eau Claire		

Petrolia Exchange

Bruin	Chicora	Parker
Butler	North Washington	Petrolia

Plain Grove Exchange

Blacktown	Plain Grove	Slippery Rock
Harrisville	Portersville	Volant
New Castle		

Portersville Exchange

Butler	Portersville	Slippery Rock
Ellwood City	Princeton	Volant
Harrisville	Prospect	Zelienople (Bell Atlantic-PA)
Plain Grove		

Prospect Exchange

Butler	Meridian	Prospect
Connoquenessing	Portersville	

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont=d)

3.1 Local Exchange Service (Cont=d)

3.1.1 Local Calling Areas (cont=d)

3.1.1.2 Region 2 (Sprint/United Tel. Co. Of PA) (cont=d)

Slippery Rock Exchange

Butler	Portersville	Volant
Harrisville	Slippery Rock	West Sunbury
Plain Grove		

Volant Exchange

Blacktown	New Wilmington	Slippery Rock
Harrisville	Plain Grove	Volant
New Castle	Portersville	

West Sunbury Exchange

Butler	North Washington	West Sunbury
Harrisville	Slippery Rock	

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Line: Basic Local Line Service provides a Customer with voice-grade telephone communications channels which can be used to place or receive a call. Basic Local Lines provide for the connection of Customer-provided single-line terminal equipment, key systems, and/or facsimile machines to the Company's switching node. Each Local Line will include a telephone number.

Company Local Line Service will be provisioned on an on-net or off-net basis.

3.1.2.1 On-net Service: On-net service is provided at locations in which the Company has installed facilities and has access to a Customer's location. Service will be provided based upon availability of Company facilities.

Off-net Service: Off-net service utilizes unbundled loop services or resold services provided by other local exchange carriers. Service will be provided based upon the availability of interconnection arrangements, unbundled loops and/or resold facilities.

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.2 Local Line (cont=d.)

3.1.2.2 Optional Features: A Local Line Customer may order optional Central Office services, at the rates specified in Section 7 of this tariff.

Interim Local Number Portability (ILNP)

3.1.2.3 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and Message charges as specified in Sections 3.1.2.3.1, 3.1.2.3.2, and 3.1.6 respectively.

3.1.2.3.1 Non-Recurring Charges

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Line Connection Charge (per line)	\$35.00	\$52.50	\$40.00	\$75.00
Account Changes Moves*, Changes, Additions (per change)	\$ 5.00	\$ 7.50	\$ 5.00	\$10.00
Account Changes (per billing record change)	\$ 5.00	\$ 7.50	\$ 5.00	\$10.00

\* This charge applies when a customer moves Local Line Service on the customer=s side of the Company Rate Demarcation point to a location within the same property (i.e., multi-tenant apartment building, school dormitory building, nursing home building, etc.)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Line (Cont'd)

3.1.2.3 Local Line Rates and Charges (Cont'd)

3.1.2.3.1 Non-Recurring Charges (Cont'd)

	<u>On-Net</u>		<u>Off-Net</u>	
Line Restoral Charge	\$10.00	\$15.00	\$11.00	\$20.00

(Applies for line restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.)

	<u>On-Net</u>		<u>Off-Net</u>	
Suspension of Service Restoral Charge	\$20.00	\$30.00	\$26.00	\$35.50

(Applies for line restoral after Customer -initiated suspension.)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Line (Cont'd)

3.1.2.3 Rates and Charges (Cont'd)

3.1.2.3.2 Recurring Charges

	<u>MONTHLY</u>			
	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Local Line				
(per line)-Basic	\$ 5.28	\$15.23	\$ 5.28	\$15.23
(per line)-Per Call				
Option #	\$ 7.88	\$22.13	\$ 7.88	\$22.13
(per line)-Unlimited				
Option*	\$12.13	\$34.43	\$12.13	\$34.43

3.1.2.3.3 Optional Features: The rates and services in Section 7 will apply

	<u>On-Net</u>	<u>Off-Net</u>
Interim Local Number Portability**	\$ 1.50	\$ 1.50

3.1.2.3.4 Usage Rates: The rates in Section 3.1.6 will apply.

# Residence - Includes a monthly per call allowance of \$4.00 for calls dialed within the specified local calling area. Additional calls are available at the rates specified in Section 3.1.6.

Business - Includes a monthly per call allowance of \$8.00 for calls dialed within the specified local calling area. Additional calls are available at the rates specified in Section 3.1.6.

\* Residence - Includes unlimited local calling in the specified local calling area.

\*\* The \$1.50 rate for ILNP is an interim rate per number until the completion of the Commission's MFS III proceeding at Docket No. A-310203F002 et al.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk: Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

Local Trunk Service will be provisioned on an on-net and off-net basis.

