

Supplement No. 203
to
Telephone - PA P.U.C. No. 11

TITLE PAGE

CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY

RATES AND RULES

Governing the Furnishing of Telephone Service

IN

Allegheny, Armstrong, Butler and Westmoreland Counties

As Shown on Sheet 5

Issued: June 25, 2008

Effective: July 1, 2008

By

Vice President
Regulatory and Public Policy
Consolidated Communications of Pennsylvania Company
Gibsonia, Pennsylvania

Supplement No. 203
to
Telephone - PA P.U.C. No. 11

CHANGES MADE BY THIS SUPPLEMENT

This tariff supplement is being filed in compliance with the Pennsylvania Public Utility Commission Order at Docket No. M-00900239F0017 adopted on May 22, 2008 to reflect the recalculated Telephone Relay Service (TRS) surcharge to \$0.08 for residential and business lines. This revised rate will become effective as of July 1, 2008 with at least one day's notice.

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(C) Indicates Change

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(C) Indicates Change

GENERAL REGULATIONS

TARIFF APPLICATION

This tariff governs the furnishing of telephone service and facilities by the North Pittsburgh Telephone Company hereinafter referred to as the Telephone Company. The general regulations in this section of the tariff are supplemental to regulations contained in other sections of this tariff.

TELEPHONE SERVICE DEFINED

The Telephone Company does not transmit messages but offers, subject to the terms and conditions specified in this tariff, the use of its facilities, where available, for communication between subscribers.

The term "service" as used throughout this tariff refers to service and facilities. (C)

OBLIGATION TO FURNISH SERVICE

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits. (C)

SPECIAL TYPES OF SERVICE AND EQUIPMENT

In cases where a subscriber desires some special type of service or equipment for which provision is not otherwise made, and in the judgment of the Telephone Company there is no reason for refusing to render the special service desired, a rate is quoted based on the cost of furnishing such service or equipment.

CONNECTIONS TO NETWORK

All connections to the network by the Company or by the customer must comply with the rules and regulations of the F.C.C. and the Pennsylvania P.U.C.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (Continued)

OBLIGATION OF TELEPHONE COMPANY

(C)

The Telephone Company's obligation to furnish service to a single Rate Demarcation Point or to continue to furnish service is dependent on its ability to obtain, retain and maintain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

The Telephone Company's obligation to furnish service and facilities as set forth in this Tariff is limited also to the extent necessary to permit compliance with orders issued under the wartime authority of the President of the United States.

OBLIGATION OF THE BUILDING OWNER, PROPERTY OWNER AND/OR CUSTOMER

It is the responsibility of the building owner, property owner, and/or customer to provide a means of entrance into the building and adequate space and power requirements within the building which is satisfactory to the Telephone Company to provide for mounting the necessary terminal and station protection equipment.

Where, due to the type of construction of the building or the conditions imposed by the building owner, property owner and/or customer, extraordinary expense is incurred by the Telephone Company, the building owner and/or property owner is required to pay the difference between the expense incurred by the Telephone Company and the expense which would normally have been incurred for the installation.

The subscriber shall be responsible for furnishing a suitable point of attachment for the Telephone Company's aerial service entrance conductors. This point of attachment must be of sufficient height and strength to provide the minimum clearance between the ground and other conductors as specified in the National Electrical Code.

The subscriber shall be responsible for damages to the facilities of the Telephone Company resulting from negligence or willful act of the subscriber.

The Telephone Company shall not be liable for any defacement of or damage to the premises of the subscriber resulting from the attachment of the Telephone Company's equipment, apparatus or lines on such premises, or their installation or removal, when such damage is not the result of negligence of the Telephone Company.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (CONTINUED)(C)

ACCESS TO PREMISES OF SUBSCRIBER

The agents and employees of the Telephone Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of maintaining, inspecting or repairing the facilities of the Telephone Company.

BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS

Business rates are applicable in connection with service furnished at a business location or any other place where the service is used primarily or predominantly for business, professional or institutional purposes. If either the main station or any extension connected therewith is located in a place where business rates are applicable, business rates apply to the main station and to all extensions therefrom.

Residence rates apply in private residences where the service is used primarily or dominantly for social or domestic purposes.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (Continued)

USE OF SERVICE

Unless otherwise indicated in this tariff, the use of business service is restricted to the subscriber, his agents and representatives, and the use of residence service is restricted to the subscriber and members of his household.

The subscriber shall not use the service or permit others to use it in such manner as to interfere with the service of other subscribers.

