

REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO COMPETITIVE LOCAL EXCHANGE SERVICES WITHIN  
THE COMMONWEALTH OF PENNSYLVANIA  
PROVIDED BY  
inContact of Pennsylvania, Inc.  
7730 S. Union Park Avenue, Suite 500, Midvale, Utah 84047

NOTE: inContact of Pennsylvania, Inc.'s Pa. P.U.C. No. 6 cancels and replaces, in its entirety, UCN's Pa. P.U.C. No. 5, on file with the Commission. inContact of Pennsylvania Inc.'s PA P.U.C. No. 6 changes the name and address only.

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**SUPPLEMENT NO. \_\_ - PA P.U.C. NO. 6**

**LIST OF MODIFICATIONS**

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**EXPLANATION OF SYMBOLS, REFERENCE  
MARKS, AND ABBREVIATIONS OF TECHNICAL  
TERMS USED IN THIS TARIFF**

The following symbols shall be used in this Tariff for the purpose indicated below:

- (I) To signify increase in rates.
- (D) To signify decrease in rates.
- (C) To signify any other changes.

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**APPLICATION OF TARIFF**

This Tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by inContact of Pennsylvania, Inc. (“Company”), to Customers within the Commonwealth of Pennsylvania.

This Company’s Tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Communications Act of 1934 as amended by the Telecommunications Act of 1996.

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## **TARIFF FORMAT**

A. Page Numbering – Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. Page Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Pennsylvania Public Utility Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Pennsylvania Public Utility Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. Paragraph Numbering Sequence – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets – When a Tariff filing is made with the Pennsylvania Public Utility Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc., remain the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Pennsylvania Public Utility Commission.



**SECTION 1 – DEFINITIONS**

For purposes of this tariff, the following definitions will apply:

Account Codes – Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Advance Payment – Part or all of a payment required before the start of service.

Automatic Numbering Identification (ANI) – A type of signaling provided by a local telephone company which automatically identifies the local exchange line from which a call originates.

Collocation – An arrangement whereby the Company’s switching equipment is located in a local exchange Company’s central office.

Commission – Refers to the Pennsylvania Public Utility Commission, unless otherwise indicated.

Company – inContact of Pennsylvania, Inc., the issuer of this Tariff.

Customer – The person, firm or corporation that orders service and is responsible for payment of charges and compliance with the terms and conditions of this Tariff.

Deposit – Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

Dial Pulse (or “DP”) – The pulse type employed by rotary dial station sets.

Dual Tone Multi-Frequency (or “DTMF”) – The pulse type employed by tone dial station sets.

Duplex Service – Service which provides for simultaneous transmission in both directions.

End Office – The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Exchange Telephone Company or Telephone Company – Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

**SECTION 1 – DEFINITIONS (CONT'D)**

Fiber Optic Cable – A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Hearing Impaired – Those persons with communications impairments, including those hearing impaired, deaf, deaf/blind and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

Hunting – Routes a call to an idle station line in a prearranged group when the called station line is busy.

In-Only – A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

IXC or Interexchange Carrier – A long distance telecommunications service provider.

LATA – A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designed as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor Tariff(s).

Minimum Point of Presence (“MPOP”) – The main telephone closet in the Customer’s building.

Monthly Recurring Charges (or “MRC”) – The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Multi-Frequency (or “MF”) – An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring Charge (“NRC”) – The initial charge, usually assessed on a one-time basis, to initiate and establish service.

NPA – Numbering plan or area code.

Other Telephone Company – An Exchange Telephone Company, other than the Company.

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**SECTION 1 – DEFINITIONS (CONT'D)**

PBX – Private Branch Exchange.

Point of Presence (“POP”) – Location where the Company maintains a facility for purposes of interconnecting to the Company's Network.

Recurring Charges – Monthly charges to the Customer for services, and equipment, which continues for the agreed-upon duration of the service.

Service – Any means of service offered herein or any combination thereof.

Service Commencement Date – The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to access service which does not conform to standards set forth in the Service order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order – The written or verbal request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Shared – A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Shared Inbound Calls – Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls – Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that “1 + 10-digit number” calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing “10XXX” or 101XXXX” with a “1+10-digit number.”

Tandem – A class 4 switch facility to which NPA and NXX codes are subtended.

Two-Way – A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

inContact of Pennsylvania, Inc. – inContact of Pennsylvania, Inc., issuer of this Tariff.

Usage Based Charges – Charges for minutes or messages traversing over local exchange facilities.

User or End User – A Customer, Joint User or any other person authorized by a Customer to use service provided under this Tariff.

## SECTION 2 – RULES AND REGULATIONS

### 2.1 Undertaking of the Company

#### 2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this Tariff in connection with one-way and/or two-way information transmission between points within the Commonwealth of Pennsylvania.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

The Company's Tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa Code, 66 Pa. C.S. and the Communications Act of 1934 as amended by the Telecommunications Act of 1996), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

#### 2.1.2 Shortage of Equipment or Facilities

1. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
2. The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.3 Terms and Conditions**

1. Service is provided on the basis of a minimum period of at least thirty (30) days, 24 hours per day. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.
2. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
3. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
4. In any action between the parties to enforce any provision of this Tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
5. Prior to termination of service, the utility will mail or deliver written notice to the Customer at least 10 days prior to the date of the proposed termination. Termination of service by a carrier to a residential customer will follow a two-step process, whereby the carrier shall mail or deliver written notice to the Customer at least seven (7) days before the date of proposed suspension regardless upon which suspension is sought (52 Pa. Code §64.71). When at least ten (10) days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons: (1) failure to make satisfactory arrangements to pay arrears; (2) failure to post a deposit; (3) failure to meet the requirements of a payment agreement; (4) failure to give adequate assurances that an unauthorized use or practice will cease (52 Pa. Code §64.121).

Service may be terminated upon written notice to the Customer if:

- a. the Customer is using the service in violation of the Tariff; or
  - b. the Customer is using the service in violation of the law.
6. This Tariff shall be interpreted and governed by the laws of the Commonwealth of Pennsylvania regardless of its choice of laws provision.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)****2.1 Undertaking of the Company (Cont'd)****2.1.3 Terms and Conditions (Cont'd)**

7. Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
8. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

**2.1.4 Liability of the Company**

1. The liability of the Company for damages arising out of the furnishing of its Services, including, but not limited to, mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities.
2. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including, but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
3. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
4. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.4 Liability of the Company (Cont'd)**

5. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by any other party or person(s), and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section 2.1.4.5 as a condition precedent to such installations.
6. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
7. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from Customer's use of services involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
8. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by the Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.4 Liability of the Company (Cont'd)**

9. The Company makes no warranties or representations, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
10. Directory Errors – The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a Customer or any others, for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred.
11. With respect to Emergency 911 Service:
  - A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or person, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
  - B. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, its users, agencies or municipalities, or the employees or agents of any one of them.



**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.4 Liability of the Company (Cont'd)**

11. With respect to Emergency 911 Service (Cont'd)

- C. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local government authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.6 Provision of Equipment and Facilities**

1. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any customer.
2. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
3. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
4. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
5. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any other party other than the Company, including, but not limited to, the Customer.
6. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (A) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - (B) the reception of signals by Customer-provided equipment.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

**2.1.7 Universal Emergency Telephone Number Service (911, E911)**

1. This Tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility.
2. 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
3. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name and address associated with the originating station location are furnished to the Public Safety Answering Point.
4. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd)**

5. The Company assumes no liability for any infringement, or any invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or person, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this Tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)****2.1 Undertaking of the Company (Cont'd)****2.1.8 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional hours may apply.

**2.1.9 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would normally utilize in the furnishing of its services;
3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its normal construction.

**2.1.10 Ownership of Facilities**

Title to all facilities provided in accordance with this Tariff remains in the Company, its partners, agents, contractors or suppliers.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.2 Prohibited Uses**

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and PUC regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owned to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Tariff will apply.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this Tariff;
2. damage to or loss of the Company's facilities or equipment caused by the acts of omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.3. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer (Cont'd)**

**2.3.1 General (Cont'd)**

5. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., asbestos) prior to any construction or installation work;
6. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1.4; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein removing the facilities or equipment of the Company;
7. not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
8. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.



**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer (Cont'd)**

**2.3.2 Claims**

With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. any loss, destruction or damage to the property of the Company or any third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Tariff.

**2.4.2 Station Equipment**

1. Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
2. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd)**

**2.4.3 Interconnection of Facilities**

1. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
2. Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Tariffs of the other communications carriers that are applicable to such connections.
3. Facilities furnished under this Tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this Tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
4. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this Tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd)**

**2.4.4 Inspections**

1. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements**

**2.5.1. Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

**2.5.2 Billing and Collection of Charges**

The Company complies with the requirements of Chapter 64 in Title 52 regarding billing standards and practices for residential customers. In instances where sections of the tariff may conflict with Chapter 64, regulations in Chapter 64 will prevail.

1. Non-recurring charges are due and payable from the customer within 30 days after the billing date, unless otherwise agreed to in advance.
2. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the billing date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
3. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.2 Billing and Collection of Charges (Cont'd)**

4. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
5. A 1.25% Late payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill. the Customer's bill will be considered to be mailed within seven (7) days of the billing cycle and will be considered past due if payment is not received within thirty days after the billing date.
6. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor.
7. Customer have up to 90 days (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. The Bureau of Consumer Services has primary jurisdiction over complaints and Customers may contact the Bureau at the following address: Bureau of Consumer Services, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
8. If service is disconnected by the Company in accordance with Section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.3 Advance Payments**

To safeguard its interests, the Company may require a non-residential Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. Payments may be required in advance of furnishing any of the following services: (1) seasonal service, (2) construction of facilities and furnishing of special equipment, (3) temporary service for short-term use. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.4 Deposits**

The Company does not collect Customer Deposits.



**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.5 Discontinuance of Service**

1. Upon nonpayment of any amounts owing to the Company, the Company may, by giving ten (10) days' written notice to the Customer, discontinue or suspend service without incurring any liability.
2. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
3. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
4. All procedures for discontinuance of service will be in accordance with 52 PA Code Section 64.71 and Section 64.121.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.6 Discontinuance of Service (Cont'd)**

5. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
6. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
7. In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
8. Upon the Company's discontinuance of service to the Customer under Section 2.5.5.1. or 2.5.5.2., the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

**2.5.6 Customer Responsibility**

1. Cancellation by Customer

Customers may cancel service verbally or in writing. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.5 Payment Arrangements (Cont'd)**

**2.5.7 Cancellation of Application for Service**

1. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced. Such charge will be deducted from any Advance Payment collected as part of the Application for Service. The Company will reimburse Customers based on the following: Customers whose Service Orders have not yet been processed will receive a complete refund; those whose Service Orders are in process will receive a 50% credit; Service Orders that have been completed are not eligible for a refund.
2. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
3. The special charges described in 2.5.7.1. through 2.5.7.3. will be calculated and applied on a case-by-case basis.

**2.5.8 Changes in Service Requested**

If the Customer makes or request material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.6 Allowances for Interruptions in Service**

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this Tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

**2.6.1 Credit for Interruptions**

Refunds for service interruptions shall conform with Section 64.52 of 52 Pa. Code.

1. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
3. A credit allowance will be given for interruptions of thirty (30) minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

<b>Length of Interruption</b>	<b>Amount of Service to be Credited</b>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

Interruptions Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions Over 72 hours will be credit 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.6. Allowances for Interruptions in Service (Cont'd)**

**2.6.2 Limitations of Allowances**

No credit allowance will be made for:

1. interruptions due to the negligence of or noncompliance with the provisions of this tariff by the Customer, authorized user, joint user or other common carrier providing service connected to the service of the Company;
2. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
3. Due to circumstances or causes beyond the reasonable control of the Company;
4. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
5. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
6. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
7. interruption of service due to circumstances or causes beyond the control of Company.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.6 Allowances for Interruptions in Service (Cont'd)**

**2.6.3 Cancellation for Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits. In accordance with 52 PA Code Section 64.53, a Customer is required to give at least five (5) days oral or written notice prior to cancellation.

**2.6.4 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.7 Use of Customer's Service by Others**

**2.7.1 Resale and Sharing**

Any service provided under this Tariff may be resold to or shared with other persons at the option of the Customer, subject to compliance with any applicable laws or Pennsylvania Public Utility Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

**2.7.2 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this Tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

The Customer's termination liability for cancellation of service shall be equal to:

- 2.8.1 all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- 2.8.2 any disconnection, early cancellation or termination charges reasonable incurred and paid to third parties by the Company on behalf of the Customer.
- 2.8.3 The maximum liability will not exceed all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation; minus
- 2.8.4 a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.9 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- 2.9.1 to any subsidiary, parent company or affiliate of the Company; or
- 2.9.2 pursuant to any sale or transfer of substantially all the assets of the Company; or
- 2.9.3 pursuant to any financing, merger or reorganization of the Company.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.10 Notices and Communications**

- 2.10.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.10.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.10.3 Except as otherwise stated in this Tariff, all notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.10.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.11 Reserved for Future Use.**

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

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**SECTION 2 – RULES AND REGULATIONS (CONT'D)****2.13 Telecommunications Relay Service****2.13.1 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 individuals with normal hearing and 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. The surcharge will apply to all residence and business access line served by this Company. This surcharge applies regardless of whether or not the access line uses 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 the 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 customer bills issued on or after July 1, 2003.

**2.13.2 Telecommunications Relay Service Rates**

Local calls will be charged at the applicable local flat rate or local measured service rate, except for calls originating from Pay Telephones, which shall be completed free of charge. All intraLATA toll calls placed through the PA TRS will be rated according to the Rates Applicable on Messages Placed by Certified Speech and/or Hearing Disabled rates in the Pennsylvania Telephone Association Toll Tariff Telephone PA P.U.C. No. 30. The Company concurs with this tariff. The Company will make either a calling card or a prepaid debit card available to the PA TRS user. The rates for either option will not exceed those that would apply to identical calls for non-PA TRS users of coin-sent-paid service. Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

	<u>Monthly Charge</u>
Per residence access line	\$0.07 *
Per business access line	\$0.13 *

\* Centrex lines will be assessed on an equivalency basis as determined by the Commission.