3.1.3.1 Local Trunk-Basic: Local Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

3.1.3.1.1 One-Way Outbound: Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

3.1.3.1.2 One-Way Inbound or Two-Way: Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

3.1.3.1.2.1 Features: The following features are available:

Multiline Hunting  
Serial Hunting  
Distributed Line Hunting  
Calling Number Delivery  
Interim Local Number Portability (ILNP)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.1 Local Trunk-Basic (Cont'd)

3.1.3.1.3 Local Trunk-Basic Rates and Charges: A Local Trunk - Basic Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified in Sections 3.1.3.1.3.1, 3.1.3.1.3.2 and 3.1.6, respectively.

3.1.3.1.3.1 Non-Recurring Charges

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
<u>Business</u>				
Line Connection Charges (per Trunk)	\$25.00	\$52.50	\$40.00	\$75.00
Account Changes (Moves*, Changes, Additions) (per change)	\$ 5.00	\$ 7.00	\$ 5.00	\$ 7.00
Account Changes (per Billing Record Change)	\$ 5.00	\$ 7.50	\$ 5.00	\$10.00

\* This charge applies when a customer moves Local Trunk Service on the customer's side of the Company Rate Demarcation point to a location within the same property (i.e., multi-tenant apartment building, school dormitory building, nursing home building, etc.).

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.1 Local Trunk-Basic (Cont'd)

3.1.3.1.3 Local Trunk-Basic Rates and Charges (Cont'd)

3.1.3.1.3.1 Non-Recurring Charges (Cont=d)

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Line Restoral Charge	\$10.00	\$15.00	\$11.00	\$20.00

(Applies for trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.)

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Resid.</u>	<u>Business</u>	<u>Resid.</u>	<u>Business</u>
Suspension of Service Restoral Charge	\$20.00	\$30.00	\$26.00	\$35.50

(Applies for trunk restoral after Customer - initiated suspension.)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.1 Local Trunk-Basic (Cont'd)

3.1.3.1.3 Local Trunk-Basic Rates and Charges (Cont'd)

3.1.3.1.3.2 Monthly Recurring Charges

	<u>On-Net</u>	<u>Off-Net</u>
Local Trunk		
Per Trunk-Basic	\$13.13	\$13.13
Per Trunk-Per Call#	\$20.03	\$20.03
Per Trunk-ValuPak*	\$26.93	\$26.93

Optional Features: The rates and services in Section 7 will apply.

Interim Local Number Portability \$ 1.50\*\* \$ 1.50\*\*

3.1.3.1.3.3 Usage Rates: The rates in Section 3.1.6 will apply.

- # Includes a monthly per call allowance of \$8.00 for calls dialed within the specified local calling area. Additional calls are available at the rates specified in Section 3.1.6.
- \* Includes a monthly per call allowance of \$18.00 for calls dialed within the specified local calling area. Additional calls are available at the rates specified in Section 3.1.6.
- \*\* The \$1.50 rate for ILNP is an interim rate per number until the completion of the Commissions MFS III proceeding at Docket No. A-310203F002 et al.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.2 Local Trunk - Direct Inward Dialing (DID): Provides the Customer with an single analog connection which can carry one-way, inbound traffic.

Local Trunk - Direct Inward Dialing (DID) Service will be provisioned on an on-net and off-net basis.

3.1.3.2.1 Direct Inward Dialing Numbers: Telephone numbers can be obtained in blocks of 20 numbers. Additional monthly charges will apply, as specified in Section 3.1.3.2.2.1

3.1.3.2.2 Optional Features: A Local Trunk DID customer may order optional features, at the rates specified in Section 7.

3.1.3.2.3 Direct Inward Dialing Rates and Charges: A Customer who orders a Local Trunk - DID trunk will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.2.3.1 and 3.1.6.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.2 Local Trunk - (DID) (Cont'd)

3.1.3.2.3 Direct Inward Dialing Rates and Charges (Cont'd):

3.1.3.2.3.1 Non-Recurring Charges

	<u>On-net</u>	<u>Off-net</u>
Installation:		
First 20 DID Numbers	\$125.00	\$125.00
Each Add'l 20 DID Numbers (up to 1000)	\$ 15.00	\$ 15.00
Line Connection (per DID Trunk)	\$ 25.00	\$ 25.00
Account Changes (Moves*, Changes, Additions) (per change)	\$ 5.00	\$ 7.50
Account Changes (per Billing Record change)	\$ 5.00	\$ 7.50

\* This charge applies when a customer moves Local Trunk DID Service on the customer's side of the Company Rate Demarcation Point to a location within the same property (i.e., multi-tenant apartment building, school dormitory building, nursing home building, etc.)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.2 Local Trunk - (DID) (Cont'd)

3.1.3.2.3 Direct Inward Dialing Rates and Charges (Cont'd)

3.1.3.2.3.1 Non-Recurring Charges (Cont'd)

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Line Restoral Charge	\$10.00	\$15.00	\$11.00	\$20.00

(Applies for trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.)

