

RULES, REGULATIONS, AND SCHEDULE OF RATES AND CHARGES  
APPLYING TO LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

FURNISHED BY  
**UNITED SYSTEMS ACCESS TELECOM, INC.**  
WITHIN THE STATE OF VERMONT

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Issued: April 4, 2003

Effective: June 1, 2003

Issued By: Stephen J. Gilbert, President  
5 Bragdon Lane, Suite 200  
Kennebunk, ME 04043

TITLE SHEET

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by United Systems Access Telecom, Inc. (The Company), with principal offices located at 5 Bragdon Lane, Suite 200, Kennebunk, ME 04043, toll-free telephone (888) 872-9400. This tariff applies for services furnished within the State of Vermont. This tariff is on file with the Vermont Public Service Board and copies may be inspected, during normal business hours, at the VPSB or at the company's principal place of business.

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**PREFACE--NOTICE CONCERNING ALL TERMS AND CONDITIONS and RATES**

The State of Vermont Public Service Board (VPSB) requires that each telecommunications provider's Terms and Conditions comply and not conflict with requirements of Vermont Statutes and VPSB rules and orders, including but not limited to those listed below. Any provision in these Terms and Conditions or rate schedules that conflicts with a Vermont statute, VPSB rules, and VPSB orders is deemed not approved and is not enforceable. In addition, the Company shall comply with VPSB orders in the following dockets, and any Terms and Conditions or rate schedules contained in this tariff that conflict with an order in these dockets is deemed not approved and is not enforceable.

VPSB Rule 3.200 - Establishment of Creditworthiness and Deposits  
 VPSB Rule 3.300 or 3.400 - Provision for Disconnections  
 VPSB Rule 4.700 - Slamming Prohibition  
 Docket 6255 - Establishment of Wholesale Service Quality Standards  
 Docket 6012 - Public Telephone Services  
 Docket 5903 - Concerning Consumer Protection, Retail Service Quality Standards, and Privacy Protections  
 Docket 5713 - Provision of Competitive Telecommunications Services  
 Docket 5670 - Basic-Service Calling Areas  
 Docket 5566 - Concerning the Provision of Alternative Operator Services  
 Docket 5028 - Lifeline and Link up Service Programs and Hearing Impaired Customers

The Company understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule of the VPSB, or the Vermont Statutes, or an order listed above, the rule or statute will govern; and the Company may be subject to action by the Vermont Department of Public Service or an investigation by the VPSB pursuant to 30 V.S.A. " 208 and 209.

In addition, Sections 1 and 2 of this tariff shall prevail over any other portion of this tariff that conflicts with Section 1 or 2.

*The undersigned officer/agent of United Systems Access Telecom, Inc. certifies that the Company has adopted the Department of Public Service's standardized tariff language in this Preface and Sections 1 and 2 of this tariff without modification.*

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Stephen J. Gilbert, President

VPSB Tariff No. 1  
 United Systems Access Telecom, Inc.

Check Sheet  
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CHECK SHEET

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TARIFF FORMAT

1. Page Numbering - Page numbers appear in the upper right-hand corner of the page. Pages are numbered sequentially. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 11 and 12 would be page 11.1.
2. Page Revision Numbers - Revision numbers also appear in the upper right-hand corner of the page. These numbers are used to indicate the most current page version on file with the VPSB. For example, the 4th Revised Page 13 cancels the 3rd Revised Page 13. A revision may be suspended by the VPSB for further review and consideration. Consult the Check Sheet for the pages currently in effect.
3. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level. The following is an example of the numbering sequence used in this tariff.
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4. Check Sheet - When a tariff filing is made with the VPSB, an updated Check Sheet or Sheets accompany the tariff filing. The Check Sheet(s) lists the page(s) contained in the tariff, with a cross reference to the current Revision Number. When new page(s) are added, the Check Sheet(s) are 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 the Check Sheet(s) if these are the only changes made to them (i.e., the format, etc. remains the same, just revised revision levels on some page(s)). The tariff user should refer to the latest Check Sheet(s) to find out if a particular page is the most current on file with the VPSB.

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## SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C - to signify a changed regulation
- D - to signify a discontinue or deleted rate or regulation
- I - to signify a rate increase
- M - to signify tariff information moved to a different page without any change
- N - to signify a new or changed rate or regulation
- R - to signify a rate reduction
- T - to signify a change in text but no change in an existing rate or regulation

## SECTION 1 – DEFINITIONS & ABBREVIATIONS

### 1.1 Definitions

**ACCESS CODE** - Denotes a uniform five or seven digit code assigned by the Company to an individual Customer. The code has the form 10XXX, 10XXXXX, 950-0XXX, or 950-1XXX.

**ACCESS LINE** - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Customer's location to the Carrier's location or switching center.

**ACCESS MINUTES** - Denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage.

**ACCESS TANDEM** - A switching system that provides a traffic concentration and distribution function for originating or terminating traffic between end offices and a Customer's premises.

**AGENCY** - For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**ALTERNATE ROUTING ("AR")** - Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

**ANALOG** - A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

**ANSWER SUPERVISION** - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the Customer's point of termination as an indication that the called party has answered or disconnected.

**APARTMENTS** - A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

**ASCII** - American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**ASYNCHRONOUS** - Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**AUTHORIZATION CODE** - A numerical code, one or more of which may be assigned to a Customer, to enable the Carrier to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

**AUTHORIZED USER** - A person, corporation or other entity that is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

**ATTENDANT** - An operator of a PBX console or telephone switchboard.

**AUTOMATIC LOCATION IDENTIFICATION ("ALI")** - The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")** - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BIT** - The smallest unit of information in the binary system of notation.