Unless otherwise provided in this tariff, service shall in no case be resold.

CONTRACTS FOR SERVICE

The Telephone Company reserves the right to require applications for service to be made in writing on forms supplied by it. Upon acceptance of an application for service, all applicable provisions of the Telephone Company's tariffs lawfully on file become the contract between the Telephone Company and the subscriber. Requests for additional service or changes in service, upon acceptance by the Telephone Company, become a part of the original contract, except that each item of additional service is subject to the appropriate minimum contract term. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current tariff. Any change in rate or regulations lawfully made acts as a modification of all contracts to that extent without further notice.

Except as otherwise provided in this tariff, service is furnished for a minimum contract term of three months.

DEPOSITS

A deposit, in accordance with Commission regulations at 52 Pa. Code, §§64.31-64.41 may be required as security for future bills. Interest rates applied to customer deposits held by the Telephone Company are prescribed by the PUC.

Deposits will be returned in accordance with Commission regulations at 52 Pa. Code, §§64.31-64.41.

The fact that a deposit may have been made in no way relieves the applicant or subscriber from complying with the Telephone Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for non-payment of any sums due the Telephone Company for service rendered.

(C)

(C) Indicates Change

GENERAL REGULATIONS (cont'd)

* * *

CHARGES FOR FRACTIONAL MONTHS

When service is established, discontinued, or changes, the charge for service and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

PAYMENT FOR SERVICE

Installation and construction charges, where applicable, must be paid in advance of the establishment of service.

Service connection charges are payable when service is established.

Message charges at pay telephones are payable in advance.

Recurring charges for service are billed monthly in advance and are payable when the service has been rendered. Charges for toll message service are billed after the service has been rendered and are payable on request. A late payment charge of 1-1/4% per month will be charged on bills unpaid after the due date.

Charges for all local and toll messages sent from the subscriber's telephone station, and for all toll messages received at such station on which charges are reversed with the consent of the person answering the call, are the responsibility of the subscriber.

A statement of account rendered to the subscriber shall be deemed correct and binding upon the subscriber unless objection in writing is received by the Telephone Company within thirty days after rendition of the statement.

In cases where a check is returned by the bank to the Telephone Company the customer will be billed a charge of \$25.00 for the special handling of (C) each check returned.

(C) Indicates Change

Issued: November 7, 2000

Effective: January 5, 2001

GENERAL REGULATIONS - (Continued)

SUSPENSION OF SERVICE

The Telephone Company reserves the right to suspend service for non-payment of bills, in accordance with current billing standards, or for violation of rules and regulations of this tariff, after due notice by the Telephone Company.

(C)

The Telephone Company also reserves the right to suspend service to facilities that have apparently been abandoned and to demand payment for such service up to and including date of suspension, provided it has not been notified by the subscriber to discontinue service prior thereto.

LIABILITY OF TELEPHONE COMPANY

In event interruptions, omissions, defects, errors, mistakes or delays in transmission occur in the course of furnishing service, lines and other facilities, and are not caused by negligence of the subscriber, the liability of the Telephone Company for damages arising therefrom shall not, except as otherwise provided for in Section 1 Sheet 9 of this tariff, exceed an amount equivalent to the proportionate charge to the subscriber for the period during which such interruption, omission, defect, error, mistake or delay in transmission occurs. Where a local message guarantee applies, a pro rata portion of the guarantee for the period of suspension is allowed. No other liability shall in any case attach to the Telephone Company.

CANCELLATION FOR CAUSE

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

The Telephone Company may also terminate without advance notice any service which is used in such a manner as to interfere with the service of others or that is used for any purpose other than a means of communication.

TELEPHONE NUMBERS

The Telephone Company reserves the right to change the telephone number or numbers of a subscribers station or stations as the exigencies of the business may require.

(C) Indicates Change

GENERAL REGULATIONS - (Continued)

TELEPHONE DIRECTORIES

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in, or omissions from, its directories, nor for the result of publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as the result of listings published in its directories.

Claims for damages on account of interruptions to service due to errors in or omissions of directory listings will be limited to an amount equivalent to the proportionate charge for that part of the customer's service which is impaired, but not to exceed one-half the local service charges for the service items affected for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

OVERTIME WORK

When, at the subscriber's request, work is performed at other than regular business hours of the Telephone Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

TOLL MESSAGE RATES

Rates, rules and regulations governing Message Toll Telephone Service are contained in North Pittsburgh Telephone Company - Telephone - PA P.U.C. Tariff No. 13.