	<u>On-Net</u>		<u>Off-Net</u>	
Suspension of Service Restoral Charge	\$20.00	\$30.00	\$26.00	\$35.50

(Applies for trunk restoral after Customer -initiated suspension.)

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.2 Local Trunk - DID (Cont'd)

3.1.3.2.3 Direct Inward Dialing Rates and Charges (Cont'd)

3.1.3.2.3.2 Monthly Recurring Charges

	<u>Monthly</u>	
	<u>On-net</u>	<u>Off-net</u>
Local Trunk - DID Charge (per trunk) (1)	\$25.00	\$25.00
DID number charge (per block of 20 numbers)	\$ 5.60	\$ 5.60

Rates for a volume of Numbers greater than 1000 will be provided on an Individual Case Basis

Interim Local Number Portability \$1.50\*

(1) In addition, Local Trunks equipped for DID service are charged for at the regular Tariff Local Trunk-Basic rates and charges.

\* The \$1.50 rate for ILNP is an interim rate per number until the completion of the Commissions MFS III proceeding at Docket No. A-310203F002 et al.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Trunk (Cont'd)

3.1.3.3 Local Trunk - 2 Way Direct

Provides the customer with a two-way direct dial digital or analog connection which can carry both inbound and outbound traffic and the ability to route a block of numbers to a trunk group, receive outpulsed digits on calls incoming through that trunk group and make outgoing calls using the same trunks.

3.1.3.3.1 2 Way Direct Dialing Numbers

Telephone numbers can be obtained in blocks of 20 numbers. Non-Recurring Charges and monthly recurring charges will apply, as specified Sections 3.1.3.2.2.1 and 3.1.3.2.2.2.

3.1.3.3.2 2 Way Direct Rates and Charges

A Customer who orders a Local Trunk will be charged applicable Non-Recurring Charges, monthly Recurring Charges, and usage rates as specified in Sections 3.1.3.2.2.1, 3.1.3.2.2.2, and 3.1.6.

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.4 ISDN

Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN) is an optional service arrangement. Where technically available the Company will provide narrowband (2B+D) ISDN services. Circuit switched "B" Channel capability will be provided for voice or data transmission at speeds up to 56/64 kbps per "B" channel. Clear channel 64 kbps service may not be available at all locations. Where technically feasible, Basic Rate Interface Terminal Extension (BRITE) service will be used to provide ISDN services in areas where the central office is not ISDN equipped. Additional charges will apply for this service.

3.1.4.1 Residential Multiple BRI Access

- (a) Circuit-Switched data and voice usage rates in excess of "Multiple Access" package usage allowance are based on day-of-week and time-of-day use. Charges for usage in excess of package usage allowance are as follows for each B channel used for data or voice:

7AM - 7PM Monday through Friday = 2 cents per minute, or fraction of a minute.

All other times = 1 cent per minute, or fraction of a minute.

- (b) Multiple Access Residential BRI packages are as follows:

I10/20 Package includes 20 hours per month of total B channel voice or data usage.

I30/60 Package includes 60 hours per month of total B channel voice or data usage.

I70/140 Package includes 140 hours per month of total B channel voice or data usage.

I150/300 Package includes 300 hours per month of total B channel voice or data usage.

I250/500 Package includes 500 hours per month of total B channel voice or data usage.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 ISDN (Cont=d)

3.1.4.1 Residential Multiple BRI Access (Cont=d)

(b) (Cont=d)

Unlimited Package includes unlimited hours per month of total B channel voice or data usage.

Usage for each B channel will be recorded separately and usage for both channels will then be added together to arrive at total B channel usage.

(c) Point to Multipoint Access

A physical connection in which a single network termination supports multiple terminal equipment devices. Charges are per Service Profile Identifier (SPID) device over and above the two SPIDs provided.

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
3.1.4.2 <u>Rates and Charges</u>				
(a) Additional Directory Number, per number established		\$ 3.50		\$ 3.50
(b) Multiple Access	\$85.00		\$125.00	
I10/20 Package		\$ 34.50		\$ 31.00
I30/60 Package		44.75		41.25
I70/140 Package		59.00		55.50
I150/300 Package		87.50		84.00
I250/500 Package		112.00		108.50
Unlimited Package		249.00		249.00
Nonrecurring Charge per package		125.00		125.00

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 ISDN (Cont=d)

3.1.4.2 <u>Rates and Charges (Cont=d)</u>	<u>MONTHLY</u> <u>Nonrecurring Charge</u>	
	<u>On-Net</u>	<u>Off-Net</u>
(c) Residential Features Package per B Channel includes the following:	\$4.25	\$4.25
Automatic Exclusion		Individual Calling Line Identification
Drop		Key System Coverage for Analog Lines
Feature Function Button		Outgoing Called Line Identification for ISDN Set
Hold		Multiple Call Appearance of a Directory Number
Short Hunt		Shared Call Appearances for a Directory Number
(d) Point to Multipoint Access	\$1.00	\$1.00
(e) Circuit Switched Voice (1) and Data Usage, per minute or fraction thereof, per B channel		
Monday through Friday 7AM - 7PM		\$ .02
All other times		\$ .01

- (1) Circuit-switched data and voice calls in a customer's local calling area will be billed on a local usage-sensitive basis as specified in this tariff in 3.1.6.