**BUILDING** - A structure enclosed within exterior walls or firewalls, built, erected and framed of component structural parts and designed for permanent occupancy.

**CALL** - A Customer attempt for which the complete address code is provided to the service end office.

**CALL ORIGINATION** - The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

**CALL TERMINATION** - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**CARRIER OR COMMON CARRIER** - Any individual, partnership, association, corporation or other entity engaged in intrastate communication for hire by wire or radio between two or more exchanges.

**CENTRAL OFFICE** - A local Company switching system where exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

**CENTRAL OFFICE LINE** - A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**CHANNEL** - A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

**CHANNEL CONVERSION** - The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

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CHANNEL SERVICE UNIT ("CSU") - The equipment located at the customer's premises, which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

COLLEGE - An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMMUNICATIONS SYSTEMS - Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

COMPANY - Refers to United Systems Access Telecom, Inc., unless otherwise clearly indicated from the context.

COMPLETED CALL - A call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.

CUSTOMER - The person, firm, corporation, or other entity, which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE) - Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEDICATED ACCESS - The Customer gains entry to the Company's services by a direct path from the Customer's location to the company's point of presence.

DEFAULT ROUTING ("DR") - When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DEMARCATIION POINT - The physical dividing point between the Company's network and the customer.

DIAL PULSE ("DP") - The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID") - A service attribute that routes incoming calls directly to stations, bypassing a central answer point.

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DIRECT OUTWARD DIAL ("DOD") - A service attribute that allows individual station users to access and dial outside numbers directly.

DIGITAL - A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DUAL TONE MULTI-FREQUENCY ("DTMF") - The pulse type employed by tone dial station sets. (Touch-tone)

EMERGENCY SERVICE NUMBER ("ESN") - A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

E911 SERVICE AREA - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER = A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

END OFFICE SWITCH - A Company switching system where exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

END USER - Any customer of an intrastate telecommunications service that is not a Carrier or Common Carrier, except that a Carrier shall be deemed to be an End User when such Carrier uses a telecommunications service for administrative purposes. A person or entity that offers telecommunications service exclusively as a reseller shall be deemed to be an End User if all resale transmissions offered by such reseller originate on the premises of such reseller when making such service available to others, directly or indirectly.

ENTRY SWITCH - First point of switching.

ERROR - A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

EXCHANGE - A group of lines in a unit generally smaller than a LATA established by the Company for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

EXCHANGE ACCESS LINE - A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE** - The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**FACILITIES** - Denotes any cable, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the service offered under this tariff.

**FINAL ACCOUNT** - A customer whose service has been disconnected who has outstanding charges still owed to the Company.

**FIRST POINT OF SWITCHING** - The first Company location at which switching occurs on the terminating path of a call proceeding from the Customer premises to the terminating end office and, at the same time, the last Company location at which switching occurs on the originating path of a call proceeding from the originating end office to the Customer premises.

**FLAT RATE SERVICE** - The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**GROUND START** - Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

**HANDICAPPED PERSON** - A person, who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

HOSPITAL - An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL - An establishment offering lodging with or without meals to the general public on a day-to-day basis.

INCOMING SERVICE GROUP - Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

INTERCONNECTION - The connection of network, equipment, or facilities of the Telephone Company with the network, equipment, facilities of another TC for the purpose of transmission and routing of telephone exchange service traffic and exchange access traffic.

INTERFACE - That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTEROFFICE MILEAGE - The segment of a line, which extends between the central offices serving the originating and terminating points.

INTERSTATE COMMUNICATIONS - Any communications with that crosses over a state boundary. Interstate Communications includes interstate and international communications.

INTERRUPTION - The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

INTRASTATE COMMUNICATIONS - Any communication, which originates and terminates within the same state and is subject to oversight by a state regulatory commission as provided by the laws of the state involved.

JOINT USER - A person, firm, or corporation, which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

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KILOBIT - One thousand bits.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LINK - The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LEASED CHANNEL - A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

LOCAL CALL - A call, which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA - The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE - Telephone exchange service within a local calling area.

LOOP START - Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

LOOPS - Segments of a line, which extend from the serving central office to the originating and to the terminating point.

MEGABIT - One million bits.

MESSAGE - A Message is a Call as defined above.

MESSAGE RATE SERVICE - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE - The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTI-FREQUENCY ("MF") - An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

MULTILINE HUNT - A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

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NETWORK CONTROL SIGNALING - The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling

NODE - The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

OFF-HOOK - The active condition of Switched Access Service or a telephone exchange line.

ON-HOOK - The idle condition of Switched Access Service or a telephone exchange line.

PBX - A private branch exchange.

POINT OF TERMINATION - The point of demarcation within a customer-designated premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and customer-provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

PORT - A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PREMISES - The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

PRIVATE BRANCH EXCHANGE SERVICE - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

PUBLIC ACCESS LINE SERVICE - Service providing facilities for a customer owned coin operated telephone ("COCOT").

PUBLIC SAFETY ANSWERING POINT ("PSAP") - An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

RATE CENTER - A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD - The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

RESALE OF SERVICE - The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

RESIDENTIAL CUSTOMER - A customer who has telephone service at a dwelling and the service is used primarily for domestic or social purposes. All other customers are non-residential customers.

RESP. ORG. – Responsible Organization or entity identified by an 8XX service Customer that manages and administers records in the 8XX database and management system.