**SECTION 2 – RULES AND REGULATIONS (CONT'D)**

**2.14 Toll Free Services**

- 2.14.1** The Company will make every effort to reserve toll free (i.e., “800/888”) vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.
- 2.14.2** The Company will participate in porting toll free numbers only when all charges incurred as a result of the toll free number have been paid.
- 2.14.3** Toll free numbers shared by more than one Customer, whereby individual Customers are identified by a unique Personal identification Number, may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in this tariff, the Company will only honor Customer requests for a change in Responsible Organization or toll free service provider for toll free numbers dedicated to the sole use of that single Customer.
- 2.14.4** If a Customer who has received a toll free number does not subscribe to toll free service within thirty (30) days, the Company reserves the right to make the assigned number available for use by another Customer.

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**SECTION 3 – SERVICE AREAS**

Company mirrors the services areas of Verizon Pennsylvania, Inc. and Verizon North, Inc.

**3.1 Dial Tone Line Cell Classification**

Exchange Areas are classified into one of four (4) Dial Tone Line Cells which may be used to determine an Exchange Area Dial Tone Line monthly rate. The Cell classifications apply to both residential and business service and are determined by the following criteria:

<b>Dial Tone Line Cell</b>	<b>Classification Criteria</b>
1	All Philadelphia and Pittsburgh City Exchange Areas of Zones with working pairs per square mile greater than 9,000.
2	All remaining Philadelphia and Pittsburgh City Exchange Areas or Zones.
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones with more than 500 working pairs per square mile. Also, for those Exchange Areas with multi-central offices if one of the multi-central offices meets the 500 working lines per square mile criteria.
4	All remaining Exchange Areas.

**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Service Areas**

**3.2.1** Following are the Extended Area Service local calling areas for the Pennsylvania Exchange Areas.

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North, Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Alexandria	Alexandria Huntington	McConnellstown (Sprint)
Aliquippa Local Area	Aliquippa Ambridge Baden Glenwillard Hookstown Pittsburgh Suburban Zone 16 Rochester	
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Allentown	Allentown Bath Bethlehem Catasauqua Easton Emmaus Hellertown Kutztown Nazareth New Smithsville New Tripoli Northampton Riegelsville Slatington Springtown	Coopersburg (Commonwealth Tel.) Ironton (Ironton Tel. Co.) Topton (Conestoga Tel. & Tel. Co.)
Altoona	Altoona Bellwood Cresson Hollidaysburg Tyrone	
Ambridge Local Area	Aliquippa Ambridge Baden Glenwillard Pittsburgh Suburban Zone 16	
Extended Area	All stations in the Local Area plus: Pittsburgh Suburban Zone 15 and Rochester	
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Annville	Annville Hershey Jonestown Lebanon Mt. Gretna Palmyra	
Ashland	Ashland Frackville Girardville Kulpmont Mt. Carmel Shenandoah	
Austin	Austin Coudersport	
Avella	Avella Burgettstown Washington	
Avis	Avis Jersey Shore Lock Haven Woolrich	
Avondale	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Oxford Unionville West Chester West Grove Westtown	Hockessin, DE (Verizon-DE) Wilmington, DE (Verizon-DE)
Baden Local Area	Aliquippa Ambridge Baden Rochester	
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	

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## SECTION 3 – SERVICE AREAS

## 3.2 Exchange Service Areas – Extended Area Services (Cont'd)

## 3.2.2 Exchange Listings (Cont'd)

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
Barnesboro	Barnesboro Carrolltown Cherry Tree Glen Campbell Hastings Patton	
Bath	Allentown Bath Bethlehem Catasauqua Easton Nazareth Northampton Slatington	
Beaver Falls	Beaver Falls Ellwood City Hookstown Midland Rochester Wampum Zelienople	Darlington (ALLTEL) Enon Vallye (ALLTEL)
Bedminster	Bedminster Carversville Doylestown Dublin Perkasie Plumsteadville Quakertown	Ferndale (Commonwealth Tel.)
Bellefonte	Bellefonte Boalsburg Centre Hall Snow Shoe Spring Mills State College	Howard (Sprint United Tel. Co.) Zion (Sprint United Tel. Co.)
Belle Vernon Local Area	Belle Vernon California Charleroi Donora Fayette City Monessen Monongahela Perryopolis West Newton	
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Bellwood	Altoona Bellwood Tyrone	
Berwick	Berwick Bloomsburg	Shickshinny (Commonwealth Tel.) Wapwallopen (Commonwealth Tel.)
Bessemer	Bessemer New Castle	
Bethlehem	Allentown Bath Bethlehem Catasauqua Easton Hellertown Nazareth Northampton Riegelsville Slatington Springtown	Coopersburg (Commonwealth Tel.) Ironton (Ironton Tel. Co.)
Big Run	Big Run Punxsutawney	
Black Lick	Black Lick Blairsville Homer City Indiana	
Blairsville	Black Lick Blairsville Bolivar Derry Homer City Indiana Latrobe	
Bloomsburg	Berwick Bloomsburg Catawissa Danville Millville Numidia Washingtonville	Orangeville (Commonwealth Tel.)

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Boalsburg	Bellefonte Boalsburg Centre Hall Spring Mills State College	
Bolivar	Blairsville Bolivar New Florence	
Bradford	Bradford Eldred Mount Jewett Rew Smethport	Duke Center (Armstrong North) Limestone, N.Y. (Verizon-N.Y.)
Brownsville	Brownsville California Charleroi New Salem Republic Smock Uniontown	
Buckingham Local Area	Buckingham Carversville Doylestown New Hope Philadelphia Suburban Zone 45 Wycombe	
Extended Area	All stations in the Local Area plus: Dublin Line Lexington Newtown Philadelphia, Suburban Zone 39 Philadelphia, Suburban Zone 40 Plumsteadville	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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**SECTION 3 – SERVICE AREAS**
**3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Burgettstown	Avella Burgettstown McDonald Paris	Midway (ALLTEL) Murdocksville (Armstrong)
Bushkill	Bushkill Lords Valley Stroudsburg	Stroudsburg, N.J. (Verizon-N.J.)
California	Belle Vernon Brownsville California Charleroi Fayette City	
Canonsburg Local Area	Canonsburg McDonald McMurray Pittsburgh Suburban Zone 13 Washington	Hickory (Hickory Tel. Co.)
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Carbondale	Carbondale Chapman Lake Jermyn Olyphant Scranton	Clifford (The North-Eastern Pa. Tel. Co.) Forest City (The North-Eastern Pa. Tel. Co.) Waymart (The South Canaan Tel. Co.)
Carrolltown	Barnesboro Carrolltown Ebensburg Hastings Patton	
Carversville Local Area	Bedminster Buckingham Carversville Doyletown Dublin New Hope Plumsteadville Wycombe	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Catasauqua	Allentown Bath Bethlehem Catasauqua Easton Hellertown Nazareth Northampton Riegelsville Slatington Springtown	Ironton (Ironton Tel. Co.)
Catawissa	Bloomsburg Catawissa Danville Elysburg Numidia	
Center Point Local Area	Center Point Collegeville Harleysville Lansdale Philadelphia Suburban Zone 30 North Wales Schwenksville	
Extended Area	All stations in the Local Area plus: Green Lane Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 31 Philadelphia Suburban Zone 33 Phoenixville Royersford Souderton	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Centre Hall	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Charleroi	Belle Vernon Brownsville California Charleroi Donora Fayette City Monessen Monongahela	
Cherry Tree	Barnesboro Cherry Tree Clymer Glen Campbell	
Chester Springs Local Area	Chester Springs Eagle Exton Philadelphia Suburban Zone 28 Phoenixville Pughtown Royersford	
Extended Area	All stations in the Local Area plus: Collegeville Downingtown Glenmoore Philadelphia Suburban Zone 26 Philadelphia Suburban Zone 29 Pottstown West Chester	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Clairton Local Area	Clairton Elizabeth Pittsburgh Suburban Zone 10 Pittsburgh Suburban Zone 11	
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Clarion	Clarion Leeper	Knox (ALLTEL) Shippenville (ALLTEL) Sligo (ALLTEL) Strattanville (ALLTEL)
Claysville	Claysville Washington West Alexander	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Clearfield	Clearfield Curwensville Frenchville Osceola Mills Philipsburg Winburne	
Clymer	Clymer Indiana	
Coatsville Local Area	Avondale Coatesville Downingtown Eagle Exton Glenmoore Honey Brook Kennett Square Lenape Mortonville Parkesburg Unionville West Chester West Grove Westtown	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Suburban Exchange and all other zones of the Philadelphia Suburban Exchanges.	
Collegeville Local Area	Center Point Collegeville Green Lane Harleysville Lansdale North Wales Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 31 Phoenixville Pottstown Royersford Schwenksville Souderton	
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Connellsville	Connellsville Dawson Mount Pleasant Scottdale Uniontown	
Coudersport	Austin Coudersport Roulette Ulysses	
Cresco	Cresco Lords Valley Mount Pocono Newfoundland Stroudsburg	
Cresson	Altoona Cresson Ebensburg Hollidaysburg Portage	
Curwensville	Clearfield Curwensville Mahaffey	
Danville	Bloomsburg Catawissa Danville Elysburg Northumberland Sunbury Washingtonville	
Dauphin	Dauphin Halifax Harrisburg Zone 1	
Dawson	Connellsville Dawson Perryopolis Scottdale	
Derry	Blairsville Derry Greensburg Latrobe	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Donora Local Area	Belle Vernon Charleroi Donora Elizabeth Monessen Monogahela	
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	
Downingtown Local Area	Chester Springs Coatesville Downingtown Eagle Exton Glenmoore Honey Brook Lenape Mortonville Philadelphia Suburban Zone 28 Pughtown West Chester Westtown	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchanges	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
Doylestown Local Area	Buckingham Carversville Doylestown Dublin Line Lexington Philadelphia Suburban Zone 45 Plumsteadville Wycombe	
Extended Area	All stations in the Local Area plus: Bedminster Lansdale New Hope Newton North Wales Perkasie Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 40 Soudertown	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange	
Dublin Local Area	Bedminster Buckingham Carversville Doylestown Dublin Lansdale Line Lexington Perkasie Plumsteadville Quakertown Souderton	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
DuBois	DuBois Reynoldsville Sykesville	Brockway (ALLTEL) Luthersburg (ALLTEL) Penfield (ALLTEL)
Eagle Local Area	Chester Springs Coatesville Downington Eagle Exton Glenmoore Philadelphia Suburban Zone 28 Phoenixville Pughtown Royersford West Chester	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Easton	Allentown Bethlehem Catasauqua Easton Hellertown Nazareth Riegelsville Springtown Upper Black Eddy	Bloomsbury, N.J. (Verizon-N.J.) Phillipsburg, N.J. (Verizon-N.J.)
East Palestine	East Palestine, PA.	East Palestine, O. (AMERITECH, O.) New Waterford, O. (AMERITECH, O.) Rogers, O. (AMERITECH, O.)
Ebenshurg	Carrolltown Cresson Ebensburg Nanty-Glo Johnstown	Colver (ALLTEL)
Eldred	Bradford Eldred Port Allegheny Rew Smethport	Duke Center (Armstrong North)

**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Elizabeth Local Area	Clairton Donora Elizabeth Monongahela Pittsburgh Suburban Zone 10 Pittsburgh Suburban Zone 11	
Extended Area	All stations in the Local Area plus: Finleyville Pittsburgh Suburban Zone 12 West Newton	
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	
Ellwood City	Beaver Falls Ellwood City New Castle Wampum Zelienople	Portersville (Sprint United Tel. Co.)
Elysburg	Catawissa Danville Elysburg Kulpmont Mt. Carmel Numidia Shamokin Sunbury	
Endeavor	Endeavor Tidioute Tionesta	
Exton Local Area	Chester Springs Coatesville Downingtown Eagle Exton Glenmoore Lenape Mortonville Philadelphia Suburban Zone 28 Pughtown West Chester Westtown	
Metropolitan Area	All stations listed in the Local Area plus the Philadelphia Suburban Exchange	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Fairchance	Fairchance Masonstown McClellandtown Point Marion Smithfield Uniontown	
Farmington	Farmington Uniontown	
Fayette City	Belle Vernon California Charleroi Fayette City Monessen Perryopolis	
Finleyville Local Area	Finleyville McMurray Monongahela Pittsburgh Suburban Zone 11 Pittsburgh Suburban Zone 12	
Extended Area	All stations in the Local Area plus: Clairton Elizabeth Pittsburgh Suburban Zone 10	
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	
Fleetwood	Fleetwood Kutztown Reading	Leesport (Commonwealth Tel.) Oley (The Conestoga Tel. & Tel. Co.) Topton (The Conestoga Tel. & Tel. Co.)
Frackville	Ashland Frackville Girardville Mahanoy City Minersville Pottsville Saint Clair Shenandoah	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Freeland	Freeland Hazleton McAdoo Weatherly White Haven	
Frenchville	Clearfield Frenchville Philipsburg Snow Shoe Winburne	
Galeton	Galeton	
Girardville	Ashland Frackville Girardville Mahanoy City Shenandoah	
Glen Campbell	Barnesboro Cherry Tree Glen Campbell	
Glenmoore	Chester Springs Coatsville Downingtown Eagle Exton Glenmoore Honey Brook Parkesburg Pughtown West Chester	Green Hills (The Conestoga Tel. & Tel. Co.) Morgantown (The Conestoga Tel. & Tel. Co.)
Glenwillard Local Area	Aliquippa Ambridge Glenwillard Pittsburgh Suburban Zone 15 Pittsburgh Suburban Zone 16	
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Green Lane	Center Point Collegeville Green Lane Harleysville Lansdale Pennsburg Perkasie Quakertown Schwenksville Souderton	Sassamansville (The Conestoga Tel. & Tel. Co.)
Greensburg Local Area	Greensburg Herminie Jeannette Latrobe Youngwood	Delmont (ALLTEL) Kecksburg (Citizens Tel. Co. of Kecksburg) New Alexandria (ALLTEL)
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Greenville	Greenville Sharpsville	Sheakleyville (ALLTEL) Transfer (The Pymatuning Ind. Tel. Co.)
Grove City	Grove City Mercer Wesley	Blacktown (Sprint United Tel. Co.) Harrisville (Sprint United Tel. Co.)
Halifax	Dauphin Halifax Harrisburg Zone 1	Elizabethville (Commonwealth Tel.) Millersburg (Commonwealth Tel.)
Hamburg	Hamburg Kempton Reading	Leesport (Commonwealth Tel.)
Hamlin	Hamlin Lake Ariel Moscow Newfoundland Olyphant Scranton Wallenpaupack	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
Harleysville Local Area	Center Point Collegeville Green Lane Harleysville Lansdale Line Lexington North Wales Perkasie Philadelphia Suburban Zone 30 Schwenksville Souderton	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Harrisburg Zone 1	Dauphin Halifax Harrisburg Zone 1 Harrisburg Zone 2 Hershey Hummelstown Mechanicsburg Middletown Shellsville	Lewisberry (Commonwealth Tel.) Marysville (Sprint United Tel. Co.)
Zone 2	Harrisburg Zone 1 Harrisburg Zone 2 Hershey Hummelstown Middletown	
Hastings	Barnesboro Carrolltown Hastings Patton	
Hawley	Hawley Honesdale Lords Valley Newfoundland Wallenpaupack	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Hazleton	Freeland Hazleton McAdoo Weatherly White Haven	Conyngham-Drums (Commonwealth Tel.) Nuremburg (Commonwealth Tel.)
Hellertown	Allentown Bethlehem Catasauqua Easton Hellertown Riegelsville Springtown	
Herminie Local Area	Greensburg Herminie Jeannette Pittsburgh Suburban Zone 23	
Extended Area	All stations in the Local Area plus: Pittsburgh Suburban Zone 10 West Newton Youngwood	
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	
Hollidaysburg	Altoona Cresson Hollidaysburg	
Homer City	Black Lick Blairsville Homer City Indiana	
Honesdale	Beach Lake Galilee Hawley Honesdale Lake Ariel Lords Valley Wallenpaupack	Pleasant Mount (The North-Eastern Pa. Tel. Co.) South Canaan (The South Canaan Tel. Co.) Waymart (The South Canaan Tel. Co.)