Local measured rate usage charges apply to circuit-switched voice calls. Toll charges, as specified in the appropriate Company Exchange Service Tariff, will apply when circuit-switched data and voice calls are made to points outside of the Local Service Area.

Circuit-switched data calls will be billed on a local usage-sensitive basis as specified in this tariff in 3.1.6. Toll charges will apply when circuit-switched data calls are outside of the Local Service Area.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 ISDN (Cont'd)

3.1.4.3 Business Multiple BRI Access

Individual Line Business BRI is an optional service arrangement for use with Individual Line Business Exchange Service. BRI uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN). The regulations, rates and charges contained herein are in addition to the applicable Individual Local Line Business Exchange Service arrangements specified in this Tariff.

3.1.4.4 Rates

	On-Net		Off-Net	
	Nonrecurring Charge	Monthly Rate	Nonrecurring Charge	Monthly Rate
3.1.4.4.1 <u>Multiple Access BRI*</u>	\$50.00	\$14.50	\$57.75	\$10.50
(a) Each Voice service, per service provided	-	\$ 4.50	\$18.50	\$ 4.50
(b) Circuit-Switched Data service, per service provided	-	\$ 4.50	\$18.50	\$ 4.50
(c) Alternate Circuit-Switched Voice and Data service, per service provided	-	\$ 4.50	\$18.50	\$ 4.50
(d) Circuit-Switched Data Usage, per minute or fraction thereof per B channel	-	\$ 4.50	\$18.50	\$ 4.50
Monday through Friday 7AM-7PM		\$ .02		\$ .02
All other times		\$ .01		\$ .02

\* BRI rates and charges are in addition to other applicable Local Line Business service arrangement rates and charges as specified in this tariff.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 ISDN (Cont'd)

3.1.4.4 Rates (Cont=d)

3.1.4.4.1 Multiple Access BRI (Cont=d)

		<u>On-Net</u> <u>Monthly</u> <u>Rate</u>	<u>Off-Net</u> <u>Monthly</u> <u>Rate</u>
(e) Circuit-Switched Data			
Usage - Volume Discount			
Options			
<u>Option</u>	<u>Monthly</u> <u>Allowance</u>		
Option 1	20 Hours Per BRI Service	N/A	\$ 9.60
Option 2	140 Hours Per BRI Service	N/A	\$33.60

Each minute or fraction thereof  
 which exceeds the monthly allowance  
 will be billed as follows:

Option 1 - \$.008 per minute

Option 2 - \$.004 per minute

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.4 ISDN (Cont'd)3.1.4.4 Rates (Cont=d)3.1.4.4.1 Multiple Access BRI (Cont=d)

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(f) Electronic Key Feature Package, per service provided	\$29.25	\$4.25	\$29.25	\$4.25
(g) Packet-Switched Data Feature Package, per service provided	\$25.75	\$1.75	\$25.75	\$1.75
(h) Electronic Key Features, each:				
(1) Automatic Exclusion	\$18.50	\$ .25	\$18.50	\$ .25
(2) Call Pickup	\$18.50	\$ .25	\$18.50	\$ .25
(3) Drop	\$18.50	\$ .25	\$18.50	\$ .25
(4) Feature Function Button	\$18.50	\$ .25	\$18.50	\$ .25
(5) Hold	\$18.50	\$ .25	\$18.50	\$ .25
(6) Individual Calling Line Identification	\$18.50	\$8.50	\$18.50	\$8.50
(7) Key System Coverage For Analog Lines	\$18.50	\$ .50	\$18.50	\$ .50

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 ISDN (Cont'd)

3.1.4.4 Rates (Cont=d)

3.1.4.4.1 Multiple Access BRI (Cont=d)

	<u>On-Net</u>		<u>Off-Net</u>	
	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(8) Multiple Call Appearances of a Directory Number	\$18.75	\$ .25	\$18.75	\$ .25
(9) Outgoing Called Line Identification for ISDN Sets	\$18.50	\$ .25	\$18.50	\$ .25
(10) Shared Call Appearances for a Directory Number	\$19.25	\$ .50	\$19.25	\$ .50
(11) Short Hunt	\$18.50	\$ .25	\$18.50	\$ .25