SAME PREMISES - All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

SELECTIVE ROUTING ("SR") - A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

SERVICE - Any telecommunications service(s) provided by the carrier under these schedules.

SERVING CENTRAL OFFICE - The central office from which local service is furnished.

SERVING WIRE CENTER - The wire center from which the Customer-designated premises normally obtains dial tone from the Company.

SHARING - An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

SPECIAL ACCESS CIRCUIT - The physical pathway for transmission of information between a dedicated originating point and a dedicated terminating point.

STATION - Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

SUSPENSION - Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

SWITCHED ACCESS - The Customer gains entry to the Company's services by a transmission line that is switched through the local exchange carrier to reach the Company's point of presence.

SYNCHRONOUS - Transmission in which there is a constant time interval between bits, characters or events.

T-1 SYSTEM - A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

TANDEM - The customer designated location, in the same LATA as the Telephone Company STP, where SS7 signaling information is exchanged between the Telephone Company and the telecommunications carrier. Tandem switches are Class 4 switches, which provide interconnection between other switches in the network.

TELECOMMUNICATIONS SERVICE - Used throughout this tariff to mean the transmission of any interactive two-way electromagnetic communications, including voice, image, data and information. Transmission of electromagnetic communications includes the use of any media such as wires, cables, television cables, microwaves, radio waves, light waves or any combination of those or similar media.

TELEPHONE GRADE LINES - Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE - Discontinuance of both incoming and outgoing service.

TIE LINE - A dedicated line connecting two switchboards or dial systems.

TIME PERIOD - Used throughout this tariff to mean the interval of hours that distinguish day, evening, night, and weekend and holiday rate periods. Day is from 8 a.m. up to but not including 5 p.m. local time Monday through Friday. Evening is from 5 p.m. up to but not including 11 p.m. local time Monday through Friday. Night is from 11 p.m. up to but not including 8 a.m. local time Monday through Friday. Weekend is from 8 a.m. Saturday through the weekend hours up to 11 p.m. on Sunday. The Company charges evening rates, unless a lower rate (night or weekend) applies, on the following holidays: Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

TOLL CALL - Any call extending beyond the local exchange of the originating caller, which is rated on a toll schedule by the Company.

TONE DIAL SIGNALING ("TD") - An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

TRANSMISSION PATH - An electrical path capable of transmitting signals within the range of the service offering. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant used in the telecommunications industry.

TRUNK - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP - A set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

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TWO WAY - A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

UNDERLYING CARRIER - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

USER - A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

VPSB - Used throughout this tariff to mean the Vermont Public Service Board.

WIRE CENTER - A physical location in which one or more central offices, used for the provision of exchange services, are located.

## 1.2 Abbreviations

OTPL	Zero Level Transmission Point
ac	Alternating Current
AC	Access Concentrator
AML	Actual Measured Loss
ANI	Automatic Number Identification
ANSI	American National Standards Institute
AP	Program Audio
AT&T-C	AT&T Communication
BAN	Billing Account Number
BD	Business Day
BHMC	Busy Hour Minutes of Capacity
CAROT	Centralized Automatic Reporting on Trunks
CCITT	International Telephone and Telegraph Consultative Committee
CCSA	Common Channel Signaling Access
CFA	Connecting Facility Assignment
CI	Changes Interface
CIC	Carrier Identification Code
CIP	Carrier Identification Parameter
CO	Central Office
COCTX	Central Office Centrex
CPE	Customer Premises Equipment
CTX	Centrex
DA	Directory Assistance
dB	Decibel
dBrnC	Decibel Reference Noise C- Message Weighting
dBrnC0	Decibel Reference Noise C- Message Weighted 0
dBv	Decibel Relative to 1 Volt (reference)
dBvl	Decibel Relative to 1 Volt (reference)
dc	Direct Current
DCE	Data-Circuit Terminating Equipment
DTN	Data Terminal Number
EDD	Envelope Delay Distortion
ELEPL	Equal Level Echo Path Loss

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EML	Expected Measured Loss
EPL	Echo Path Loss
ERL	Echo Return Loss
ESS	Electronic Switching System
ESSX	Electronic Switching System Exchange
F	Frequency
FID	Field Identifier
FCC	Federal Communications Commission
FX	Foreign Exchange
HC	High Capacity
Hz	Hertz
IC or IXC	Interexchange Carrier
ICB	Individual Case Basis
ICL	Inserted Connection Loss
ILEC	Incumbent Local Exchange Carrier
Kbps	Kilobits per Second
KHz	Kilohertz
LAPD	Link Access Procedure-d
LATA	Local Access and Transport Area
Ma	Milliamperes
Mbps	Megabits
MHz	Megahertz
MMUC	Minimum Monthly Usage Charge
MRC	Monthly Recurring Charges
MTS	Message Telecommunications Service(s)
NANP	North American Numbering Plan
NB	Narrowband
NPA	Numbering Plan Area
NRC	Non-recurring Charge
NRS	Network Reconfiguration Charge
NTS	Non Traffic Sensitive
NXX	Three Digit Central Office Code
ONP	Other Network Providers

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PBX	Private Branch Exchange
PCM	Pulse Code Modulation
PIU	Percentage(s) of Interstate Usage
PLR	Private Line Ring down
POT	Point of Termination
POTS	Plain Old Telephone Service
PSB	Public Service Board
rms	Root Mean Square
RSM	Remote Switching Modules
RSS	Remote Switching Systems
SAC	Service Access Code
SMS	Service Management System
SPOI	Signaling Point of Interconnection
SRL	Singing Return Loss
SS7	Signaling System 7
SSN	Switched Services Network
SWC	Serving Wire Center
TCIC	Trunk Circuit Identification Code
TES	Telephone Exchange Service(s)
TLP	Transmission Level Point
TSPS	Traffic Service Position System
TV	Television
USOC	Uniform Service Order Code
VG	Voice Grade
V&H	Vertical & Horizontal
WA	Wideband Analog
WAL	WATS Access Line
WATS	Wide Are Telecommunications Service(s)
WD	Wideband Digital

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

This tariff contains the rules, regulations and rates applicable to intrastate telecommunications services provided by the Company for telecommunications within the State of Vermont. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the VPSB's rules. In-state toll services provided by the Company are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall provide sufficient information to the Company to fully identify the Customer and the services requested.