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Honey Brook	Coatesville Downingtown Glenmoore Honey Brook Parkesburg	Green Hills (The Conestoga Tel. & Tel. Co.) Morgantown (The Conestoga Tel. & Tel. Co.)
Hookstown	Aliquippa Beaver Falls Hookstown Midland Rochester Smith Ferry	Chester, W.Va. (Verizon-W. Va.) East Liverpool, O. (AMERITECH, O.)
Houtzdale	Clearfield Houtzdale Osceola Mills Philipsburg	
Hummelstown	Harrisburg Zone 1 Harrisburg Zone 2 Hershey Hummelstown Middletown Palmyra Shellsville	
Huntingdon	Alexandria Huntingdon Mount Union	Marklesburg (Sprint United Tel. Co.) McConnellstown (Sprint United Tel. Co.)
Imperial Local Area	Imperial McDonald Oakdale Pittsburgh Suburban Zone 14 Pittsburgh Suburban Zone 15	Murdocksville (Armstrong)
Metropolitan Area	All stations in the Extended Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh-Suburban Exchange.	
Indiana	Black Lick Blairsville Clymer Homer City Indiana Marion Center Parkwood	Elderton (ALLTEL)

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Jeannette Local Area	Greensburg Herminie Jeannette Pittsburgh Suburban Zone 23	Harrison City (ALLTEL)
Metropolitan Area	All stations in Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange	
Jermyn	Carbondale Chapman Lake Jermyn Olyphant Scranton	
Jersey Shore	Avis Jersey Shore Lock Haven Williamsport Woolrich	Oval (Pennsylvania Tel. Co.)
Jim Thorpe	Jim Thorpe Leighton Nesquehoning Weatherly White Haven	
Kane	Kane Ludlow Mount Jewett	
Kemblesville	Avondale Kemblesville Kennett Square Landenburg Mendenhall Oxford Unionville West Grove	Hockessin, DE. (Verizon-DE.) Newark, DE. (Verizon-DE.)

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Kennett Square Local Area	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Unionville West Chester West Grove Westtown	Hockessin, DE. (Verizon-DE.) Wilmington, DE. (Verizon-DE.)
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Kingston	Kingston Mountaintop Nanticoke Pittston Plymouth Wilkes-Barre Wyoming	Center Moreland (Commonwealth Tel.) Dallas (Commonwealth Tel.) Harveys Lake (Commonwealth Tel.) Trucksville (Commonwealth Tel.)
Kulpmont	Ashland Elysburg Kulpmont Mount Carmel Shamokin	
Kutztown	Allentown Fleetwood Kempton Kutztown Reading	Topton (The Conestoga Tel. & Tel. Co.)
Lake Ariel	Hamlin Honesdale Lake Ariel Newfoundland Olyphant Scranton Wallenpaupack	South Canaan (The South Canaan Tel. Co.) Waymart (The South Canaan Tel. Co.)

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Lake Como	Lake Como	
Lancaster	Lancaster Landisville Millersville Strasburg	Intercourse (Frontier Communications of PA.) Leola (Frontier Communications of PA.) Lititz (Denver & Ephrata Tel. & Tel. Co.) Manheim (Denver & Ephrata Tel. & Tel. Co.) Mount Joy (Sprint United Tel. Co. of PA.) Mountville (Sprint United Tel. Co. of PA.) New Holland (Frontier Communications of PA.) Quarryville (Commonwealth Tel.) Rawlinsville (Commonwealth Tel.)
Landenberg	Avondale Kemblesville Kennett Square Landenberg Lenape Mendenhall Oxford Unionville West Chester West Grove Westtown	Hockessin, DE. (Verizon-DE.) Newark, DE. (Verizon-DE.) Wilmington, DE (Verizon-DE.)
Landisville	Lancaster Landisville Millersville Strasburg	Lititz (Denver & Ephrata Tel. & Tel. Co.) Manheim (Denver & Ephrata Tel. & Tel. Co.) Mount Joy (Sprint United Tel. Co.) Mountville (Sprint United Tel. Co.)

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Landsdale Local Area	Center Point Harleysville Lansdale Line Lexington North Wales Souderton	
Extended Area	All stations in the Local Area plus: Collegeville Doylestown Dublin Green Lane Perkasie Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 45 Schwenksville	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Latrobe	Blairsville Derry Greensburg Latrobe Ligonier	Kecksburg (Citizens Tel. Co. of Kecksburg) New Alexandria (ALLTEL)
Lebanon	Annville Fristown Hershey Jonestown Lebanon Mt. Gretna Myerstown Palmyra Schaefferstown	
Leeper	Clarion Leeper Marienville	
Lehighton	Jim Thorpe Lehighton Nesquehoning	Palmerton (Palmerton Tel. Co.)

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Lenape Local Area	Avondale Coatesville Downingtown Exton Kennett Square Landenberg Lenape Mendenhall Mortonville Philadelphia Suburban Zone 10 Philadelphia Suburban Zone 28 Unionville West Chester West Grove Westtown	
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Lewiston	Lewiston McVeytown	Belleville (Sprint United Tel. Co.) Mifflintown (Sprint United Tel. Co.) Port Royal (Sprint United Tel. Co.) Reedsville (Sprint United Tel. Co.)
Ligonier	Latrobe Ligonier	Stahlstown (Laurel Highland Tel. Co.)
Line Lexington Local Area	Doylestown Dublin Harleysville Lansdale Line Lexington North Wales Perkasie Philadelphia Suburban Zone 45 Souderton	
Extended Area	All stations in the Local Area plus: Buckingham Philadelphia Suburban Zone 33 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Plumsteadville	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Lock Haven	Avis Jersey Shore Lock Haven Woolrich	Beech Creek (Sprint United Tel. Co.) Mill Hall (Sprint United Tel. Co.)
Lords Valley	Bushkill Cresco Hawley Honesdale Lords Valley Mount Pocono Newfoundland Stroudsburg Wallenpaupack	
Lowellville	Bessemer Lowellville New Castle	Hubbard, O. (AMERITECH, O.) Lowellville, O. (AMERITECH, O.) North Lima, O. (AMERITECH, O.) Youngstown, O. (AMERITECH, O.)
Ludlow	Kane Ludlow	
Mahaffey	Mahaffey Curwensville	
Mahanoy City	Frackville Girardville Mahanoy City Shenandoah Tamaqua	Lakewood (Frontier Communications – Lakewood)
Marchand	Marchand Punxsutawney	
Marienville	Leeper Marienville	
Marion Center	Indiana Marion Center	
Masontown	Fairchance Masontown McClellandtown Point Marion Smithfield Uniontown	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company</b>
McAdoo	Freeland Hazleton McAdoo Tamaqua Weatherly	
McClellandtown	Fairchance Masontown McClellandtown Smithfield Uniontown	
McDonald Local Area	Burgettstown Canonsburg Imperial McDonald Oakdale Pittsburgh Suburban Zone 13	Midway (ALLTEL)
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
McMurray Local Area	Canonsburg Finleyville McMurray Pittsburgh Suburban Zone 12 Pittsburgh Suburban Zone 13	
Extended Area	All stations in the Local Area plus: Washington	
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
McVeytown	Lewistown McVeytown	
Mechanicsburg	Dillsburg Harrisburg Zone 1 Mechanicsburg	Lewisberry (Commonwealth Tel.)