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service

3.1.5.1 General

- (a) Centrex is a central office communications service which provides the customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible station sets to the public switched telecommunications network. Centrex Service standard and optional features are described in this Tariff.
- (b) Centrex may be provided in association with lines terminating on equipment commonly referred to as Key Systems.
- (c) Centrex is offered as a customer option and may be provided subject to the availability of facilities and equipment as determined by the Company.
- (d) Other special features not included in the feature packages and/or customer-specific offerings may be provided at the discretion of the Company.
- (e) The minimum period for Centrex services provided under this Tariff shall be one year.
- (f) Per call blocking and per line blocking will be provided to Centrex customers at no additional charge.
- (g) Service connection charges apply pursuant to this Tariff.
- (h) No local calling usage allowance is included in the Centrex service offering. Usage charges apply as specified in Section 3.1.6 of this Tariff.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service

3.1.5.2 Feature Packages Available - On-Net

3.1.5.2.1 Centrex I basic service features include:

<u>Station Features</u>	<u>System Features</u>
Call Forwarding	Facilities Access
Call Pick-Up	Toll Restrictions
Call Waiting	Call Forward
Speed Calling	Code Call Access
Last Number Redial	Code Restrictions
Call Transfer	Direct In/Out Dialing
Conference	Paging Access
Call Park	Night Service
Hunt Groups	Off Premise Stations
Ring Again	Station to Station Calling
Automatic Line	Push Button Dialing
Hold	Uniform Call Distribution (UCD)
Consultation Hold	Executive Busy Override
Meet-Met Conference	Intergroup Calling
Camp On	Enhanced Dial Plan
Directed Call Park	

3.1.5.2.2 Centrex II Includes all Centrex I features plus:

- Automatic Route Selection (ARS)
- Call Back Queuing
- Off-Hook Queuing
- Virtual Facility Group
- Enhanced Three Way Calling
- Expensive Route Warning Tone

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service (Cont'd)

3.1.5.2 Feature Packages Available - On-Net (Cont'd)

3.1.5.2.3 Centrex III includes all Centrex I features plus the following special Business Set capabilities for easy dialing and one-button access to Centrex features:

Number Display	Automatic Dial	Call Waiting
Feature Display	Intercom	Group Intercom
Query Time	Call Park	Automatic Line
Auto Answer-back	Conference	Make Set Busy
Call Back Queuing	Transfer	Individual Page
Forwarding	Call Pick-Up	On-hook Dialing
Call Park Recall I.D.	Ring Again	Busy Override
Feature Code Access	Set-Last Number Redial	Speed Calling
Multiple Number Appearance		

3.1.5.3 Rates

			On-Net		
3.1.5.3.1	<u>Monthly Rates</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>4 Year</u> <u>5 Year</u>

<u>Centrex I</u>					
2-6 Access Lines, each	\$22.70	\$22.25	\$22.02	\$21.79	\$21.56
7-12 Access Lines, each	21.70	21.27	21.05	20.83	20.61
13-23 Access Lines, each	20.70	20.29	20.08	19.87	19.66
24 + Access Lines, each	19.70	19.31	19.11	18.91	18.71

All customers are Centrex I customers and must pay the Centrex I line rate. Customers may then select other feature packages (Centrex II, III or IV), and pay any additional per line cost for those packages as follows:

	<u>On-Net</u> <u>Monthly Rate</u>
Centrex II	\$1.50
Centrex III	\$2.00
Centrex IV	\$2.00

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service (Cont=d)

3.1.5.3 Rates (Cont=d)

3.1.5.3.2 Nonrecurring Charges - On-Net

Nonrecurring charges for Centrex are the same as those specified in Section 3.1.2.3.1.

3.1.5.3.3 Monthly Rates

Off-Net  
Per Month

Exchange Access	\$13.50
Intercommunication Lines, each	<u>3.00</u>
TOTAL	\$16.50

3.1.5.3.4 Centrex Optional Central Office Features - Off-Net

	<u>Nonrecurring</u> <u>Charge+</u>	<u>Usage</u> <u>Charge</u>	<u>Monthly</u> <u>Charge</u>
(a) Call Block	\$10.00	-	\$1.50
(b) Call Trace	-	\$1.00	-
(c) Priority Call	10.00	-	1.50
(d) Repeat Call	10.00	-	1.50
(e) Return Call	10.00	-	1.50
(f) Select Forward	10.00	-	1.50
(g) Caller ID/w/Anonymous Call Rejection			
When purchased without the Feature Package	10.00	-	6.00
When purchased with the Feature Package	10.00	-	5.00

+ Not applicable if installed initially with the associated Centrex line.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service (Cont=d)

3.1.5.3 Rates (Cont=d)

3.1.5.3.4 Centrex Optional Central Office Features - Off-Net (Cont=d)

	Nonrecurring <u>Charge+</u>	Usage <u>Charge</u>	Monthly <u>Charge</u>
(g) Caller ID Deluxe/w/Anonymous Call Rejection			
When purchased without the Feature Package	\$10.00	-	\$7.00
When purchased with the Feature Package	10.00	-	5.75
(h) Feature Package, includes Call Block, Priority Call, Repeat Call, Return Call, and Select Forward	10.00	-	4.00
(i) Call Forward	10.00	-	6.00
3.1.5.3.5 <u>Digital Non-Button Set Features</u> (Non-electronic set)		<u>Off-Net</u> Nonrecurring <u>Charge</u>	
(a) Call Park		\$15.00	\$.25 CP9
(b) Directed Call Park		15.00	.25 CP8
(c) Executive Busy Override		15.00	.25 E72
(d) Last Number Redial		15.00	.25 LNQ
(e) Non-Button Set Feature Package#		15.00	.50 3ZS04

+ Not applicable if installed initially with the associated Centrex line.