2.1.1 The Company may examine the credit record and check the references of all applicants and Customers, prior to accepting the service order, only in accordance with VPSB Rule 3.200, the Fair Credit Reporting Act, and Vermont law. The service application shall not in itself obligate the Company to provide services.

2.1.2 The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer only in accordance with VPSB Rule 4.700 and Vermont law, to allow connection of a Customer's location to a service provided by the Company.

2.1.3 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of the VPSB.

2.2 Use of Services

2.2.1 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

2.2.2 The Company's services are available for use 24 hours per day, seven days per week.

2.2.3 The Company does not transmit messages, but the services may be used for that purpose.

2.2.4 Customers shall not use the service provided under this tariff for any unlawful purpose.

2.2.5 As soon as the Customer becomes aware of such unauthorized use, the Customer is responsible for notifying the Company of any unauthorized use of services.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.3 Liability

2.3.1 The Company's liability for damages arising out of any failure of service shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

2.3.2 The Company is not liable for any act or omission of any entity, other than employees or agents of the Company, furnishing facilities or services connected with or provided in conjunction with the Company's services.

2.4 Interruption of Service

2.4.1 The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.

2.4.2 Upon customer request, the Company will credit a Customer's account for service interruptions which are not due to the Company's testing or adjusting less than two continuous hours, negligence of the Customer, or to the failure of channels or equipment provided by the Customer. Before requesting a credit, the Customer will take reasonable steps to verify that the trouble could not have been prevented by the Customer and is not in the Customer's wiring or equipment. For purposes of computing a credit for services, a month consists of 720 hours. The Company will credit the Customer's account at the rate of 1/720th of the monthly charge for the service affected for each full hour of the interruption.

2.4.3 The following formula shall apply for interruptions lasting more than two continuous hours:

$$\text{Credit} = \frac{A \times B}{720}$$

"A" - outage time in hours (must be a continuous duration of two hours or more.)

"B" - total monthly charges for affected service

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## SECTION 2 - RULES AND REGULATIONS (Cont'd)

### 2.5 Responsibilities of the Customer

- 2.5.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.
- 2.5.2 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.
- 2.5.3 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 2.5.4 If required for the provision of the Company's services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.5.5 The Customer is responsible of ensuring that the customer premise equipment is compatible with the Company's facilities or services.
- 2.5.6 The Customer must pay the Company for replacement or repair of damage to the service or facilities of the Company caused by negligence or willful act of the Customer, by improper use of the services, or by use of service provided by Customer.
- 2.5.7 The Customer must pay for the loss through theft of any Company's service connected at Customer's premises only if the Customer has failed to take reasonable precautions to prevent such theft of service.

### 2.6 Cancellation or Limitation of Services

- 2.6.1 The Company may discontinue furnishing services, or limit the use of service, in accordance with VPSB Rules 3.300 for residential Customers or 3.400 for non-residential Customers.
- 2.6.2 Service may be terminated by the Company by blocking traffic, either in its entirety or only to certain locations or NXX exchanges, or by blocking calls using certain Customer authorization.

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.6.3 The Customer may terminate service at any time upon oral or written notice for the Company's standard month to month service. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually terminates the service.

2.6.4 If a customer accumulates undisputed delinquent 8XX service charges and service is consequently terminated, the toll free numbers are not portable.

2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission on file with the VPSB, and VPSB Rules 3.300 or 3.400.

2.8 Deposits

The Company will not collect deposits at this time. If, in the future, it decides to collect deposits, the Company will do so in accordance with VPSB Rule 3.200. The Company does not charge a deposit for any service or portion of a service billed in advance.

2.9 Taxes & Surcharges

All federal, state and local taxes, imposed on the customer, including the Vermont Universal Service Fund Surcharge, fees, sales taxes, and use taxes, are billed as separate line items and are not included in the rates quoted in this tariff. All federal, state and local taxes, sales taxes, use taxes, assessments, surcharges, or fees imposed on the Company are included in the rates quoted in this tariff.

2.10 Late Charges

Any late payment fees shall be listed with the rates for any service upon which the Company assesses a fee for late payment. No late payment fee shall exceed the reasonable fee as set forth in Section 4 of this tariff, per month of any unpaid, undisputed amount, and shall not commence until 30 days after rendition of bills.

## SECTION 2 - RULES AND REGULATIONS (Cont'd)

### 2.11 Returned Check Charge

Whenever a check or draft presented for payment for service is not accepted by the institution on which it is written, the Company may charge a reasonable fee as set forth in Section 4 of this tariff.

### 2.12 Computation of Charges

2.12.1 When rates for service are based on airline mileage between rate centers of the calling and called stations, the location of Rate Centers is based on mileage calculated using the Vertical and Horizontal (V&H) coordinate system reflected in AT&T's FCC Tariff No. 10.