(C)
(C)

(C) Indicates Change

Issued: September 11, 2000

Effective: November 9, 2000

GENERAL REGULATIONS - (Continued)

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(C)

IDENTIFICATION OF PUBLIC ANNOUNCEMENTS

For the purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Telephone Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided. Subscribers transmitting factual public announcements such as Time, Weather, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.

For subscribers not complying with the foregoing the announcing device will be subject to disconnection from the telephone lines.

The Telephone Company reserves the right to release, upon request, the names and addresses of subscribers who transmit recorded or taped public announcements over telephone company facilities, when the announcing device is provided by either the telephone company or the subscriber.

TELEPHONE COMPANY PROVISION OF CUSTOMER PREMISES EQUIPMENT

In accordance with the Order of the F.C.C. in Docket 20828, customer premises equipment, as defined by the F.C.C., will not be provided by the Company, except as otherwise permitted by the FCC.

(C)

The use and provision of customer premises equipment remains subject to the regulations of filed Tariffs. It is the customer's responsibility to insure that customer-provided premises equipment is compatible with associated service of the Company.

Any equipment furnished by the Company shall remain the property of the Company and upon termination of service for any cause whatsoever be returned to it in good condition, reasonable wear and tear thereof excepted.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

North Pittsburgh Telephone Company

Section 1
Second Revised Sheet 7A
Canceling First Sheet 7A

GENERAL REGULATIONS - (Continued)

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TAXES ON CONTRIBUTIONS IN AID OF CONSTRUCTION AND CUSTOMER ADVANCES

Any contribution in aid of construction, customer advance or other like amounts received from the customer which shall constitute taxable income as defined by the Internal Revenue Service will have the income taxes segregated in a deferred account for inclusion in rate base in a future rate case proceeding. Such income taxes associated with a contribution in aid of construction or customer advance will not be charged to the specific contributor of the capital.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (Continued)

(C)

SPECIAL ASSEMBLY

In cases where customers desire a special type of service for which provision is not otherwise made, a rate is quoted based on the cost of furnishing such service whenever in the judgment of the Telephone Company there is no reason for refusing to render the special service desired.

LIMITED SERVICE OFFERING

Limited Service Offerings may be furnished by the Telephone Company when it is anticipated that no more than fifty customers will request a particular service, and the service furnished to any such customer will involve an initial capital expenditure of no more than \$100,000.

The Telephone Company will file with the Commission, at least sixty days before the first installation of any service provided hereunder, a "Limited Service Offering Supplement". The supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff. The supplement will include a brief description of the service and how it will be provided and will also include information about costs and rates. Changes in rates, terms and conditions may be made from time to time by the Telephone Company with no less than sixty days notice to the Commission and to customers for the service.

Should circumstances change so that a general Tariff offering is warranted, the Telephone Company must file such a Tariff. In such case, existing customers would be furnished service in accordance with the general Tariff offering.

Service(s) provided hereunder are subject to all other applicable provisions in the tariffs of the Telephone Company lawfully on file with the Commission.

The Telephone Company may limit the furnishing of any service provided under this Tariff provision to existing customers and decline to offer the service to new customers.

Limited Service Offerings which, in the judgment of the Telephone Company, are feasible to provide, will be furnished to customer(s) at rates based on costs, including an appropriate amount for contribution.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (Continued)

(C)

PRELIMINARY SERVICE OFFERING

In circumstances where customers require service(s) for which a Tariff is under consideration, but has not yet been filed with the Commission, the Telephone Company may provide the service(s) under authority of this provision. This provision may apply when:

1. a customer is physically moving or expanding its location(s);
2. existing service requirements exceed, or will shortly exceed, existing service capacity so that service to the customer may be impaired;
3. existing service is, or will shortly become, incompatible with future service needs of the customer;
4. a customer needs service to be installed as soon as possible.

The Telephone Company will file with the Commission, at least sixty days before the first installation of any service provided hereunder, a "Preliminary Service Offering Supplement". The supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff. The supplement will include a brief description of the service(s) and how it will be provided and will also include information about costs and rates. The estimated rates for service(s) provided hereunder will be based on costs, including an appropriate amount of contribution.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission.