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Mendenhall Local Area	Avondale Kemblesville Kennett Square Landenberg Lenape Mendenhall Philadelphia Suburban Zone 10 Unionville West Chester West Grove Westtown	Hockessin, DE. (Verizon-DE.) Wilmington, DE. (Verizon-DE.)
Mendenhall Metropolitan Area	All Stations included in Local Area proceeding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Mercer	Grove City Mercer Sharon Sharpsville Wesley	Blacktown (Sprint United Tel. Co.) Fredonia (ALLTEL)
Middletown	Harrisburg Zone 1 Harrisburg Zone 2 Hershey Hummelstown Middletown	Elizabethtown (Sprint United Tel. Co.)
Midland	Beaver Falls Hookstown Midland Rochester Smiths Ferry	
Millersville	Lancaster Landisville Millersville Strasburg	Mountville (Sprint United Tel. Co.)
Millheim	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College	
Millville	Bloomsburg Millville Washingtonville	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Milton	Milton Northumberland Sunbury Washingtonville	Lewisburg (Buffalo Valley Tel. Co.) Mifflinburg (Buffalo Valley Tel. Co.) Watson town (ALLTEL)
Minersville	Frackville Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven	Tremont (Commonwealth Tel.)
Monessen	Belle Vernon Charleroi Donora Fayette City Monessen Monongahela	
Monongahela Local	Belle Vernon Charleroi Donora Elizabeth Finleyville Monessen Monongahela	
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Moosic	Moosic Pittston Scranton Taylor Wyoming	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Morrisville Local Area	Morrisville Newtown Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 43 Philadelphia Suburban Zone 44 Yardley	Ewing, N.J. (Verizon-N.J.) Trenton, N.J. (Verizon-N.J.)
Metropolitan Area	All stations in the Local Area plus the Philadelphia Exchange and all other zones of the Philadelphia Suburban Exchange.	
Mortonville Local Area	Avondale Coatesville Downingtown Exton Kennett Square Lenape Mortonville Parkesburg Unionville West Chester West Grove Westtown	
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all Zones of the Philadelphia Suburban Exchange.	
Moscow	Hamlin Moscow Newfoundland Scranton Wallenpaupack	
Mountaintop	Kingston Mountaintop Nanticoke Plymouth Wilkes-Barre	Nuangola (Commonwealth Tel.)
Mount Carmel	Ashland Elysburg Kulpmont Mount Carmel Shamokin	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Mount Gretna	Annville Lebanon Mount Gretna Palmyra	
Mount Jewett	Bradford Mount Jewett Kane	
Mount Pleasant Local Area	Connellsville Greensburg Mount Pleasant Scottdale Youngwood	Kecksburg (Citizens Tel. Co. of Kecksburg)
Metropolitan Area Plus	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Mount Pocono	Cresco Lords Valley Mount Pocono Newfoundland Stroudsburg	
Mount Union	Huntingdon Mount Union	McConnellstown (Sprint United Tel. Co.)
Nanticoke	Kingston Mountaintop Nanticoke Plymouth Wilkes-Barre	Nuangola (Commonwealth Tel.)
Nesquehoning	Jim Thorpe Lehigh Nesquehoning	Lansford (ALLTEL)
Nazareth	Allentown Bath Bethlehem Catasauqua Easton Nazareth	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
New Castle	Bessemer Ellwood City New Bedford New Castle New Wilmington Princeton Wampum	Plain Grove (Sprint United Tel. Co.) Volant (Sprint United Tel. Co.)
New Florence	Bolivar Johnstown New Florence	
Newfoundland	Cresco Hamlin Hawley Lake Ariel Lords Valley Moscow Mount Pocono Newfoundland Wallenpaupack	
New Hope Local Area	Buckingham Carversville Doylestown New Hope Newtown Plumsteadville Wycombe Yardley	Lambertville, N.J. (Verizon-N.J.)
Metropolitan Area Plus	All stations in the Local Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
New Kensington Local Area	New Kensington Pittsburgh Suburban Zone 20 Springdale Tarentum	
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
New Philadelphia	Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven Tamaqua	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
New Salem	Brownsville New Salem Republic Uniontown	
Newtown Local Area	Newtown Philadelphia Suburban Zone 40 Philadelphia Suburban Zone 43 Wycombe Yardley	
Extended Area	All stations in the Local Area plus: Buckingham Doylestown Morrisville New Hope Philadelphia Suburban Zone 37 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 44 Philadelphia Suburban Zone 45	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Northampton	Allentown Bath Bethlehem Catasauqua Northampton Slatington	Ironton (Ironton Tel. Co.)
Northumberland	Danville Milton Northumberland Sunbury	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
North Wales Local Area	Center Point Harleysville Lansdale Line Lexington North Wales Philadelphia Suburban Zone 30 Philadelphia Suburban Zone 33 Souderton	
Extended Area	All stations in the Local Area plus: Collegeville Doylestown Philadelphia Suburban Zone 31 Philadelphia Suburban Zone 32 Philadelphia Suburban Zone 34 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 45	
Metropolitan Area	All stations in the Extended Area plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Numidia	Bloomsburg Catawissa Elysburg Numidia	
Oakdale Local Area	Imperial McDonald Oakdale Pittsburgh Suburban Zone 13 Pittsburgh Suburban Zone 14	
Metropolitan Area	All stations in the Local Area plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Olyphant	Carbondale Chapman Lake Hamlin Jermyn Lake Ariel Olyphant Scranton Taylor	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Orwigsburg	Auburn Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven	
Osceola Mills	Clearfield Houtzdale Osceola Mills Philipsburg	
Oxford	Avondale Kemblesville Landenberg Oxford West Grove	Kirkwood (Commonwealth Tel.)
Palmyra	Annville Harrisburg Zone 1 Hershey Hummelstown Lebanon Mount Gretna Palmyra	
Paris	Burgettstown Paris	Weirton, W. Va. (Verizon-W.Va.)
Parkesburg	Coatesville Glenmoore Honey Brook Mortonville Parkesburg West Grove	Atglen (Commonwealth Tel.) Gap (Commonwealth Tel.)
Parkwood	Indiana Parkwood	
Patton	Altoona Barnesboro Carrolltown Hastings Patton	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Pennsburg	Green Lane Pennsburg Perkasie Quakertown Souderton	Bally (The Conestoga Tel. & Tel. Co.) Sassamansville (The Conestoga Tel. & Tel. Co.)
Perkasie Local Area	Bedminster Doylestown Dublin Green Lane Harleysville Lansdale Line Lexington Pennsburg Perkasie Plumsteadville Quakertown Schwenksville Souderton	
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Perryopolis Local Area	Belle Vernon Dawson Fayette City Perryopolis Uniontown	
Metropolitan Area Plus	All stations in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Philipsburg	Clearfield Frenchville Houtzdale Osceola Mills Philipsburg Winburne	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company</b>
Phoenixville Local Area	Chester Springs Collegeville Eagle Philadelphia Suburban Zone 28 Philadelphia Suburban Zone 29 Phoenixville Purghtown Royersford	
Extended Area	All stations included in Local Area preceding plus: Center Point Philadelphia Suburban Zone 26 Philadelphia Suburban Zone 30 Pottstown	
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Pittston	Kingston Moosic Pittston Scranton Taylor Wilkes-Barre Wyoming	Harding (Commonwealth Tel.)
Plumsteadville Local Area	Bedminster Buckingham Carversville Doylestown Dublin Line Lexington New Hope Perkasie Plumsteadville Quakertown	Ferndale (Commonwealth Tel.)
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Plymouth	Kingston Mountaintop Nanticoke Plymouth Wilkes-Barre	
Point Marion	Fairchance Masontown Point Marion Smithfield Uniontown	Cheat Lake (Verizon-W. Va.) Morgantown, W. Va. (Verizon-W. Va.)
Portage	Cresson Ebensburg Johnstown Portage Southfork	
Port Allegany	Eldred Port Allegany Roulette Smethport	
Pottstown	Collegeville Phoenixville Pottstown Pughtown Royersford Schwenksville	Boyertown (The Conestoga Tel. & Tel. Co.) Douglassville (The Conestoga Tel. & Tel. Co.) Sassamansville (The Conestoga Tel & Tel. Co.)
Pottsville	Auburn Frackville Friedensburg Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven Tamaqua	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Pughtown Local Area	Chester Springs Downingtown Eagle Exton Glenmoore Phoenixville Pottstown Pughtown Royersford	Green Hills (The Conestoga Tel. & Tel. Co.) Morgantown (The Conestoga Tel. & Tel. Co.)
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Punxsutawney	Big Run Marchand Punxsutawney	
Quakertown	Bedminster Dublin Green Lane Pennsburg Perkasie Plumsteadville Quakertown Souderton Springtown	Ferndale (Commonwealth Tel.)
Reading	Bernville Fleetwood Hamburg Kutztown Reading Robesonia Womelsdorf	Adamstown (Denver & Ephrata Tel. & Tel. Co.) Birdsboro (The Conestoga Tel. & Tel. Co.) Green Hills (The Conestoga Tel. & Tel. Co.) Leesport (Commonwealth Tel.) Morgantown (The Conestoga Tel. & Tel. Co.) Oley (The Conestoga Tel. & Tel. Co.) Topton (The Conestoga Tel. & Tel. Co.) Yellow House (The Conestoga Tel. & Tel. Co.)
Renovo	Renovo	

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Republic	Brownsville New Salem Republic Uniontown	
Rew	Bradford Eldred Rew Smethport	Duke Center (Armstrong North) Limestone, N.Y. (Verizon-N.Y.)
Reynoldsville	DuBois Reynoldsville Sykesville	
Riegelsville	Allentown Bethlehem Catasauqua Easton Hellertown Riegelsville Springtown Upper Black Eddy	Ferndale (Commonwealth Tel.) Milford, N.J. (Verizon-N.J.) Phillipsburg, N.J. (Verison-N.J.)
Rochester Local Area	Aliquippa Ambridge Baden Beaver Falls Hookstown Midland Rochester	
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Roulette	Coudersport Port Allegany Roulette	

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**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
Royersford Local Area	Center Point Chester Springs Collegeville Eagle Philadelphia Suburban Zone 29 Philadelphia Suburban Zone 30 Phoenixville Pottstown Pughtown Royersford Schwenksville	
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Russell	Russell Sugar Grove Warren Youngsville	
Saint Clair	Frackville Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven	
Saxton	Saxton	Hopewell (Sprint United Tel. Co.)
Schuylkill Haven	Auburn Friedensburg Minersville New Philadelphia Orwigsburg Pottsville Saint Clair Schuylkill Haven	

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**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Schwenksville Local Area	Center Point Collegetown Green Lane Harleysville Lansdale Perkasie Philadelphia Suburban Zone 30 Pottstown Royersford Schwenksville Souderton	Sassamansville (The Conestoga Tel. & Tel. Co.)
Metropolitan Area Plus	All stations included in the Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Scottdale Local Area	Connellsville Dawson Mount Pleasant Scottdale	
Scottdale Metropolitan Area	All stations included in the Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Scranton	Hamlin Jermyn Lake Ariel Moosic Moscow Olyphant Pittston Scranton Taylor Wyoming	Clarks Summit (Commonwealth Tel.) Dalton (Commonwealth Tel.) Factoryville (Commonwealth Tel.) Lake Winola (Commonwealth Tel.)
Shamokin	Elysburg Kulpmont Mount Carmel Shamokin Sunbury	Trevorton (TDS-Mahonoy and Mahantango Tel. Co.)
Sharon	Mercer Sharon Sharpsville West Middlesex	Sharon, O. (AMERITECH, O.) Transfer (Pymatuning Ind. Tel. Co.)
Sharpsville	Greenville Mercer Sharon Sharpsville West Middlesex	Sharon, O. (AMERITECH, O.) Transfer (Pymatuning Ind. Tel. Co.)

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<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Shenandoah	Ashland Frackville Girardsville Mahanoy City Shenandoah	Ringtown (Commonwealth Tel.)
Slatington	Allentown Bath Bethlehem Catasauqua New Tripoli Northampton Slatington	Ironton (Ironton Tel. Co.)
Smethport	Bradford Eldred Port Allegany Rew Smethport	
Smithfield	Fairchance Masontown McClellandtown Point Marion Smithfield Uniontown	
Smiths Ferry	Hookstown Midland Rochester Smiths Ferry	Chester W. Va. (Verizon-W. Va.) East Liverpool, O. (AMERITECH, O.)
Smock	Brownsville Smock Uniontown	
Snow Shoe	Bellefonte Frenchville Snow Shoe	

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Souderton Local Area	Center Point Collegeville Doylestown Dublin Green Lane Harleysville Lansdale Line Lexington North Wales Pennsburg Perkasie Quakertown Schwenksville Souderton	
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Exchange.	
Springdale Local Area	New Kensington Pittsburgh Suburban Zone 19 Pittsburgh Suburban Zone 20 Springdale Tarentum	
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Spring Mills	Bellefonte Boalsburg Centre Hall Millheim Spring Mills State College	
Springtown	Allentown Bethlehem Catasauqua Easton Hellertown Quakertown Riegelsville Springtown Upper Black Eddy	Ferndale (Commonwealth Tel.) Milford, N.J. (Verizon-N.J.)

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
State College	Bellefonte Boalsburg Centre Hall Spring Mills State College	Port Matilda (ALLTEL)
Strasburg	Lancaster Landisville Millersville Strasburg	Gap (Commonwealth Tel.) Intercourse (Frontier Comm. of PA.) Quarryville (Commonwealth Tel.) Rawlinsville (Commonwealth Tel.)
Stroudsburg	Bushkill Cresco Lords Valley Mount Pocono Stroudsburg	Saylorsburg (Commonwealth Tel.) Stroudsburg, N.J. (Verizon-N.J.)
Sugar Grove	Russell Sugar Grove Warren Youngsville	
Sunbury	Danville Elysburg Milton Northumberland Selinsgrove Shamokin Sunbury	
Sykesville	DuBois Reynoldsville Sykesville	Luthersburg (ALLTEL)
Tamaqua	Mahanoy City McAdoo New Philadelphia Pottsville Tamaqua	Lakewood (Frontier Comm.-Lakewood) Lansford (ALLTEL)
Tarentum Local Area	New Kensington Pittsburgh Suburban Zone 20 Springdale Tarentum	
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Taylor	Moosic Olyphant Pittston Scranton Taylor Wyoming	
Tidioute	Endeavor Tidioute Tionesta Warren	
Tionesta	Endeavor Tidoute Tionesta	
Tyrone	Altoona Bellwood Tyrone	Warriors Mark (ALLTEL)
Ulysses	Coudersport Ulysses	
Uniontown	Brownsville Connellsville Fairchance Farmington Masontown McClellandtown New Salem Point Marion Republic Smithfield Smock Uniontown	

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Unionville Local Area	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Unionville West Chester West Grove Westtown	
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Upper Black Eddy	Easton Riegelsville Springtown Upper Black Eddy	Ferndale (Commonwealth Tel.) Frenchtown, N.J. (Verizon-N.J.) Milford, N.J. (Verizon-N.J.) Uhlerstown (Commonwealth Tel.)
Wallenpaupack	Hamlin Hawley Honesdale Lake Ariel Lords Valley Moscow Newfoundland Wallenpaupack	
Wampum	Beaver Falls Ellwood City New Castle Wampum	
Warren	Russel Sugar Grove Tidioute Warren Youngsville	Sheffield (ALLTEL)

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Washington Local Area	Avella Buffalo Canonsburg Claysville McMurray Taylorstown Washington West Alexander	Hickory (Hickory Tel. Co.)
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Washingtonville	Bloomsburg Danville Millville Milton Washingtonville	Turbotville (ALLTEL)
Weatherly	Freeland Hazleton Jim Thorpe McAdoo Weatherly White Haven	
West Alexander	Claysville Washington West Alexander	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
West Chester Local Area	Downingtown Exton Lenape Mendenhall Mortonville Philadelphia Suburban Zone 28 West Chester Westtown	
Extended Area	All stations included in Local Area preceding plus: Avondale Chester Springs Coatesville Eagle Kennett Square Landenberg Philadelphia Suburban Zone 10 Philadelphia Suburban Zone 11 Philadelphia Suburban Zone 12 Philadelphia Suburban Zone 22 Unionville West Grove	
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange	
West Grove	Avondale Coatesville Kemblesville Kennett Square Landenberg Lenape Mendenhall Mortonville Oxford Parkesburg Unionville West Chester West Grove Westtown	Hockessin, DE. (Verizon-DE.)

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
West Middlesex	Sharon Sharpsville West Middlesex	Sharon, O. (AMERITECH, O.)
West Newton Local Area	Belle Vernon West Newton	Yukon (Yukon-Waltz Tel. Co.)
Extended Area	All stations included in Local Area preceding plus: Donora Elizabeth Herminie Monessen Mount Pleasant Perryopolis Pittsburgh Suburban Zone 10 Scottdale	
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

Exchange Area	Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges	Other Local Exchange Company Name
Westtown Local Area	Lenape Philadelphia Suburban Zone 10 Mendenhall West Chester Westtown	
Extended Area	All stations included in Local Area preceding plus: Avondale Coatesville Downingtown Exton Kennett Square Landenberg Mortonville Philadelphia Suburban Zone 11 Philadelphia Suburban Zone 12 Philadelphia Suburban Zone 22 Philadelphia Suburban Zone 28 Unionville West Grove	
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
White Haven	Freeland Hazleton Jim Thorpe Weatherly White Haven	
Wilkes-Barre	Kingston Mountaintop Nanticoke Pittston Plymouth Wilkes-Barre Wyoming	Center Moreland (Commonwealth Tel.) Dallas (Commonwealth Tel.) Harveys Lake (Commonwealth Tel.) Nuangola (Commonwealth Tel.) Trucksville (Commonwealth Tel.)
Williamsport	Jersey Shore Loyalsock Trout Run Williamsport	Oval (Pennsylvania Tel. Co.)