2.12.2 Timing begins when the called station is answered and two-way communication is possible, as determined by standard industry methods. Timing for each call ends when either party hangs up. The Company will not bill for uncompleted calls. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

### 2.13 Customer Complaints and/or Billing Disputes

2.13.1 Customer disputes shall be handled in accordance with the dispute resolution procedure contained in the July 2, 1999 VPSB Order in Docket No. 5903.

2.13.2 Customer inquiries or complaints regarding service or accounting may be made to the Company in writing, telephone, or any other mutually agreeable means of communication. The Company shall provide an address and toll-free telephone number to the customer for lodging complaints, inquiries or disputes with each bill rendered. The Company shall provide representatives or agents to receive such customer communication who have authority and information to fully resolve customer complaints or disputes.

2.13.3 In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill. The Company shall continue to treat disputed portions of a customer's bill as disputed so long as the consumer continues to pursue a dispute resolution at the Company, the Vermont Department of Public Service, or the VPSB. If the customer has requested resolution of a dispute by the Department, the Company shall consider the dispute active until otherwise notified by the Department or ordered by the VPSB. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.14 Level of Service

A Company shall provide end to end network availability of not less than P.01 (not more than 1% of calls blocked) at all times for all services.

2.15 Vermont Universal Service Fund

All Customers are subject to a Vermont Universal Service Fund surcharge. The surcharge is determined by applying it on most services contained in this tariff. Those services not subject to the surcharge are noted throughout the tariff. The rate of the surcharge shall be equal to the rate set annually by the VPSB.

2.16 Uniform Rate Disclosure

2.16.1 When the Company provides or is required to provide rate information, it shall disclose recurring rates to the customer on bills in the following units:

2.16.1.1 Usage (when the customer is billed by duration of usage), dollars per minute, along with the duration of the billing increment and the duration of any minimum duration per message;

2.16.1.2 Usage (when the customer is billed by the message or a per message surcharge is imposed), dollars per message;

2.16.1.3 Availability of service (when the customer is billed a periodic recurring charge for availability of the service, regardless of the level of usage), dollars per month, along with the billing period.

2.16.1.4 Minimum charge (when the customer is billed a minimum charge when other charges do not exceed a certain threshold), dollars per billing period, along with the length of the billing period.

2.16.1.5 At such times, the Company shall also disclose the length of the interval at which it will bill the customer.

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SECTION 3 - AUTOMATIC NUMBER IDENTIFICATION

### 3.1 REGULATIONS

This option provides the automatic transmission of a seven or ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station.

This Automatic Number Identification (ANI) feature, which is a software function, will be associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a Customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an access tandem and a Customer's premises.

The Company will provide ANI associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

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

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### SECTION 3 - AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

#### 3.1 REGULATIONS (Cont'd)

Issued: April 4, 2003

Effective: June 1, 2003

Issued By: Stephen J. Gilbert, President  
5 Bragdon Lane, Suite 200  
Kennebunk, ME 04043

- f. Violation of any of the foregoing terms and conditions by any ANI recipient other than the Company shall result, after a determination through the Department's complaint process, in suspension of the transmission of ANI by the Company until such time as the Department receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Department determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Department.
- g. Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

#### SECTION 4 - CONNECTION CHARGES

##### 4.1 CONNECTION CHARGE

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Issued: April 4, 2003

Effective: June 1, 2003

Issued By: Stephen J. Gilbert, President  
5 Bragdon Lane, Suite 200  
Kennebunk, ME 04043

#### 4.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

#### 4.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.2.

SECTION 4 - CONNECTION CHARGES (Cont'd)

4.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section I of this Tariff.

See Section 12: Rates and Charges

4.3 ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Add:           The addition of a vertical service to existing equipment and/or service at one location.

Change:Change - including rearrangement or reclassification - of existing service at the same location.

See Section 12: Rates and Charges

SECTION 4 - CONNECTION CHARGES (Cont'd)

4.4 CHARGES ASSOCIATED WITH PREMISES VISIT

Trouble Isolation Charge

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, a separate charge applies in addition to all other charges for the visit.

See Section 12: Rates and Charges

4.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

See Section 12: Rates and Charges

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SECTION 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

a. Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

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 is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

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SECTION 5- SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

b. Call Forwarding (Cont'd)

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

c. Call Waiting/Cancel 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. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

d. Distinctive Ringing

This feature enables a user to determine the destination telephone number of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

e. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group. This feature is not available everywhere.

f. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.3 Rates and Charges

a. Monthly Rates

Rates for this service are located in Section 12, Rates and Charges.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Section 12: Rates and Charges

5.2 CLASS SERVICES

5.2.1 General

The features in this section are made available on an individual basis. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

a. Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

b. Repeat Dialing

The Repeat Dialing feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Repeat Dialing feature also allows customers, having reached a busy number, to dial a code before hanging up. Repeat Dialing feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Repeat Dialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls to 931 Service Numbers
- Calls preceded by an interexchange carrier access code
- Calls made on an International Direct Distance Dialed basis
- Calls to Directory Assistance Service
- Calls to Universal Emergency Service (911)

c. \*69

The \*69 dependent upon the customers serving Central Office, either automatically redials the telephone number of the most recent incoming call or delivers an audible announcement of the telephone number, date and time of the last incoming call and provides the customer with the options of automatically returning the call

If the telephone number is busy, the line of the most recent incoming call is monitored for a maximum of 30 minutes. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be returned: calls from PBX station lines, calls from DID station lines, calls from lines which are equipped with Line Blocking, and calls from lines which have activated Per Call Blocking.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

d. Customer Originated Trace

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

5.2.3 Rates and Charges

a. Monthly Rates

Rates for this service are located in Section 12, Rates and Charges.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Section 12: Rates and Charges

5.3 CENTREX SERVICE FEATURES

RESERVED FOR FUTURE USE

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer. All promotions are subject to tariff approval by the Department.