A general Tariff offering for any service(s) rendered hereunder must be filed by the Telephone Company with the Commission within twelve months after the service(s) is initially provided to any customer. However, the Commission, at the request of the Telephone Company for good cause shown, may authorize extension of the twelve month period or may authorize the Telephone Company to limit the furnishing of any service rendered under this provision to existing customers, at the rates, terms, and conditions previously filed with the Commission. Pending approval by the Commission of any general Tariff offering filed by the Telephone Company, if said general Tariff offering has not been permitted to become effective, the service(s) shall continue to be provided under the terms, conditions, and rates as originally filed with the Commission by the Telephone Company.

Upon approval by the Commission of the general Tariff offering, or upon the effectiveness of the said general Tariff offering without Commission approval, existing customers will then be provided service(s) only in accordance with the general Tariff offering. The rates and regulations as finally approved by the Commission shall be binding on each customer who had the service(s) prior to Commission approval as if they had been in effect when the customer was originally provided the service(s).

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS - (Continued)

(C)

TRIAL SERVICE OFFERING (TSO)

In the normal course of business, the Telephone Company, at its discretion, may elect to offer certain services to customers on a "trial basis".

In order to conduct such "trials", the Telephone Company will file with the Commission, at least sixty days prior to customer availability of any trial offering, a Trial Service Offering (TSO) Supplement. The TSO Supplement is in lieu of a general Tariff and satisfies the Commission's requirements for filing a Tariff.

The TSO Supplement will contain a brief description of the trial service(s), features, special agreements, applicable rates and regulations. In addition, the Supplement will include specific information as to the availability and estimated duration of the Trial Service Offering.

The Telephone Company may, upon 30 days notice to both the Commission and affected customers, terminate the TSO Supplement prior to the conclusion of the estimated trial period. In addition, the Commission, at the request of the Telephone Company for good cause shown, may authorize extension of the trial for a period not to exceed six months.

The filing of a TSO Supplement does not obligate the Telephone Company to continue the trial service beyond the stated trial period or to offer said service as a general tariffed offering in the future.

Service(s) provided hereunder are subject to all other applicable provisions in the Tariffs of the Telephone Company lawfully on file with the Commission. However, the TSO rates and charges will supersede applicable general Tariff rates and charges for the duration of the trial period.

(C) Indicates Change

Issued: February 12, 1997

Effective: April 13, 1997

GENERAL REGULATIONS (cont'd)

PROMOTIONAL OFFERINGS

The Company may, from time to time, offer services at reduced rates and/or charges at no rate or charge for promotional, market research, training or experimentation purposes. Promotional Offerings may include a combination of the reduced rates or no charge of monthly and/or reduced or no charge for non-recurring charges. These Promotional Offerings may be limited to certain dates, times, and/or locations, but will not have a duration of longer than six (6) months in any rolling twelve month period which commences as of the effective date of the filed promotion (multiple promotions can occur during this twelve month period). The Company will notify the Commission of any such customer promotional offering no less than one (1) day prior to the commencement of the promotion.

Any eligible customer will be allowed to participate in a promotional offering upon request, provided the Company has the necessary facilities and billing capabilities to permit such participation and is subject to limitations of the central office that provides the customer's local service.

For all promotional offerings which involve usage or monthly rates, the Company will provide customers with a notice of the promotional and post promotional rate(s) for the promoted service(s) at the time the promotional offering is made. Notification of Promotional Offerings shall be accomplished by any one or a combination of the following but not limited to:

- Direct Mail
- Bill Insert
- Broadcast Media
- Newspaper Advertisement
- Telemarketing

North Pittsburgh Telephone Company

Section 1
Original Sheet 7F

GENERAL REGULATIONS (cont'd)

SINGLE PRICED PACKAGE OFFERINGS

The Company may offer single priced packages. The rate charged for the package shall not exceed the rates of the component parts of the package.

Issued: February 12, 2003

Effective: April 14, 2003

North Pittsburgh Telephone Company

Section 1
 Fifty-Sixth Revised Sheet 8
 Canceling Fifty-Fifth Revised Sheet 8

GENERAL REGULATIONS - (Continued)

STATE TAX ADJUSTMENT

In addition to the charges provided in this tariff and other intrastate toll and access tariffs in which this Company concurs, a surcharge, as shown below, will apply to all intrastate charges for services on or after September 1, 2006, (C) except on calls from pay telephones.

For Services Provided to:	<u>Surcharge Rate</u>	
End User	0.00%	(I)
Access User	0.00%	(I)
Local Exchange Carriers (LEC)	0.00%	(I)

The above charges will be recomputed, using the same elements prescribed by the Commission:

- a. Whenever any of the tax rates used in calculation of the surcharge are changed,
- b. whenever the utility makes effective any increased or decreased rates,
- c. and on March 31, 1971, and each year thereafter.