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**SECTION 3 – SERVICE AREAS****3.2 Exchange Service Areas – Extended Area Services (Cont'd)****3.2.2 Exchange Listings (Cont'd)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Winburne	Clearfield Frenchville Philipsburg Winburne	
Woolrich	Avis Jersey Shore Lock Haven Woolrich	
Wycombe Local Area	Buckingham Doylestown New Hope Newtown Philadelphia Suburban Zone 40 Philadelphia Suburban Zone 45 Wycombe	
Extended Area	All stations included in Local Area preceding plus: Carversville Morrisville Philadelphia Suburban Zone 37 Philadelphia Suburban Zone 38 Philadelphia Suburban Zone 39 Philadelphia Suburban Zone 43 Philadelphia Suburban Zone 44 Yardley	
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Wyoming	Kingston Moosic Pittston Scranton Taylor Wilkes-Barre Wyoming	

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**SECTION 3 – SERVICE AREAS**

**3.2 Exchange Service Areas – Extended Area Services (Cont’d)**

**3.2.2 Exchange Listings (Cont’d)**

<b>Exchange Area</b>	<b>Verizon Pennsylvania, Inc. and Verizon North Inc. Exchanges</b>	<b>Other Local Exchange Company Name</b>
Yardley Local Area	Morrisville New Hope Newtown Philadelphia Suburban Zone 42 Philadelphia Suburban Zone 43 Philadelphia Suburban Zone 44 Wycombe Yardley	Ewing, N.J. (Verizon-N.J.) Trenton, N.J. (Verizon-N.J.)
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.	
Youngsville	Russell Sugar Grove Warren Youngsville	
Youngwood Local Area	Greensburg Mount Pleasant Youngwood	
Metropolitan Area Plus	All stations in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.	
Zelienople	Beaver Falls Ellwood City Zelienople	Criders Corners (North Pittsburgh Tel. Co.) Evans City (Sprint United Tel. Co.)

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**SECTION 4 – BASIC SERVICES AND RATES**

**4.1 Reserved for Future Use**

**4.2 Distance Calculations**

The Company does not offer distance sensitive services.

**4.3 Rate Periods for Time of Day Sensitive Services**

The Company does not offer time of day sensitive services.

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.4 Local Exchange Service**

**4.4.1 General**

The Company offers Local Service to business customers. Voice Mail and other Custom Calling Features are available to Local Service customers by selecting such services a la carte or in bundled packages.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

**A. Primary Line**

The initial local exchange access line per account.

**B. Secondary Line**

The second or additional local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature Packages may be purchased separately.

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.5 Local Dialtone Service**

**4.5.1 General**

The Company offers local dialtone service to customers in the Exchange Areas of the LECs listed in Section 3.1. Local dialtone service allows customers to initiate and terminate calls within their local calling areas.

**4.5.2 Rates**

Service Connection Fee, one-time charge per line:	
Primary Line	\$19.95
Secondary Line	\$29.95
Monthly Rate	
Primary Line	\$34.95
Secondary Line	\$34.95

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.6 Basic Local Service Package**

**4.6.1 General**

Basic Local Service Package provides customers with local dialtone service and includes the Customer Calling features listed below:

Caller ID – Allows a Customer to see a caller’s number previewed on a display screen before the call is answered. Caller ID requires the use of specialized CPE not provided by the Company.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both calls.

Three Way Calling – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference.

**4.6.2 Rates**

Service Connection Fee, one-time charge per line:	
Primary Line	\$29.95
Secondary Line	\$39.95
Monthly Rate	
Primary Line	\$44.95
Secondary Line	\$44.95

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact™ Services**

**4.7.1 Local Inbound Service**

**A. Description**

Local Inbound service is offered to business customers in conjunction with the Company's inContact™ call center solution. Local Inbound service transports local calls originated on the Public Switched Telephone Network (PSTN) and terminates them to IP endpoints on UCN's network. Calls are then terminated to IP PBX or traditional PBX at Customer's premises. Local inbound service is not a regulated telecommunications service if terminated to IP end point.

**B. Regulations and Limitations**

Local Inbound Service is intended for use as an inbound-only service, and does not support any outbound calling capability, including, but not limited to, calls to 911.

Customer is strictly prohibited from using (or reconfiguring to support such use) either the service or any telephone numbers (TNs) obtained through purchase of the service in connection with any outbound calls placed by Customer or Customer's end users.

Local Inbound Service is available to customers in Flat-rate or Metered plans, as set forth below.

Local Inbound Service is available in the exchange areas listed in Section C, below, at tiered pricing as set forth in Section D, below.

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service**

**C. Availability**

Local Inbound Service is available to customers in Exchange Areas within the Company's local service footprint. For customers purchasing Metered service, Exchange Areas are divided into three (3) tiers for purposes of applying usage rates. Tiered pricing reflects the Company's costs of providing services in the respective Exchange Area.

Local Inbound Service is available to customers in the following Exchange Areas:

(1) TIER 1

ALIQUIPPA  
ALLENTOWN  
AMBRIDGE  
AVELLA  
AVONDALE  
BATH  
BEAVER FLS  
BEDMINSTER  
BELLEVRNON  
BESSEMER  
BETHLEHEM  
BLACK LICK  
BLAIRSVL  
BOLIVAR  
BROWNSVL  
BURGETTSTN  
BUTLER  
CALIFORNIA  
CANONSBURG  
CARVERSVL  
CATASAUQUA  
CENTER PT  
CHARLEROI  
CHESTERSPG



**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(1) TIER 1 (Cont'd)

CLAIRTON  
CLAYSVILLE  
CLYMER  
COATESVL  
COLLEGEVL  
CONNELLSVL  
DAWSON  
DERRY  
DONORA  
DOWNINGTN  
DOYLESTOWN  
DUBLIN  
EASTON  
ELIZABETH  
ELLWOOD CY  
EMMAUS  
EPALESTINE  
EXPORT  
EXTON  
FAIRCHANCE  
FARMINGTON  
FAYETTE CY  
FINLEYVL  
FLEETWOOD  
GLENWILLRD  
GREEN LANE  
GREENSBURG  
GREENVILLE  
GROVE CITY  
HAMBURG  
HARLEYSVL

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(1) TIER 1 (Cont'd)

HELLERTOWN  
HERMINIE  
HOMER CITY  
HOOKSTOWN  
IMPERIAL  
INDIANA  
JEANNETTE  
KEMBLESVL  
KEMPTON  
KENNETT SQ  
KUTZTOWN  
LANDENBERG  
LANSDALE  
LATROBE  
LENAPE  
LIGONIER  
LINELXNGTN  
MARION CTR  
MASONTOWN  
MCDONALD  
MCLELANDTN  
MCMURRAY  
MENDENHALL  
MERCER  
MIDLAND  
MONESSEN  
MONONGAHLA  
MORRISVL  
MORTONVL  
MTPLEASANT  
NAZARETH

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(1) TIER 1 (Cont'd)

NEW CASTLE  
NEW HOPE  
NEWBEDFORD  
NEWKNSNGTN  
NEWSMITHVL  
NEWTOWN  
NEWTRIPOLI  
NEWWLMNGTN  
NORTHAMPTN  
NORTHWALES  
OAKDALE  
OXFORD  
PARIS  
PARKESBURG  
PARKWOOD  
PERKASIE  
PERRYOPOLS  
PHLDLPHZN1  
PHLDLPHZN2  
PHLDLPHZN3  
PHLDLPHZN4  
PHOENIXVL  
PHPHSBZN10  
PHPHSBZN11  
PHPHSBZN12  
PHPHSBZN13  
PHPHSBZN14  
PHPHSBZN17  
PHPHSBZN21  
PHPHSBZN22  
PHPHSBZN23

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(1) TIER 1 (Cont'd)

PHPHSBZN24  
PHPHSBZN25  
PHPHSBZN26  
PHPHSBZN28  
PHPHSBZN29  
PHPHSBZN30  
PHPHSBZN31  
PHPHSBZN32  
PHPHSBZN33  
PHPHSBZN34  
PHPHSBZN37  
PHPHSBZN38  
PHPHSBZN39  
PHPHSBZN40  
PHPHSBZN41  
PHPHSBZN42  
PHPHSBZN43  
PHPHSBZN44  
PHPHSBZN45  
PLUMSTEDVL  
POTTSTOWN  
PRINCETON  
PT MARION  
PTGSBNZN10  
PTGSBNZN11  
PTGSBNZN12  
PTGSBNZN13  
PTGSBNZN14  
PTGSBNZN15  
PTGSBNZN16  
PTGSBNZN17

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**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(1) TIER 1 (Cont'd)

PTGSBNZN18  
PTGSBNZN19  
PTGSBNZN20  
PTGSBNZN21  
PTGSBNZN22  
PTGSBNZN23  
PTTSBGZON1  
PTTSBGZON2  
PTTSBGZON3  
PTTSBGZON4  
PTTSBGZON5  
PTTSBGZON6  
PTTSBGZON7  
PTTSBGZON8  
PUGHTOWN  
QUAKERTOWN  
READING  
REPUBLIC  
RIEGELSVL  
ROCHESTER  
ROYERSFORD  
SCHWENKSVL  
SCOTTDALE  
SHARON  
SHARPSVL  
SLATINGTON  
SMITHFIELD  
SOUDERTON  
SPRINGDALE  
SPRINGTOWN

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

**(1) TIER 1 (Cont'd)**

TARENTUM  
UNIONTOWN  
UNIONVILLE  
UPBLCKEDDY  
VANDERGRFT  
W CHESTER  
WASHINGTON  
WEST GROVE  
WESTNEWTON  
WESTTOWN  
WMIDDLESEX  
WYCOMBE  
YARDLEY  
YOUNGWOOD  
ZELIENOPLE

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

(2) TIER 2

ELIZABHTN  
ERIE  
HARISBGZN1  
LANCASTER  
MECHANCSBG  
MILLERSVL

(3) TIER 3

ALTOONA  
BADEN  
BIGLERVL  
BLAIN  
BOSWELL  
BUCKINGHAM  
CARLISLE  
CHAMBERSBG  
CONFLUENCE  
CURWENSVL  
EAGLE  
FAWN GROVE  
GLEN ROCK  
GLENMOORE  
GRAND VLY  
HANOVER  
HERSHEY  
HOLLIDYSBG  
HONESDALE  
HONEYBROOK  
JEFFERSON  
JOHNSTOWN

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**C. Availability (Cont'd)**

**(3) TIER 3 (Cont'd)**

KINGSTON  
LEBANON  
LEHIGHTON  
MARION  
MCONELLSBG  
MEYERSDALE  
MT GRETNA  
MT POCONO  
NEW OXFORD  
PENNSBURG  
PHILIPSBG  
PLEASANTVL  
SHAMOKIN  
SNOW SHOE  
SOMERSET  
ST MARYS  
STATECOLLG  
TITUSVILLE  
TROUT RUN  
WARREN  
WAYNESBORO  
WESTFIELD  
YORK



**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.1 Local Inbound Service (Cont'd)**

**D. Rates and Charges**

- (1) Initial service installation charge:
 

	<u>Per Customer/Non-Recurring</u>
Flat-rate service plan:	\$100.00
Metered service plan:	\$100.00
  
- (2) Telephone Number charges:
 

	<u>Per TN/Non-Recurring</u>
Native/Non-Ported ANI	
Flat-rate service plan:	\$1.50
Metered service plan:	\$0.00
Ported ANI	
Flat-rate service plan:	\$30.00
Metered service plan:	\$30.00
  
- (3) Monthly Line charge:
 

	<u>Monthly Charge per TN</u>
Flat-rate service plan:	\$30.00
Metered service plan:	\$1.00
  
- (4) Usage charges applicable to Metered service plan:

TIER	PER MINUTE CHARGE
1	\$0.0143
2	\$0.0274
3	\$0.0524

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.2 Local Two-Way Service (Cont'd)**

**A. Description**

Local Two-Way Service is offered to business customers in conjunction with the Company's inContact™ call center solution. Local Two-Way service provides a customer with a single, voice-grade telephonic communications channel which can be used to place and/or receive calls. Local Two-Way lines are provided for connection of customer-provided single station sets or facsimile machines to the Public Switched Telephone Network.

Local Two-Way Service calls can be placed into the Company's network via Company-assigned (native) or customer-ported local telephone numbers.

Local Two-Way Service is available at flat monthly rates and allows customers to make unlimited calls within their local calling area, as defined herein.

**B. Optional Features**

Local Two-Way Service has the following calling features available at the customer's option –

- Caller ID
- Call Waiting
- Call Waiting ID (deluxe)
- Call Forwarding
- 3-Way Calling
- Call Rejection
- Last Call Return (\*69)

Directory Assistance and Operator Service charges apply as set forth in Section 5.6 of this tariff.

**SECTION 4 – BASIC SERVICES AND RATES (Cont'd)**

**4.7 inContact Services (Cont'd)**

**4.7.2 Local Two-Way Service (Cont'd)**

**C. Rates and Charges**

(1)	Initial service installation charge	<u>Per Customer/Non-Recurring</u> \$100.00
(2)	Telephone Number charges:	
	Native/Non-Ported ANI	<u>Per TN/Non-Recurring</u> \$1.50
	Ported ANI	\$30.00
(3)	Monthly service charge	<u>Monthly Charge per TN</u> \$45.00
(4)	Local calling feature charges	

<u>FEATURE</u>	<u>ADDITIONAL CHARGES</u>
Caller ID	- \$7.95 per TN, per month
Call Waiting	- \$4.50 per TN, per month
Call Waiting ID (deluxe)	- \$12.95 per TN, per month
Call Forwarding	- \$3.50 per TN, per month
3-Way Calling	- \$4.25 per TN, per month and - \$0.75 per use
Call Rejection	- \$0.85 per use
Last Call Return (*69)	- \$4.40 per TN, per month and - \$0.75 per use

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES**

**5.1 Service Change Charges**

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

**5.1.1 Service Order Charges**

Transfer of Service Charge, Primary Line – applies to the first line of a Transfer of Service Order (TOS), when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line – applies to the second, or third, etc., line of a Transfer of Service Order (TOS), when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge – A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire. This charge also applies for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.1 Service Order and Change Charges (Cont'd)**

**5.1.2 Change Order Charges**

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Custom Calling Feature Change Order – applies when a Customer requests a change, adding or removing a custom calling feature.