5.4.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Department. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

5.5.2 Rate Application

- a. A Verification Charge will apply when:
  - 1. The operator verifies that the line is busy with a call in progress, or
  - 2. The operator verifies that the line is available for incoming calls.
- b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

5.5.3 Rates

See Section 12: Rates and Charges

5.6 TRAP CIRCUIT SERVICE

RESERVED FOR FUTURE USE

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Requests for telephone numbers of non-directory listed or non-published service.
- b. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- c. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" is defined by the Federal Register, Volume 35, No. 126.
- d. Requests from a residential main telephone exchange line, which is in the name of an elderly person 65 years of age or older.
- e. Requests originating from exchange lines of the Commonwealth and its political subdivisions.

No more than two numbers can be requested per call to directory assistance. A directory assistance call is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

Directory assistance service for Vermont listings located outside a customer's LATA is available only on a direct dialed basis and may not be alternately billed.

In order to accommodate situations, such as directory inaccessibility, only ten calls per billing period are allowed from each residence exchange line, business main telephone exchanges service line, business PBX trunk line, DCS line, or Student Centrex main station line. The call allowance for Centrex main station lines is ten calls per equivalent number of PBX trunks. The call allowance for resident PBX main station lines is ten calls per billing period.

5.7.3 Rates

See Section 12: Rates and Charges

5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station-to-station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

See Section 12: Rates and Charges

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE

5.9.1 Description

- a. Call Answering/Home Voice Mail is a central office based service that enables customers to receive, send, store and retrieve voice messages over the telephone network. Call Answering/Home Voice Mail is available with all one-party residence and business main telephone exchange service (except PBX trunks and Centrex services) in suitably equipped serving central offices where facilities exist. Customers must use a touch tone telephone or similar dual tone multi-frequency device to access call answering.
  1. Call Answering is available to business customers and Home Voice Mail is available to residence customers. Incoming calls are forwarded to the call answering/home voice mail mailbox when the line is busy and/or when the call is unanswered after the customer requested ring cycle. Callers are requested to leave a message in the mailbox. When there are new messages stored in the mailbox, the customer receives a message-waiting indicator via a stutter dial tone after lifting the telephone receiver. Customers can retrieve their messages at any time using suitable telephone equipment from any location. After listening to the message, customers have the option of erasing or storing the message.
  2. Greeting Length— Up to a maximum of 45 seconds.
  3. Mailbox Capacity— Up to 30 new or saved messages may be stored for up to 30 days for residence customers and up to 40 new or saved messages may be stored for up to 30 days for business customers.
  4. Guest Mailbox allows the customer to partition the mailbox into up to three additional sections, in addition to the host mailbox, each with its own password. This feature is for internal communications and only allows communication between the host and guest mailboxes. Guest Mailbox is available to business customers only. Guest mailbox is a standard feature for business call answering customers and is provided without additional charge.
  5. Message Length— Up to two minutes in length.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE (Cont'd)

5.9.1 Description (Cont'd)

- b. Home Voice Mail–Basic is available to residence customers only. This service provides the same features as home voice mail but with further restricted greeting length, mailbox capacity and message length.
  - 1. Greeting Length— Up to a maximum of 30 seconds.
  - 2. Mailbox Capacity— Up to 7 new or saved messages may be stored for up to 7 days.
  - 3. Message Length— Up to one minute in length.

5.9.2 Optional Features

- a. Call Messaging is only available to residence customers. Customers who subscribe to call messaging may record a new message or forward a message to other mailboxes in their community. A community is defined by the Telephone Company within the voice mail system and may be modified from time to time. This option is available on a per use basis.
- b. Wake–Up Call is only available to residence customers. Wake–up call service rings the customer's home telephone at a time and on a schedule set by the customer, maximum one wake up call per day. Customers may choose the standardized system message or may record a message. If the wake up call is not answered, or the phone is busy, the service retries every three minutes up to five times. If the call is not answered on the fifth attempt and call forwards to voice mail, the wake up message is left in the voice mailbox. This option is available on either a per use or subscription basis.

Multiple Mailbox is available to residence and business customers. Multiple Mailbox allows the customer to partition the mailbox into up to eight additional sections, in addition to the host mailbox, each with its own password, allowing multiple mailbox users to receive incoming calls into their own mailbox. Multiple mailbox is available to residence home voice mail customers at an additional price and to business customers as an alternative to guest mailbox. Standard Features: Number of Messages— 50 total, Message Length— 2 minutes, Storage Period— 30 days, Future Delivery— 5 messages/30 days, Group List— List 3/Add 25.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE (Cont'd)

5.9.3 Application of Rates and Charges

- a. A one-time charge applies when call answering/home voice mail is ordered subsequent to the installation of a network access line. The charge does not apply when call answering/home voice mail is ordered within 90 days from the date of installation of the associated network access line and during the 90 day period when the serving central office is being equipped with facilities to provide call answering/home voice mail.
- b. When a call is forwarded to a call answering mailbox, an additional charge may apply. The charge is determined in accordance with the class of service furnished the call answering/home voice mail customer. Usage charges apply, as appropriate, for calls to retrieve messages and to interact with the call answering/home voice mail menu.