The above calculation will be submitted to the Commission within ten (10) days after the occurrence of the event or date which occasions such recomputations; and that if the recomputed surcharge is less than the one in effect, the Utility will, and if the recomputed surcharge is more than the one then in effect the Utility may, submit with such recomputation a tariff or supplement to reflect such recomputed surcharge, the effective date which shall be ten (10) days after filing.

(C) Indicates Change
 (I) Indicates Increase

GENERAL REGULATIONS - (cont'd)

Pennsylvania Telecommunications Relay Service

1. General

The Pennsylvania Telecommunications Relay Service is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between deaf, hearing, and/or speech disabled individuals 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.

2. Surcharge

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, 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 ("Commission"). The Commission shall compute the Pennsylvania Telecommunications 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:

Per residence access line, per month	\$0.08
Per business access line, per month	\$0.08

(D)

Centrex lines will be charged on an equivalency basis as determined by the Commission.

3. Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Local calls originating from pay telephones shall be completed free of charge. All intraLATA toll calls, placed through the Pennsylvania Telecommunications Relay Service, will be rated according to the Rates Applicable on Messages Placed By Certified Speech and/or Hearing Disabled in the North Pittsburgh Telephone Company Toll Tariff - PA PUC No. 13.

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

GENERAL REGULATIONS - (Continued)

Pennsylvania Telecommunications Relay Service - (Continued)

3. Rates - (Continued)

The Company will make available to the Telecommunications Relay Service (TRS) user either a calling card and/or a prepaid debit card. The rates for either the calling card and/or the prepaid debit card shall not exceed those that would apply to identical calls for non-TRS users of coin sent-paid service.

Please refer to the appropriate Interexchange Carrier tariff for interstate charge.

(C) Indicates Change

Issued: February 8, 1996

Effective: November 24, 1995

GENERAL REGULATIONS - (Continued)

ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

(C)

When main telephone service is interrupted for a period of at least 24 hours, the company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph 2:

1. (a) 1/30 of the tariff monthly rate of all services and facilities furnished by the company rendered inoperative by the company to the extent of being useless for each of the first three (3) full 24 hour periods during which the interruption continues after notice by the customer of the company conditioned that the out-of-service extends beyond a minimum period of 24 hours.
- (b) 2/30 of each full 24 hour period beyond the first three 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered inoperative to the extent of being useless.
2. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.

Nothing contained herein and no tariff adopted hereto shall limit any responsibility or liability on the part of a telephone company to a customer which would exist pursuant to law but for this rule and said tariff.

The foregoing allowances shall not be applicable where service is interrupted by the negligence or willful act of the customer to service or where the company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in the filed and effective tariff.

(C) Indicates Change

Issued: February 16, 1973

Effective: April 20, 1973

GENERAL REGULATIONS - (Continued)911 TARIFF LANGUAGE

1. GLOSSARY OF TERMS

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider.'

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

2. REGULATIONS

- A. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in PA P.U.C. No. 11, Section 1, General Regulations.

GENERAL REGULATIONS - (Continued)911 TARIFF LANGUAGE (cont'd)

2. REGULATIONS (cont'd)

- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- G. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted providing the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.

GENERAL REGULATIONS - (Continued)

911 TARIFF LANGUAGE (cont'd)

2. REGULATIONS (cont'd)

- I. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

GENERAL REGULATIONS - (Continued)FCC DESIGNATED 811 SERVICES

As mandated by the Federal Communications Commission (FCC), in compliance with the Pipeline Safety Improvement Act of 2002, the abbreviated 811 Dialing Code is established for use by commercial and residential consumers to provide advanced notice of excavation activities to certified "One Call" notification systems entities as a toll free call. The certified "One Call" notification systems entity must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public. 811 Service is provided for the benefit of the certified "One Call" notification systems entity on a special charge treatment basis as detailed under Special Types of Service and Equipment in Section 1, Sheet 1 of this Tariff. The provision of 811 Dialing Code by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the certified "One Call" notification systems entity.

The maximum liability of the Company for direct damages or losses of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the certified "One Call" notification systems entity for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company will have no liability for any consequential, incidental, or indirect damages or losses, whether or not the customer was aware or should have been aware of the possibility of these damages or losses. The Company is not liable for any losses or damages caused by the negligence or willful misconduct of the certified "One Call" notification systems entity.

(C) Indicates Change

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