Toll Restriction Fee Order – applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order – applies to each telephone number change request/order.

Listing Change Charge – applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.1 Service Order and Change Charges (Cont'd)**

**5.1.3 Rates**

<u>Service Order Charges</u>	<u>Charge</u>
Primary Service Connection Charge	*
Secondary Service Connection Charge	*
Transfer of Service Charge, Primary Line	\$40.00
Transfer of Service Charge, Secondary Line	\$20.00
Technician Dispatch Charge	\$75.00
Service Order Charge	N/A
 <u>Change Order Service Charges</u>	
Custom Calling Feature Change Order	\$15.00
Toll Restriction Fee Order	\$5.00
Telephone Number Change Order	\$5.00
Listing Change Charge	\$5.00

\*Service Connection charges are listed with the rates for each specific service tarified.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.2 Restoration of Service**

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

	<u>Rate</u>
Per occasion	\$25.00

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.3 Reserved for Future Use**

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.4 Reserved for Future Use.**

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)****5.5 Custom Calling Features**

The features in this section are made available to Residential Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all or some uses in some cases.

**5.5.1 Feature Descriptions**

Call Forwarding – Fixed, Busy Line No Answer – This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding – Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding – Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling – This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered. Caller ID requires the use of specialized CPE not provided by the Company

Caller ID with Name – Allows a Customer to see a caller's name and number previewed on a display screen before the call is answered. Caller ID with Name requires the use of specialized CPE not provided by the Company.

Call Forwarding – A Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace – Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only.

Call Blocking – Allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.5 Custom Calling Features**

**5.5.1 Feature Descriptions (Cont'd)**

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both calls.

Call Waiting with Caller ID with Name – Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both calls.

Three Way Calling – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference.

Call Return - Allows Customer to automatically dial the number of last incoming call, whether or not Customer answered phone.

Anonymous Call Rejection - Allows you to refuse calls from those who have blocked their numbers.

Selective Call Rejection – Allows you to refuse calls from selected list of numbers.

Repeat/Auto Dial – A feature that, when activated, automatically checks a busy number and when the line is free, rings the Customer back and completes the call.

Caller Identification Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls.

Per Call Blocking: To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Per Line Blocking: When blocking is established on the line, it can be deactivated by dialing a code before each call. This one call unblock allows the name and/or number to be sent for that one call only. There is no charge for per line blocking.

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)****5.5 Custom Calling Features****5.5.2 Rates**

<b>FEATURE</b>	<b>RATE</b>	<b>BILLED</b>
Call Forwarding	\$3.50	MRC
Speed Calling	\$3.50	MRC
Caller ID	\$7.95	MRC
Caller ID with Name	\$10.95	MRC
Call Trace	\$0.50	Per use
Call Blocking	\$2.50	MRC
Call Waiting	\$4.50	MRC
Call Waiting with Caller ID with Name	\$12.95	MRC
Three Way Calling	\$4.25 \$0.75	MRC Per use
Last Call Return (*69)	\$4.40 \$0.75	MRC Per use
Anonymous Call Rejection	\$2.50	MRC
Manual Call Rejection	\$0.85	Per use
Repeat/Auto Dial	\$0.50	Per use
Caller Identification Blocking	\$0.50	Per use
Per Call Blocking	No charge	
Per Line Blocking	No charge	

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.6 Directory Assistance and Operator Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

**5.6.1 Basic Directory Assistance**

The rates specified following apply when Customers request Company assistance in determining telephone numbers of Customers who are located within the State.

A maximum of two (2) requested telephone numbers are allowed per call.

**A. Exemptions**

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0." Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of any agency for the blind.

**B. Allowances**

There are no call allowances for Directory Assistance Service.

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)****5.6 Directory Assistance and Operator Services (Cont'd)****5.6.2 Directory Assistance Rates**

	<u>Per Use Charge</u>
Direct dialed, local	\$0.85

**5.6.3 Operator Service Rates**

The Company provides operator services to its customers pursuant to agreement with a third-party operator services provider. The following per call surcharges apply to all calls requesting Company's operator services assistance.

	<u>Per Use Surcharge</u>
Station-to-station, local	\$0.85
Person-to-person, local	\$2.50

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**SECTION 5 –MISCELLANEOUS SERVICES AND RATES (Cont’d)**

**5.7 Busy Line Verification and Emergency Interrupt Service**

Upon request of a calling party, the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption and is performed once the line status has been determined through the Busy Line Verification process.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

	<u>Per Call</u>
Busy Line Verification, each occasion	\$2.00
Emergency Interruption	\$2.50

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.8 Directory Listing Service**

**5.8.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Dual name listings are permitted as a regular directory listing for residential service.

Listing services are available with all classes of main telephone exchange service.

**5.8.2 Listings**

**A. Primary Listing**

One listing, termed the primary listing, is included with each exchange access line and each joint user.



**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.8 Directory Listing Service (Cont'd)**

**5.8.2 Listings (Cont'd)**

**B. Additional Listings**

Additional listings may be the listings of individual names of the Customer and members of the Customer's household, tenants of residential Customers who lease the Customer's premises for less than one year and do not occupy the premises at the same time as the Customer, members of a firm, officers of a corporation, employees of the Customer or other persons associated in business with the Customer, a business which the Customer owns and cross reference and alternate number listings.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings.

Special Types of Additional Listings include:

Duplicate Listings – A listing of another name by which the customer is known, such as a nickname, abbreviated name, a name commonly spelled in more than one way, and a name consisting of several words which the public commonly rearranges. The listing may be complete or in a cross-reference form.

Alternate Telephone Numbers – A listing which refers calling parties to another telephone number at certain hours or on certain days or in case no answer is received on the call to the primary number.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.8 Directory Listing Service (Cont'd)**

**5.8.2 Listings (Cont'd)**

**C. Nonpublished Service**

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number, and no exception will be made, nor will the Customer be called to determine whether he/she wishes to receive the call, even though it appears that the calling party desires the connection because of an emergency.

The Company is not responsible for any claims made or liability arising from failure to receive calls because of this arrangement.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

**D. Nonlisted Service**

Nonlisted service means the Customer's telephone number is not listed in the directory, but it does appear in the Company's Directory Assistance Records.

The Company is not responsible for any claims made or liability arising from failure to receive calls because of this arrangement.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.8 Directory Listing Service (Cont'd)**

**5.8.3 Rates and Charges**

	<u>Per Month</u>
Primary Listings	\$0.00
Additional Listings	\$0.75
Nonpublished Service	\$1.50
Nonlisted Service	\$1.00
Alternate Listings	\$0.75

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**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.9 Toll Presubscription**

- A. Toll Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll presubscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

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

An IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

Selection of toll presubscription provider by an end user is subject to the terms and conditions following.

- B. At the option of the IXCs, the nonrecurring charge for a change in toll presubscription, as provided herein, may be billed to the IXCs, instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC), as specified in C.1 following.
- C. Presubscription Charge Application
1. End user choices for toll presubscription:
    - Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXCs' services. End users are not required to choose the same IXC for intraLATA and interLATA toll presubscription. Other nonpresubscribed IXCs are accessed by dialing 10XXX, 101XXXX, or other required codes.
    - Choosing no carrier as a primary carrier, thus requiring 10XXX or 101XXXX code dialing to access all IXCs.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.9 Toll Presubscription (Cont'd)**

C. Presubscription Charge Application (Cont'd)

2. If a new customer cannot decide upon presubscription IXCs, the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a “No-PIC” and must dial an access code to make toll calls.
3. If an IXC elects to discontinue Feature Group, the IXC is obligation to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

Following the IXC’s discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

4. An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided herein. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

If an unauthorized change in intraLATA and interLATA presubscription occurs at the same time, on the same Business/Residence line, and the presubscribed IXC is the same carrier for intraLATA and interLATA, presubscription change charges as provided herein and the Telephone Company’s corresponding F.C.C. Access Tariff apply. In addition, the IXC will be assessed the applicable charges for returning the end user to the preferred IXC as herein and in the Telephone Company’s corresponding F.C.C. Tariff.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.9 Toll Presubscription (Cont'd)**

D. End User Charge Discrepancy

1. When a discrepancy is determined regarding an end user's designation of a presubscription IXC, the following applies depending upon the situation described:
  - A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
  - When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
  - If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.
2. Verification of Orders for Telemarketing

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.9 Toll Presubscription (Cont'd)**

F. PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days' notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

**SECTION 5 – MISCELLANEOUS SERVICES AND RATES (Cont'd)**

**5.10 Toll Restriction Service**

Provides for Exchange Access lines or trunks to be restricted from dialing billable toll calls. Directly dialed calls to 700/900 services and operator dialed calls billed to the line are not allowed. This arrangement does allow Calling Card calls, Collect calls, Third Number calls, and direct dialed calls to 911, Directory Assistance and Toll Free services. This service is available where facilities permit.

**5.10.1 Rates**

Nonrecurring charge, per line	*
Monthly, per line	\$8.50

\*For nonrecurring charges associated with Toll Restriction Service, see Section 5.1 of this tariff.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES**

**6.1 DS-1 Service**

**6.1.1 General**

- (A) DS-1 Service is furnished for Private Line IntraLATA Communications by the Company.
- (B) DS-1 Service is a service for the transmission of digital signals only and uses on digital transmission of facilities.
- (C) DS-1 Service provides for the simultaneous two-way transmission of isochronous digital signals at DS1 speeds of 1.544 mbps, where facilities are available.
- (D) To ensure satisfactory operation, the terminal equipment provided by the Customer must be compatible with the DS1/1.544 Mbps channel facility provided by the Company.
- (E) The rates specified for DS-1 Service in Section 6.1.3 following, contemplate the provision of a digital quality facility over existing interoffice carrier equipment and/or exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for DS-1 Service.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations**

**A. Description of Service**

- (1) DS-1 Service is furnished for the simultaneous two-way transmission of serial, Bipolar, Return-to-Zero (BPRS) isochronous digital signals, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format, at a speed of DS1/1.544 Mbps between two points located within a LATA.
- (2) Multipoint service is not available.
- (3) DS-1 Service is available on a month-to-month basis, under variable rate periods, and also subject to an ICB in accordance with Section 6.1.4.
- (4) Connection of DS1/1.544 Mbps communications systems provided by others may be made on a permissive basis; the Company does not represent its Ds-1 Service as adapted for such connections, and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.
- (5) A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) provided by the Customer is required at a Customer's or authorized user's premises to perform such functions as:
  - proper termination of the service
  - amplification
  - signal shaping
  - remote loop-back.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**A. Description of Service (Cont'd)**

6. The design, maintenance and operation of DS-1 Service contemplates communications originating and terminating as (1) a Customer premises to Customer premises channel via the Company's Service Wire Center (SWC) – and/or through remote SWCs; (2) a Customer premises to the Service Wire Center – and/or to remote SWCs – a partial channel (link); or (3) a central office to central office (interoffice) partial channel (link).
7. DS-1 Service may also be furnished on a link (partial channel) basis when connected to Centrex Type Services<sup>1</sup>, another DS-1 Service, Diverse Loop DS-1 Service and/or DS-1/DS-3 Channel Service.
8. All appropriate rates specified in other tariff sections are in addition to the monthly rate per package or signal channel for DS-1 Service specified in this Tariff.

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<sup>1</sup> Connection from DS-1 Service and/or DS-1/DS-3 Channel Service to Centrex Type Services may not be available from all service wire centers.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(B) Definitions**

Channel Service Unit

The term “Channel Service Unit” (CSU) denotes equipment provided by the Customer to terminate a digital facility on the Customer’s or user’s premises.

DS-1

This denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRS) bit stream format except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment.

Digital Local Channel

The term “Digital Local Channel” denotes a path for DS-1 Service furnished from the demarcation point on a Customer’s premises to their Serving Wire Center.

Interoffice Channel

The term “interoffice channel” denotes a path (or paths) for digital transmission between Company Serving Wire Centers within a LATA. An interoffice channel may be furnished in such manner as the Company may elect.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(C) Application of Rates**

- (1) Digital Local Channels furnished between a Serving Wire Center and the Customer's premises will be charged at rates based on the first ½ mile and each additional ½ mile for the airline distance measured between the Customer's premises and their Serving Wire Center.
- (2) Interoffice Channels furnished between Central Offices will be charged at rates based on airline distance between the Central Offices.
- (3) DS-1 Service is available on a month-to-month basis, under variable rate periods, or on conditions specified in Section 6.1.4.
- (4) DS-1 Service rates under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed and/or as of the service order application date, will be applicable until the contract expires. At the expiration date of the Customer's payment period option, the Customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(C) Application of Rates (Cont'd)**

- (5) A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rate provided under the contract.
- (6) Airline distance between the Company central offices shall be developed using the methodology, found in Section 6.1.4 of this Tariff. Fractional mileage shall be rounded up to the next full mile.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(D) Connections**

(1) Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected to DS-1 Service when such connection is made in accordance with the provision specified in 2., 3. and 4., following.

(2) Responsibility of the Company

a. The responsibility of the Company shall be limited to the furnishing and maintenance of DS-1 Service to a network interface on the Customer's premises where provision is made for the connection of local services.

b. The Company shall not be responsible for installation, operation, or maintenance of any terminal equipment or communications systems provided by a Customer. DS-1 Service is not represented as adapted for the use of such equipment or system. Where such equipment or system is connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for DS-1 Service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:

- the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission or

- the reception of signals by such equipment or communications systems, or

- damage to terminal equipment or communications systems provided by a Customer or authorized user due to testing.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(D) Connections (Cont'd)**

**(2) Responsibility of the Company (Cont'd)**

- c. The Company shall not be responsible to the Customer if changes in any of the facilities, operations or procedures of the Company utilized in the provision of DS-1 Service render any facilities or equipment provided by a Customer obsolete, or require modification or alteration of such equipment or system or otherwise affects its use or performance.
- d. The Company undertakes to maintain and repair the facilities which it furnishes. The Customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.