5.10 BLOCKING SERVICE

5.10.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a. Selective Blocking is provided only from Stored Program Control (SPC) central offices and is provided only when sufficient facilities exist. It is not available with services that are otherwise blocked from accessing Group Bridging Service (GBS) lines and Information Delivery Service (IDS) lines. A written request from the customer is needed to change or remove Selective Blocking.
- b. Implementation of these arrangements will be by central offices as requests are received, so that the service will become available within 30 days of the first customer request in any suitably equipped central office.
- c. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

All DID calls must be routed over the same PBX trunk group. Trunk lines arranged for DID must not be arranged in a trunk group with trunk lines not arranged for DID.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.10 BLOCKING SERVICE (Cont'd)

5.10.2 Regulations

- a. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- b. Blocking Service is available where equipment and facilities permit.

5.10.3 Rates and Charges

See Section 12: Rates and Charges

5.11 CUSTOMIZED NUMBER SERVICE

5.11.1 General

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service, which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. The Company reserves and retains the right:
  1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  4. The limitation of liability provisions of this tariff in Section 3.1.1 are applicable to Customized Number Service.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 CUSTOMIZED NUMBER SERVICE (Cont'd)

5.11.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
  1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

5.11.3 Rates

Not Applicable

5.12 CUSTOMER REQUESTED SERVICE SUSPENSION

- a. At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed nine months. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

More than one period of temporary suspension may be permitted in any one calendar year provided at least one months full charge shall be paid for service furnished between periods of temporary suspension. The reduction of rate on the account of temporary suspension applies during a total of not more than nine months during any one calendar year, except that exchange service installed at civil defense control centers for stand-by emergency use may be temporarily suspended for more than nine months at the reduced rate.

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SECTION 5 - SUPPLEMENTAL SERVICES (Cont'd)

The reduction of rate on the account of the temporary suspension of service will not apply during the first month's period of service. During the period of suspension for residential service, a monthly rate equal to the residence dial tone exchange line rate applies per central office line.

Business Service: During the period of suspension, a monthly rate equal to the business dial tone line exchange rate applies per central office line unless otherwise specified. However, if the period of suspension is 15 days or less, the regular monthly rate applies. With Centrex systems, the minimum monthly charge applies during the period of suspension. Except as otherwise specified, all items in excess of the minimum monthly requirements are charged for at 50% of the regular monthly rate.

A reconnection charge applies to both business and residential customers.

- b. The company will assess a lower monthly rate as specified above. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

See Section 12: Rates and Charges

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network, which enables the customer to:

- a. place and receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

6.2 SERVICE DESCRIPTIONS AND RATES

The following Residential Network Switched Service Options are offered:

Residential Flat Rate Service  
Residential Message Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

Three Way Calling	Call Intercept
Call Forward Busy	Call Waiting
Call Forward Don't Answer	Distinctive Ringing
Call Forward Variable	Regular Multiline Hunting (where available)
Call Hold	Speed Dialing
Cancel Call Waiting	

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

The following CLASS features are offered to Residential Network Switched Service Subscribers:

Caller ID  
Repeat Dialing  
\*69  
Customer Originated Trace

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional service features. Message charges apply to Message Rated Service, in addition to other rate elements described above.

6.2.1 Flat Rate Service

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Verizon New England, Inc. tariff PSB VT No. 20.

Each Flat Rate Service line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Flat Rate Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

See Section 12: Rates and Charges

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.2 Message Rate Service

Message Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period. Local calling areas are as specified in Verizon New England, Inc. tariff PSB VT No. 20.

a. Description

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

See Section 12: Rates and Charges

b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 12 of this tariff.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- a. receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 12 apply to all service on a one-time basis unless waived pursuant to this Tariff.

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

Basic Business Line Service

Basic Business Line Service is offered with flat rate or message rate local service, at the option of the customer.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.1 Basic Business Line Service

a. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

b. Flat Rate Basic Business Line Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Verizon New England, Inc. tariff PSB VT No. 20.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 12 of this tariff.

See Section 12: Rates and Charges

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.1 Basic Business Line Service (Cont'd)

c. Message Rate Basic Business Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Verizon New England, Inc. tariff PSB VT No. 20.

2. Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 12 of this tariff.

See Section 12: Rates and Charges

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

8.1.1 Lifeline Telephone Service Includes:

A recurring reduction consisting of specified amount of state and federal assistance shall apply to the monthly rate for one residence exchange service line furnished to an eligible residence exchange service customer. The reduction may be applied to the monthly rate for the following services: one- or two-party unlimited basic exchange service, Low Use and Standard Residence Measured Service.

8.1.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the services:

Transitional Aid to Families with Dependent Children (TAFDC)

Emergency Aid to the Elderly, Disabled and Children (TAFDC)

Food Stamps

Fuel Assistance

Low-income individuals living on tribal lands who establish their income eligibility by certifying participation in one of the following federal assistance programs:

Bureau of Indian Affairs (BIA) General Assistance

Temporary Assistance for Needy Families (TANF) Tribally Administered Block Grant

Head Start Program (under income qualifying eligibility provision only)

National School Lunch Program (free meals program only)

MassHealth (Medicaid)

Supplemental Security Income (SSI)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the State of Vermont relevant government agency so authorized on the customer's card for any of the above benefits.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 LIFELINE TELEPHONE SERVICE (Cont'd)

8.1.2 Eligibility (Cont'd)

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

8.1.3 Enhanced Lifeline:

In addition, to the reduction provided by Lifeline, qualifying low income individuals living on tribal lands are eligible to receive an additional basic monthly service rate reduction such that a minimum basic monthly service rate of one dollar, per month, per primary residential connection will apply.