# Includes Call Park, Directed Call Park, Executive Busy Override and Last Number Redial.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Centrex Service (Cont=d)

3.1.5.3 Rates (Cont=d)

3.1.5.3.6 Nonrecurring Charges

Nonrecurring charges for Centrex are \$45.00 plus applicable nonrecurring charges specified in 3.1.2.3.1.

No charges will apply for Centrex Digital Features if installed initially with the Centrex system. If installed subsequent to the installation of the Centrex system, the appropriate Nonrecurring Charges as specified in this Section apply.

The Feature Processing Service Charge, as described in this Section, applies to customer-requested changes, i.e., adding, dropping, changing, or rearranging features or existing Centrex lines.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.6 Usage Rates: All Local Exchange Service Customers must order service on a per minute or per call usage basis. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

3.1.6.1 Per Call Usage: The following rates will be applied on a per call basis, regardless of the duration of the call.

<u>Peak Call</u>	<u>Off-Peak Call</u>
\$ 0.07	\$0.028

Peak Usage - applies to directly dialed local calls placed Monday through Friday, 8:00 a.m. to 10:00 p.m.

Off-Peak Usage - applies to directly dialed local calls placed Monday through Friday, 10:01 p.m. to 7:59 a.m. and all day Saturday and Sunday.

3.1.7 Local Service Term Plan

Customers who enroll in a Local Service Term Plan are eligible to receive the discounts described below on specific monthly recurring and usage charges based on the customer's term commitment. The customer must commit to service for a term of either one, two or three years. The term of the Local Service Term Plan will commence no earlier than the first of the next billing month in which the customer subscribes to the plan. The customer will receive the following discounts in lieu of all other discounts or promotions on the following recurring charges:

<u>Term Commitment</u>	<u>Discount</u>
1 Year	10%
2 Year	20%
3 Year	30%

A plan will automatically renew for an equivalent term unless the customer provides written notification to cancel the Penn Telecom, Inc. Local Service Term Plan. This notice must be received by Penn Telecom, Inc. not less than 30 days prior to the expiration of the term plan.

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.7 Local Service Term Plan (Cont'd)

Cancellation or Discontinuance with Liability: Discontinuance of all Local Services furnished under the Local Service Term Plan prior to the expiration of the committed term constitutes discontinuance of the plan and the customer will be billed and required to pay an early termination charge. The early termination charge will be equal to the customers highest billed monthly charges incurred during the length of the term commitment multiplied by the number of months remaining in the customer's term plan.

3.2 Directory Assistance3.2.1 General

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers request assistance in determining telephone numbers with the same Numbering Plan Area designation, which are requested from the Pennsylvania Directory Assistance attendant in the originating Numbering Plan Area.

3.2.2 Regulations(a) Monthly Call Allowance

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each: residence exchange service line, residence dormitory line and residence trunk line. Call allowances or calls are not transferable between separate accounts of the same customer.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.2 Directory Assistance (cont'd.)

3.2.2 Regulations (cont'd.)

(b) Exemptions

Charges for Directory Assistance Service are not applicable to the following types of calls of Directory Assistance:

- (1) Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
- (2) Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or for the business telephone of a certified handicapped customer where assistance is otherwise not available.

(c) Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

3.2.3 Rates

		<u>Per Call</u>	
(a)	Where the customer direct dials Directory Assistance	\$ 1.00	(A)
(b)	Where the customer places a call to the Directory Assistance attendant via a Company operator	\$ 1.00*	(A)
(c)	Where the Customer originates a Directory Assistance call from a Company operator	\$ 1.00*	(A)

\* Plus the applicable operator handle rate.

**(A) Indicates increase in rates.**

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.3 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 3.1, surcharges as specified in Section 3.3.1 will apply:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls complete with the assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.3 Operator Assistance (Cont'd)

3.3.1 Operator Assisted Surcharges: The following surcharges will be applied on a per call basis.

Calling Card	\$ .75
Third Number Billing	\$1.35
Collect Calling	\$1.30
Person to Person	\$3.50
Station to Station	\$1.75
General Assistance	N/C
All Classes of Service Overtime, Each 3 Minutes	\$ .05

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

3.3.2.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

3.3.2.2 Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.3 Operator Assistance (Cont'd)

3.3.2 Busy Line Verification and Interrupt Service:

3.3.2.3 Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

- 3.3.2.3.1 The operator verifies that the line is busy with a call in progress.
- 3.3.2.3.2 The operator verifies that the line is available for incoming calls.
- 3.3.2.3.3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

	<u>Per Request</u>
Busy Line Verification	\$1.40
Busy Line Interrupt	\$2.00

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.4 Directory Listings

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

- 3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

## COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)3.4 Directory Listings (Cont'd)

3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

3.4.5 Directory listings are provided in connection with each Customer service as specified herein. Rates for Directory Listings can be found in Sections 3.4.5.8 and 3.4.5.9 following.