**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(D) Connections (Cont'd)**

**(3) Responsibilities of the Customer**

- a. The Customer is responsible for installing and testing his premises equipment or facilities to insure that when they are connected to DS-1 Service such equipment or facilities are operating properly.
- b. The operating characteristics of the Customer premises equipment or facilities shall be such as to not interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a Customer does not: endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice that the equipment provided by a Customer is causing or likely to cause such hazard or interference, the Customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.
- c. The Customer's responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the Customer will be responsible for all expenses incurred in changes to his premises equipment.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(D) Connections (Cont'd)**

(4) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provider Communications Systems

a. The following provisions will apply:

I. Customer-Provided Terminal Equipment and/or Customer-Provided Communications Systems may be connected at the premises of the Customer to DS-1 Service.

II. The Customer, by use of its own derivation equipment, may create digital bit streams from a DS-1 Service and such equipment may be connected for transmission of such bit streams when connected through a Customer-provided CSU/TE.

III. The undertaking of the Company is to furnish DS-1 Service as ordered and specified by the Customer as specified in d. following.

b. Connections to Other Services Furnished by the Company to the Same Customer

DS-1 Service furnished by the Company may be connected by the Customer to another service or the other services furnished by the Company as specified in D.2 preceding. Connected services are subject to all rules and regulations governing the provisioning of those services.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.1 DS-1 Service (Cont'd)****6.1.2 Regulations (Cont'd)****(D) Connections (Cont'd)****(4) Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems**  
(Cont'd)**c. Connections to other services furnished by the Company to different Customers**

The Customer may connect at the premises of the Customer, another DS-1 Service or other services furnished by the Company to different customers as specified in D.2, preceding. Connected services are subject to all rules and regulations governing provisioning of those services.

**d. Connection of Channel Service Units**

A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) must be provided by the Customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSU/TEs may be connected, moved, and reconnected until June 30, 1987. After this date only registered and previously connected grandfathered CSU/TEs may be connected to Company-provided digital facilities. Registered technical requirements for CSU/TEs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20554.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.1 DS-1 Service (Cont'd)****6.1.2 Regulations (Cont'd)****(E) Features****(1) Clear Channel Capability**

- a. Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits, to meet pulse density requirements outlined in Technical Reference 73525. This will allow a Customer to transport an all zero octet over a DS-1 Service channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the Customer signal at the channel interface to confirm to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference 73525.
- b. CCC is provided on DS-1 Service channels between two Customer designated premises, from a Customer premises to their Serving Wire Center or Node Central Office and/or to a remote Service Wire Center or Node Central Office, and from a Central Office to a Central Office, and is subject to the availability of facilities. This optional feature may be ordered at the same time the DS-1 Service channel is ordered, or it may be ordered as an additional feature of an existing DS-1 Service channel.
- c. When providing CCC via a DS3/44.736 Mbps High Capacity channel, that DS3 channel must be designated, in Company records, as having Clear Channel Capability prior to the provisioning of a DS1/1.544 Mbps High Capacity channel with CCC. Customer must agree to out-of-service periods required to add this feature to an existing DS-1 Service channel to be optioned for B8ZS.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.2 Regulations (Cont'd)**

**(F) Payment Arrangements and Credit Allowance**

- (1) The minimum period for which DS-1 Service is furnished and for which charges are applicable is one month.
- (2) Suspension of service is not allowed.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.3 Rates and Charges**

- (A) A Digital Local Channel is furnished between a Service Wire Center and the Customer's premises. Rates are based on the airline distance between the Serving Wire Center and the Customer's premises.

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
(1) Digital Local Channel, each <sup>1</sup>					
a. First ½ Mile	\$330.00	\$90.20	\$89.10	\$89.10	
b. Each additional ½ Mile, or fraction thereof	----	\$38.50	\$37.40	\$35.20	\$33.00

<sup>1</sup> Contract lengths are flexible to allow Customer chose of payment period.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.3. Rates and Charges (Cont'd)**

(B) Interoffice Channels are furnished between Central Offices. Rates are based on the airline distance between Central Offices.<sup>1, 2</sup>

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
(1) Interoffice Channel, each channel 0-8 miles					
a. Fixed monthly rate.	\$110.00	\$99.00	\$93.50	\$93.50	\$93.50
b. Each airline mile, or fraction thereof	----	\$29.70	\$24.20	\$22.00	\$19.80
(2) Interoffice Channel, each channel 9-25 miles					
a. Fixed monthly rate	\$110.00	\$99.00	\$93.50	\$93.50	\$93.50
b. Each airline mile or fraction thereof	----	\$27.50	\$22.00	\$19.80	\$17.60

<sup>1</sup> Contract lengths are flexible to allow Customer choice of payment period.

<sup>2</sup> Refer to Section 6.1.4 of this Tariff for mileage measurement methodology.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.3 Rates and Charges (Cont'd)**

(B) Cont'd

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
(3) Interoffice Channel, each channel over 25 miles					
a. Fixed monthly rate	\$110.00	\$99.00	\$93.50	\$93.50	\$93.50
b. Each airline mile or fraction thereof <sup>1</sup>	----	\$25.30	\$19.80	\$17.60	\$15.40

(C) Clear Channel Capability is furnished on a per DS-1 Service Channel basis.

	Monthly Rate	Nonrecurring Charge	
		Initial	Subsequent
(10 Per DS-1 Service channel optioned as:			
a. Superframe Format (SF)	----	----	\$660.00
b. Extended Superframe Format (ESF)	----	----	\$660.00

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.3 Rates and Charges (Cont'd)**

**(D) Move Charge**

A move charge, per DS-1 Service channel, applies for each Digital Local Channel moved to a new location in the same building. This move charge is equal to the sum of the Digital Local Channel Nonrecurring Charge, Service Change Charge – Inside Moves, and Premises Visit Charge.

A move charge, per DS-1 Service channel under CSPP, applies for each DS-1 Service moved to a new location in Company territory within the same state. This move charge is equal to the sum of all nonrecurring charges applicable to a new DS-1 Service channel installation at the new location.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.3 Rates and Charges (Cont'd)**

**(E) Service Connection Charges**

- (1) Service Establishment Charges are applicable, for each DS-1 Service channel ordered, for receiving and recording information and/or taking action in connection with a Customer's request, and processing the necessary data. These charges including engineering design, common centralized testing and coordination.
- (2) Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a Customer's inside Move or transfer of service responsibility request, for processing the necessary data on a existing DS-1 Service channel. A Service Change Charge is applicable for each DS-1 Service channel associated with the Customer request (in lieu of a Service Establishment Charge).
- (3) Premises Visit Charge are applicable, per Digital Local Channel, for the termination of a channel at a Customer's premises or for inside moves. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.
- (4) Connection charges are applicable for the connection and testing of Digital Local Channels and/or Interoffice Channels. The charges are those nonrecurring charges contained in A. and B. preceding.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.1 DS-1 Service (Cont'd)****6.1.3 Rates and Charges (Cont'd)****(E) Service Connection Charges (Cont'd)****(5) Charges for DS-1 Service**

	Nonrecurring Charge
a. Service Establishment Charge	
Per DS-1 Service Channel <sup>1</sup> , Each	\$632.50
b. Service Change Charge	
Per DS-1 Service Channel <sup>1</sup>	
I. For Inside Moves, each	\$385.00
II. Per Transfers of Responsibility, each	\$385.00
c. Premises Visit Charge	
Per Digital Local Channel or for an Inside Move <sup>2</sup>	
Per Visit	\$40.70

<sup>1</sup> Refer to Section 6.1.2.A.7 of this Tariff for Description of DS-1 Service channels.

<sup>2</sup> This charge is applicable to additional stations subsequently installed in a building.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.4 Contract Rates – Special Pricing Arrangements (ICB)**

- (A) In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an ICB, taking into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, the length of service commitment by the Customer, and use of facilities by other Customers. Such arrangements shall be considered Special Pricing Arrangements, the terms of which will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulations set forth in this tariff shall be incorporated into, and become part of, said contract, and shall be binding on Carrier and Customers. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis. Company will provide notice to the Commission for all Special Pricing Arrangements, including ICB.
  
- (B) In addition to any rate or charge established by the Carrier, the Customer will also be responsible for any recurring or non-recurring charges imposed by local exchange telephone companies incurred by or on behalf of the Customer in establishing and maintaining service. Such charges may be billed by the Carrier or directly by the local exchange company, at the Carrier's option.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.1 DS-1 Service (Cont'd)**

**6.1.4 Mileage Measurements**

- (A) When station locations of a private line service are located in different wire center serving areas, interoffice channel charges apply. Charges are based on the direct airline mileage distance measured between the serving wire centers. Mileage is determined in accordance with the following:
- (1) Obtain the “V” and “H” coordinates for each wire center as listed in the National Exchange Carrier Association Tariff F.C.C. No. 4.
  - (2) Obtain the difference between the “V” coordinates of the two wire centers. Obtain the difference between the “H” coordinates. (The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
  - (3) Square each difference obtained in 2. preceding.
  - (4) Add the squares of the “V” difference and the “H” difference obtained in 3. preceding.
  - (5) Divided the sum of the squares obtained in 4. preceding by 10.
  - (6) Obtain the square root of the result obtained in 5. preceding. This is the rate distance in miles. (Fractional miles being considered as full miles.)

EXAMPLE: The rate difference is required between City One and City Two.

	<u>V</u>	<u>H</u>
City One	7260	2083
City Two	7364	1865
Difference	104	218
Squared	10,816 +	47,524 = 58,340
	58,340 divided by 10 = 5834	
	Square root of 5834 – 76.38 = 77 Airline Miles	

- (B) For the purpose of applying multipoint charges, the bridging or hubbing locations are determined by that combination of airline distances connecting the service wire center which will produce the lowest interoffice mileage charges. Bridging charges apply when there or more channels connect at the same location.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)****6.2 DS-1/DS-3 Channel Service****6.2.1 General**

- (A) DS-1/DS-2 Channel Service is an intraLATA fiber optic based, digital service which provides channelization capability for the Customer in the Company's central office. DS-1/DS-3 Channel Service is provided in packages based on systems with DS3 (44.736 Mbps) and DS-1 (1.544 Mbps). It will provide local channels and/or interoffice channels for exchange network access. Foreign Exchange, 1.544 Mbps, and 44.736 Mbps data rates.
- (B) Channelization is provided by DS-1/DS-3 Channel Service Option 1 and 2 Systems and D type channel banks which are offered in various system capacities. DS-1/DS-3 Channel Service Option 1 and 2 Systems furnish fiber optic transport from the central office to a Customer's premises featuring digital 1.544 Mbps (DS1) and/or 44.736 Mbps (DS3) channels as appropriate. The Customer may channelize all or part of a DS-1/DS-3 Channel Service package to activate data facilities for interconnection with the exchange network and data facilities for private line channels, as well as other DS-1/DS-3 Channel Services. The Customer may also choose not to channelize all or part of a DS-1/DS-3 Channel Service package allowing direct connection to other DS3 or DS1 services as provided in this Tariff.
- (C) This service is available within a LATA where appropriate digital facilities can be made available as determined by the Company. Service inquires will be necessary to determine availability interval.
- (D) All DS-1/DS-3 Channel Services in a Customer's package must be channelized in a single equipment location on a Customer's premises, i.e., a package cannot be split between premises, or multiple locations within a premises. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices for single channel services.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.1 General (Cont'd)**

- (E) Individual channels within a DS-1/DS-3 Channel Service package may be connected with service offered in other sections of this Tariff and the General Subscriber Service Tariff as appropriate. The regulations, rates and charges in this Tariff are applicable for the DS-1/DS-3 Channel Service component of the Customer's end-to-end service. Single channel service components (non-DS-1/DS-3 Service links) are subject to the regulations, rates and charges in their respective tariff sections.
- (F) The Customer may activate any number or combination of channels within a DS-1/DS-3 Channel Service package within the limitations set forth in Section 6.2.1.G following. Channels may be activated coincident with installation or at any time subsequent to basic system installation. Once activated, a channel is subject to a minimum service period in accordance with the contract period. Features (channels) activated under month-to-month rates will have a minimum service period of one month.
- (G) Additionally, there are some necessary restrictions in total system capacities where certain types of channel services are channelized. The Company will notify the Customer when a system's capacity is affected.
- (H) When the Company provides Customer premises DS-1/DS-3 Channel Service channelization down to a DS1 data rate level it is not necessary for the Customer to provide Channel Service Units (CSU) for associated 1.544 Mbps channels.
- (I) The termination of channelization equipment will be in a single equipment location on a Customer's premises. The Customer must provide suitable floor space, controlled environment, and a source of non-switched 120-volt, 60 HzAC power to support this service. Emergency backup power capability is also available at extra charge on an individual case basis.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.1 General (Cont'd)**

(J) Channelization of DS3 (electrical) data rates on a Customer's premises may also be provided by the Customer. Joint provisioning of channelized services introduces joint responsibilities between the Customer and the Company.

(1) Responsibilities of the Company

- a. The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
- b. The Company will provide the Customer with information regarding the type and the manufacturer of central office (CO) channelization equipment to be used in each application.
- c. The Company will limit its selection of central office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
- d. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- e. The Company will notify the Customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the Customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover if required.
- f. Digital synchronization timing for DS-1/DS-3 Channel Services will be provided by the Company.



**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.1 General (Cont'd)**

(J) Cont'd

(2) Responsibilities of the Customer

- a. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- b. The Customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the central office.
- c. The Customer must provide suitable power for his own equipment. Simplex powering will not be provided by the Company for a Customer's channel service units due to the serving arrangements associated with fiber optic facilities.

(3) Trouble Resolutions

The Company will assist the Customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the Customer's equipment. Dispatches to Customer premises caused by Customer equipment troubles will result in Trouble Location Charges to the Customer.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.1 General (Cont'd)**

- (K) Channelized DS1 service is available only with D4 channel bank equipment or compatible equipment.
- (L) Emerging technology, such as low bit rate voice multiplexing techniques may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges and availability of this equipment will be negotiated with the Customer on an individual case basis.