3.4.5.1 Primary Listing:

(a) Published Straight Line - A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address where the service is located and telephone number of the Customer. Listing is usually confined to one line in the directory.

(b) Published – Caption Indent -The telephone number of all initial dial tone lines are listed in the directory indented under a caption, only when two or more listings will be published as indents. Indent listings are listed in the directory alphabetically under the caption unless otherwise specified and in the Directory Assistance Records. A listing consists of the name of the customer or any of the parties which the customer is entitled to list, the address where the service is located or a designation and the telephone number, and is usually confined to one line in the directory.

(c) Published – Foreign Straight Line - The telephone number of all initial dial tone lines are listed alphabetically in a directory other than that in which the customer is regularly listed and in the Directory Assistance Records. A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory.

(d) Published – Foreign Caption Indent - The telephone number of all initial dial tone lines are listed in the directory other than that in which the customer is regularly listed and are indented under a caption, only when two or more listings will be published as indents. Indent listings are listed in the directory alphabetically under the caption unless otherwise specified and in the Directory Assistance Records. A listing consists of the name of the customer or any of the parties which the customer is entitled to list, the address where the service is located or a designation and the telephone number, and is usually confined to one line in the directory

(e) Semi Private (Non-Listed) - At the request of the customer, the telephone numbers of initial dial tone lines are omitted from the directory only and are included in the Directory Assistance Records. A listing consists of the name of the customer, the address where the service is located and the telephone number.

**(C) – Indicates Change or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5.2 Additional Listings:

(a) No Listing Request – No Charge - The telephone numbers of all additional dial tone lines for a customer which are operated at the address where the primary listing is located are omitted from the directory and in the Directory Assistance Records. In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.5.8 and 3.4.5.9.

(b) Published – Straight Line - At the request of the customer, the telephone numbers of additional dial tone lines for a customer which are operated at the address where the primary listing is located are listed in the directory alphabetically and in the Directory Assistance Records. A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory.

(c) Published – Caption Indent - At the request of the customer, the telephone numbers of additional dial tone lines for a customer which are operated at the address where the primary listing is located are listed in the directory indented under a caption, only when two or more listings will be published as indents. Indent listings are listed in the directory alphabetically under the caption unless otherwise specified and in the Directory Assistance Records. A listing consists of the name of the customer or any of the parties which the customer is entitled to list, the address where the service is located or a designation and the telephone number, and is usually confined to one line in the directory.

(d) Published Foreign Straight Line - At the request of the customer, the telephone numbers of additional dial tone lines for a customer which are operated at the address where the primary listing is located are listed alphabetically in a directory other than that in which the customer is regularly listed and in the Directory Assistance Records. A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory.

(C)

(C)

**(C) Indicates Change or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5.2 Additional Listings (Cont'd)

(e) Published Foreign Caption Indent - At the request of the customer, the telephone numbers of additional dial tone lines for a customer which are operated at the address where the primary listing is located are listed in the directory indented under a caption, only when two or more listings will be published as indents. Indent listings are listed in the directory alphabetically under the caption unless otherwise specified and in the Directory Assistance Records. A listing consists of the name of the customer or any of the parties which the customer is entitled to list, the address where the service is located or a designation and the telephone number, and is usually confined to one line in the directory.

(f) Published – Alternate Call - At the request of the customer, to have calls for a listed telephone number placed for another telephone number, a listing is established in association with the listing of the primary call number in the same or in another exchange but may not be a Non-Published (Private) or Semi-Private (Non-Listed) telephone number. The listing appears immediately under the primary listing and consists of a name and telephone number. When more than one alternate call number is listed a designation and address may be associated with each number listed

(g) Published – Duplicate Listing - At the request of the customer, a published telephone numbers that contain a listing in which more than one spelling may exist, is listed twice alphabetically according to the different spellings. A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory unless an alternate call number is associated with the listing.

(h) Semi Private (Non Listed) - At the request of the customer, the telephone numbers of additional dial tone lines for a customer which are operated at the address where the primary listing is located are omitted from the directory only and are included in the Directory Assistance Records. A listing consists of the name of the customer, the address where the service is located and the telephone number.

(i) Published – Directory Listing I 800-555-1212 - Listings may be furnished in directories included in the subscriber's Toll Free Service area. A listing consists of the name of the customer, the address where the service is located and the Toll Free Service telephone number and is usually confined to one line in the directory.