**6.2.2 Application of Rates**

- (A) Monthly rates and charges as specified in Section 6.2.4 following apply for each DS-1/DS-3 Channel Service according to the number of voice grade equivalent channel services capacity in each package. These rates apply per package regardless of the number of circuit equivalents within each package that are actually activated by the Customer at a point in time.
- (B) Exchange network access is provided for channels within each DS-1/DS-3 Channel Service package at the monthly recurring rates as specified in Section 6.2.4 following and apply for each channel within a package that is activated.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.2 Application of Rates (Cont'd)**

- (C) Rates and Charges specified in other tariff sections for services are in addition to the monthly rate for DS-1/DS-3 Channel Services. Also, the rates and charges for other services that may be interconnected or extended beyond the basic DS-1/DS-3 Channel Service, such as off-premises stations, tie lines, private lines, etc., are in addition to the rates specified in this Tariff for those portions of the channel services necessary to provide end-to end service. Rates for single DS1/1.544 Mbps channels used to extend DS-1/DS-3 Channel Services when used as part of the same communications system, will be as otherwise specified in Section 6 of this Tariff.
- (D) DS-1/DS-3 Channel Service Option 1 or 2 Systems are available under contract only for variable rate periods except as modified below. Contract rate increases are subject to the stipulations of F. following. All elements of a contract will expire at the same time (be coterminous).
  - (1) DS-1/DS-3 Channel Service Option 1 or 2 Systems are available only under contract as specified preceding.
  - (2) Channelized DS1/1.544 Mbps channels and Sub-DS1 Feature Activations are available under contract or on a month-to-month basis as the Customer's option.
  - (3) Individual exchange network access and private line channel services that are connected to DS-1/DS-3 Channel Service are not offered under DS-1/DS-3 Channel Service master contract provisions. They are subject to their standard tariff provisions as appropriate.

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**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.2 Application of Rates (Cont'd)**

- (E) DS-1/DS-3 Channel Service rates under contract will not be increased by Company initiative until the contract period expires. Those monthly rates for DS-1/DS-3 Channel Service Option 1 or 2 System, Channelization Capacity, facility mileage, and Feature Activation in effect at the time the service is installed and/or as of the service order application date, will be applicable until the contract expires. At the expiration date of the Customer's payment period option, the Customer may select a new payment period option at current contract rates or revert to current rates on a month-to-month basis.
- (F) A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rates for the DS-1 or DS-3 Channel Service Option 1 or 2 service System, Channelization Capacity, facility mileage, and Feature Activation which are provided under contract, and are subject to the exemptions of F.1. and 2. following.
  - (1) No Termination Liability Charge will be applicable for the DS-1/DS-3 Channel Service Option 1 or 2 System or Channelization Capacity when the Customer renegotiates a new contract for the same system at the same location(s) for a period of time greater than the time remaining on the existing contract.
  - (2) The Termination Liability Charge basis for Feature Activation (central office specific channel services plug-in equipment) will be 50 percent of the total monthly rate for the activated features (specific channel units) under contract which are being disconnected. All features activated under contract are coterminous with the basic system with which they are associated. Any features subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.
- (G) Transfer of service responsibility between Customers is permitted subject to payment of a Transfer Charge as specified in Section 6.2.4.C.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.3 Digital Architecture and Definitions**

**(A) Digital Architecture**

- (1) DS-1/DS-3 Channel Services differ in provisioning method and numbering format from single channel services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

Many DS-1/DS-3 Channel Service channels will be available on a digital basis at the network interface on a Customer's premises. Both the Company and the Customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each DS0 channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the Customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the Customer.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.3 Digital Architecture and Definitions (Cont'd)**

**(A) Digital Architecture (Cont'd)**

- (2) The following cross-reference is intended as a guide to digital terms which are used in this section.

Transmission Data Rate	Equivalent Quantity of DS1 Ch.	Equivalent Quantity Of DS3 Ch.
1.544 Mbps	1	--
44.736 Mbps	28	1
90.524 Mbps	56	2
135.264 Mbps	84	3
274.176 Mbps	168	6

**(B) Definitions**

Channel Service Unit (CSU)

This denotes network channel terminating equipment provided by the Customer to terminate digital channel facilities on a Customer's or user's premises.

DS-0

This denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 kbps transmission data rate signal

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.3 Digital Architecture and Definitions (Cont'd)**

**(B) Definitions (Cont'd)**

DS-1

This denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment.

DS-3

This denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission data rate, and provides for two-way simultaneous transmission of randomized Non-Return-to-Zero (NRZ) signals with a B3ZS format

DS-1/DS-3 Channel Service Option 1

This service provides extended service capability of DS3 data rates to the Customer, or multiplexed DS1 channels based upon configurations desired. The total capacity to be provided is a single 44.736 Mbps transmission rate. This offering is intended to be a flexible, link connectable transport service for large Customers with the capability of connecting with individual exchange and private line services, DS-1 Service, and/or other DS-1/DS-3 Channel Services.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.3 Digital Architecture and Definitions (Cont'd)**

**(B) Definitions (Cont'd)**

DS-1/DS-3 Channel Service Option 2

This service provides extended service capability of multiples of DS3 data rates to the Customer. Essentially, it provides three times the potential capacity of DS-1/DS-3 Channel Service Option 1. The associated channelization equipment will permit combinations of DS3 and DS1 services in a flexible building block structure. This service will also permit different levels of automatic protection switching capability dependent on Customer desires. This offering is intended to be a very flexible, link connectable transport service for the very large Customer. It has the capability of connecting with individual exchange and private line services, DS-1 Service and/or other DS-1/DS-3 Channel Services.



**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges<sup>1</sup>**

**(A) Basic DS-1/DS-3 Channel Service**

**(1) DS-1/DS-3 Channel Service Option 1 System (One DS3 Capacity)**

- a. Includes photonic common equipment and first one-half mile of local channel fiber optic facilities. Additional specific interface equipment is required in the central office (CO) and Customer premises, as contained in (2) and (3) following. Mileage charges are as contained in B. following. Channelization for individual analog and digital services is contained in C. and D. following.

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
I. DS-1/DS-3 Channel Service Option 1 Basic System <sup>2</sup>					
Per System	\$3,300.00	\$3,080.00	\$2,530.00	\$2,420.00	\$2,310.00

<sup>1</sup> Contract lengths are now flexible to allow Customer choice of payment period.

<sup>2</sup> Month-to-month rates are only available at the end of a contract rate period.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(A) Basic DS-1/DS-3 Channel Service (Cont'd)**

(1) DS-1/DS-3 Channel Service Option 1 System (One DS3 Capacity)  
(Cont'd)

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
II. Electrical Interface Equipment – Central Office					
i. Per DS3 <sup>1</sup>	\$605.00	\$94.60	\$72.60	\$72.60	\$72.60
ii. Per DS1 <sup>2</sup>	\$165.00	\$15.40	\$11.00	\$11.00	\$11.00
iii. DS1 Automatic protection switching <sup>3</sup>	\$55.00	\$39.60	\$35.20	\$35.20	\$35.20

<sup>1</sup> DS3 capability is provided where the Customer does not desire channelization to DS1 or DS0 channel levels. This interface should not be provided where DS1 and DS0 level signals are provided at that system's termination point. However, if a DS3 signal is extended from the DS-1/DS-3 Channel Service Option 1 System serving central office to a remote central office, a DS3/DS1 multiplexer may be ordered at the remote CO by a Customer to derive DS1 channel levels at rates contained in 2. following.

<sup>2</sup> DS1 capability is only available in groups of 4 DS1s. When existing DS1 capacity is exhausted, the Customer must request additional DS1 service in groups of 4 DS1 channels.

<sup>3</sup> This feature may not be available with lines utilizing the Clear Channel Capability line.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(A) Basic DS-1/DS-3 Channel Service (Cont'd)**

(1) DS-1/DS-3 Channel Service Option 1 System (One DS3 Capacity)  
(Cont'd)

a. (cont'd)

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
III. Electrical Interface Equipment – Customer Premises					
i. Per DS3	\$605.00	\$107.80	\$82.50	\$82.50	\$82.50
ii. Per DS1 <sup>1</sup>	\$275.00	\$18.70	\$14.30	\$14.30	\$14.30
iii. DS1 Automatic protection switching <sup>2</sup>	\$55.00	\$44.00	\$39.60	\$39.60	\$39.60

<sup>1</sup> DS1 Capability is only available in groups of 4 DS1s. When existing DS1 capacity is exhausted, the Customer must request additional DS1 service in groups of 4 DS1 channels. Each DS1 can transport 24 DS0 channels.

<sup>2</sup> This feature may not be available with lines utilizing Clear Channel Capability.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(A) Basic DS-1/DS-3 Channel Service (Cont'd)**

**(2) DS-1/DS-3 Service Option 2 System (Three DS3 Capacity)**

- a. Includes photonic common equipment and first one-half air mile of local channel fiber optic facilities. Additional specific interface equipment is required, as contained in (I)(ii) following. Where channelization is desired to provide DS1 and DS0 channels then a DS3/DS1 multiplexer must also be utilized in the central office and/or at a Customer's premises as contained in (II) and (III) following. Mileage charges are as contained in B. following. Channelization for individual analog and digital services is contained in C. and D. following.

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
I. DS-1/DS-3 Channel Service Option 2 Basic System <sup>1</sup>					
i. Per System	\$3300.00	\$4070.00	\$3410.00	\$3300.00	\$3190.00
ii. Per DS3 Electrical Interface <sup>2</sup>	\$1210.00	\$116.00	\$88.00	\$88.00	\$8800
iii. Per DS3 Automatic Protection Switching	\$220.00	\$85.80	\$71.50	\$71.50	\$71.50

<sup>1</sup> Month-to-month rates are only available at the end of a contract rate period.

<sup>2</sup> This includes both CO and Customer premises equipment. Each DS-1/DS-3 Channel Service Option 2 System can support a maximum of three DS3 signals.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(A) Basic DS-1/DS-3 Channel Service (Cont'd)**

(2) DS-1/DS-3 Channel Service Option 2 System (Three DS3 Capacity)  
(Cont'd)

a. (Cont'd)

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
II. DS3/DS1 Multiplexers – Central Office					
i. Per DS3/DS1 Multiplexer <sup>1,2</sup>	\$550.00	\$814.00	\$671.00	\$638.00	\$627.00
ii. Per DS1 Electrical Interface <sup>3</sup>	\$165.00	\$15.40	\$11.00	\$11.00	\$11.00
iii. DS1 Automatic Protection Switching <sup>4</sup> (one per DS3/DS1 multiplexer)	\$55.00	\$39.60	\$35.20	\$35.20	\$35.20

<sup>1</sup> This DS3/DS1 multiplexer is suitable for use separately with interoffice channel links as appropriate.

<sup>2</sup> Each DS3/DS1 multiplexer requires DS1 electrical interface equipment and can accommodate a maximum of 28 DS1 signals. Automatic protection switching of a DS3 electronic signal is included with the multiplexer.

<sup>3</sup> DS1 capability is only available in groups of 4 DS1s. When existing DS1 capacity is exhausted, the Customer must request additional DS1 service in groups of 4 DS1 channels. Each DS1 can transport 24 DS0 channels.

<sup>4</sup> This feature may not be available with lines utilizing the Clear Channel Capability.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(A) Basic DS-1/DS-3 Channel Service (Cont'd)**

(2) DS-1/DS-3 Channel Service Option 2 System (Three DS3 Capacity)  
(Cont'd)

a. (Cont'd)

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
III. DS3/DS1 Multiplexers – Customer Premises					
i. Per DS3/DS1 Multiplexer <sup>1</sup>	\$550.00	\$792.00	\$660.00	\$638.00	\$627.00
ii. Per DS1 Electrical Interface <sup>2</sup>	\$275.00	\$18.70	\$14.30	\$14.30	\$14.30
iii. DS1 Automatic protection switching <sup>3</sup> (one per DS3/DS1 multiplexer)	\$55.00	\$44.00	\$39.60	\$39.60	\$39.60

<sup>1</sup> Each DS3/DS1 multiplexer requires DS1 electrical interface equipment and can accommodate a maximum of 28 DS1 signals. Automatic protection switching of a DS3 electronic signal is included with the multiplexer.

<sup>2</sup> DS1 capability is only available in groups of 4 DS1s. When existing DS1 capacity is exhausted, the Customer must request additional DS1 service in groups of 4 DS1 channels. Each DS1 can transport 24 DS0 channels.

<sup>3</sup> This feature may not be available with lines utilizing the Clear Channel Capability.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**6.2.4 Rates and Charges (Cont'd)**

**(B) Mileage Charges**

	Nonrecurring Charge	Month-to-Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
(1) Local Channels (for DS-1/DS-3 Channel Service Option 1 and 2)					
a. First one-half mile (included in System Charge)	----	-----	-----	-----	-----
b. Each additional one-half mile	----	\$396.00	\$330.00	\$319.00	\$308.00
(2) Interoffice Channels <sup>1</sup> (Automatic protection switching of DS3 data rates is assured in interoffice facilities)					
a. Per DS3, first mile	\$715.00	\$1870.00	\$1595.00	\$1540.00	\$1485.00
b. Per DS3, each additional mile	----	\$385.00	\$330.00	\$308.00	\$286.00

<sup>1</sup> Month-to-month rates are only available at the end of a contract rate period.

**SECTION 6 - SERVICE DESCRIPTIONS AND RATES (Cont'd)**

**6.2 DS-1/DS-3 Channel Service (Cont'd)**

**62.4 Rates and Charges (Cont'd)**

(C) Transfer Charges

	<u>Nonrecurring Charge</u>
(1) <u>Transfer Between Customers</u> Per Transfer	\$321.20

(D) Switching Arrangements, Multipoint/multistation Bridging and Data Conditioning Rates

Rates and charges are those that would be applicable to single channel services.

(E) Route Diversity

Customer rates and charges for physical route diversity will be negotiated on an individual case basis.