(C)

(C)

**(C) – Indicates Change or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5.3 Non Published Listings: Listings (primary or additional) that are not printed in directories nor available from Directory Assistance.

A Non Published Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4.

3.4.5.4 Non Listed Numbers: See Semi Private (NonListed) under Primary and / or Additional Listings.

3.4.5.5 Foreign Listings – See Foreign Listing under Primary and / or Additional Listings.

3.4.5.6 Alternate Call Listings: See Additional Listing – Published - Alternate Call

(C)

(C)

**(C) – Indicates Change and /or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5.8 Non-Recurring Charges: Non-Recurring charges associated with Directory Listings are as follows:

	<u>Per Listing or Per Number Charge</u>		
	<u>On-Net</u>	<u>Off-Net</u>	
All Listing Types	\$15.00	\$15.00	(C) (C) (C) (C)

3.4.5.9 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

	<u>Per Listing or Per Number Charge</u>		
	<u>On-Net / Off-Net</u>		
Primary Listing			(C)
Published – Straight Line		N/C	
Published – Caption Indent		N/C	
Published – Foreign Straight Line		N/C	
Published – Foreign Caption Indent		N/C	
Semi – Private		\$2.50	(A)
Non Published – Private		\$3.00	(A)
Additional Listing			
No Listing Request		N/C	
Published – Straight Line		\$3.75	(A)
Published – Caption Indent		\$3.75	
Published – Foreign Straight Line		\$3.75	
Published – Foreign Caption Indent		\$3.75	
Published – Alternate Call		\$3.75	
Published – Duplicate Listing		\$3.75	
Semi Private		\$2.50	(A)
Non Published ( Private )		\$3.00	(A)
Published – Directory Listing in 800-555-1212		\$3.75	(C)

**(C) Indicates Change and/ or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

- 3.5 Emergency Services (Enhanced 911): Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point (PSAP). (C)
- 3.6 Vanity Telephone Numbers: At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3. Rates for Vanity Listings can be located in 3.6.5 following.
- 3.6.1 Primary Listing - Published - Vanity + Numeric: At the request of the customer, a published listing in the directory is listed in upper case alpha form rather than numeric form, excluding the use of letters Q and Z, symbols # and \*, nor may the numbers 0 or 1 be used to represent the letters O or I. The numeric equivalent of the Vanity Listing can immediately follow the alpha listing in the directory. Only the numerical listing will be available in the Directory Assistance Records.
- 3.6.2 Additional Listing - Published - Vanity - At the request of the customer, a published additional listing in the directory is listed in upper case alpha form rather than numeric form, excluding the use of letters Q and Z, symbols # and \*, nor may the numbers 0 or 1 be used to represent the letters O or I. The listing will not be available in the Directory Assistance Records.
- 3.6.3 Additional Listing - Published - Vanity + Numeric - At the request of the customer, a published listing in the directory is listed in upper case alpha form rather than numeric form, excluding the use of letters Q and Z, symbols # and \*, nor may the numbers 0 or 1 be used to represent the letters O or I. The numeric equivalent of the Vanity Listing will immediately follow the alpha listing in the directory. Only the numerical listing will be available in the Directory Assistance Records.
- 3.6.4 Additional Listing - Published - Extra Line Listings -At the request of the customer, a line of information without a telephone number associated to it is indented under an alternate call listing. Extra Line listings are listed in the directory and are confined to one line per Extra Line listing. Extra Line listings are also in the Directory Assistance Records (C)

**(C) – Indicated Change and / or Addition**

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd) (C)
- 3.6 Vanity Telephone Numbers (Cont'd) (C)
- 3.6.5 Recurring Charges: Monthly Recurring Charges Associated with Vanity  
Directory Assistance Listings. Nonrecurring Charges can be located in 3.4.5.8. (C)
- |   | <u>Rates</u> |     |
|---|--------------|-----|
| 1. Primary Listing - Published - Vanity + Numeric       | \$5.25       | (A) |
| 2. Additional Listing - Published – Vanity              | \$3.25       | (C) |
| 3. Additional Listing - Published - Vanity + Numeric    | \$7.25       | (C) |
| 4. Additional Listing - Published - Extra Line Listings | \$1.25       | (C) |

(C) – Indicates Change and / or Addition  
(A) Indicates Increase

COMPETITIVE LOCAL EXCHANGE SERVICES

3. Service Descriptions (Cont'd)

3.7 Telecommunications Relay Service (TRS): The Pennsylvania Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc.

In addition to the charges provided in this tariff and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve month period commencing with July 1, of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills:

		(C)
		(C)
Per residence access line, per month	\$0.08	(I) (C)
Per business access line, per month	\$0.09	(D) (C)

Local calls will be charged at the applicable rate specified in this tariff.

(C) Indicates Change  
 (I) Indicates Increase  
 (D) Indicates Decrease