8.1.4 Charges

For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 9.2, following.

Service connection charges do not apply to change existing service from:

- a. Message Rate Service to Lifeline Service;
- b. Lifeline Service to Message Rate Service.
- c. Flat Rate Service to Lifeline service;
- d. Lifeline Service to Flat Rate Service.

A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to Lifeline customers without charge.

An eligible customer who elects toll blocking shall not be required to provide a service deposit to initiate the Lifeline credit.

The service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the PSB.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan, which provides reduced connection charges for eligible households, for one telephone line per household at the principal place of residence.

In order to qualify for connection assistance, the applicant must meet the following certification criteria:

- a. Applicant must meet agency determined income requirements as specified in section 9.1.2

The reduction in connection charges provided by this program is applicable to the service charges to install a network access line. The reduction is equal to one-half of the service connection charges, not to exceed \$30.00.

In addition, individuals living on tribal lands are eligible to receive an additional reduction of their service connection charges, not to exceed \$70.00, such that the combined reductions do not exceed one-hundred dollars per qualifying low income subscriber.

- a. The combined reduction is intended to cover any standard charges imposed as a condition of initiating service, including both line extension and initial connection charges up to that maximum of \$100.00. This reduction is not applicable to CPE, customer premise wiring (i.e. inside wiring) or other costs incurred on the customer side of the network interface/demarcation point.

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

RESERVED FOR FUTURE USE

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

- a. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New Hampshire, or
- b. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 1, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

Universal Emergency Telephone Number Service (911 Service) is an arrangement of central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

8.6 VERMONT RELAY SERVICE

8.6.1 General

The Company will provide access to a telephone relay center for Vermont Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

8.6.2 Regulations

- a. Only intrastate calls can be completed using the Vermont Relay Service under the terms and conditions of this tariff.
- b. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- c. Calls through the Relay Service may be billed to a third number only if that number is within the State of Vermont. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 VERMONT RELAY SERVICE (Cont'd)

8.6.2 Regulations (Cont'd)

- d. The following calls may not be placed through the Relay Service:
1. calls to informational recordings and group bridging service;
  2. calls to time or weather recorded messages;
  3. station sent paid calls from coin telephones; and
  4. operator-handled conference service and other teleconference calls.

8.6.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

8.7 SPECIAL CREDIT CARD FOR THE BLIND AND DISABLED PERSONS

RESERVED FOR FUTURE USE

8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

RESERVED FOR FUTURE USE

8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM

RESERVED FOR FUTURE USE

SECTION 9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

RESERVED FOR FUTURE USE

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

RESERVED FOR FUTURE USE

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

RESERVED FOR FUTURE USE

SECTION 10-LOCAL CALLING AREAS

United Systems Access Telecom, Inc., will utilize the local calling areas as established by Verizon New England, Inc. for the State of Vermont, as contained in their tariff PSB VT No. 20.

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SECTION 11 - BILLING AND COLLECTION SERVICES

RESERVED FOR FUTURE

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SECTION 12 - RATES AND CHARGES

12.1 GENERAL RULES AND REGULATIONS

12.1.1 Return Check Charge

<b>RETURNED CHECK</b>		
Service Category	Rate Element	Rate
Returned Check or Draft	Per Check or Draft	10.00

12.1.2 Telephone Surcharges

RESERVED FOR FUTURE USE

12.2 CONNECTION CHARGES

12.2.1 Connection Charge

<b>CONNECTION CHARGES</b>		
Service Category	Rate Element	Rate
Service and Equipment Charges	Residence- To install a network access line	28.50
	Business- To install a network access line	49.55

12.2.2 Restoral Charge

<b>RESTORAL CHARGE</b>		
Service Category	Rate Element	Rate
Restoral of Service	Residence- Per Each Account	10.00
	Business- Per Each Account	40.95

SECTION 12 - RATES AND CHARGES (Cont'd)

## 12.2.3 Adds and Changes

<b>ADDS AND CHANGES</b>		
Service Category	Rate Element	Rate
Service and Equipment Charges	Residence- To change to a higher grade of service or to change to business service	31.25
	Business- To change to a higher grade of service or to change to residence service	31.25
	Business- To change to a lower grade of service	9.15
	Residence- To change a telephone number	25.85
	Business- To change a telephone number	32.30
	Residence- To transfer service	8.90
	Business- To transfer service	15.10

## 12.2.4 Charges Associated with Premises Visits/Trouble Isolation Charges

<b>CHARGES ASSOCIATED WITH PREMISES VISITS/TROUBLE ISOLATION CHARGES</b>		
Service Category	Rate Element	Flat Rate
Premises Work	Residence and Business – Per Line – Includes up to 1.5 hours of technician travel time	75.00 per hour

## 12.2.5 Primary Interexchange Carrier Charge (PICC)

<b>PRIMARY INTEREXCHANGE CARRIER CHARGE (PICC)</b>		
Service Category	Rate Element	Rate
PICC Charge	Residence and Business- Per Line	5.00

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SECTION 12 - RATES AND CHARGES (Cont'd)

12.3 SUPPLEMENTAL SERVICES

12.3.1 Custom Calling Service

<b>CUSTOM CALLING SERVICE</b>		
Service Category	Rate Element	Rate
Call Waiting	Residence- Monthly- Each Line Equipped	3.25
	Business- Monthly- Each Line Equipped	6.30
Talking Call Waiting	Residence- Monthly- Each Line Equipped	2.50
Call Forwarding	Residence- Monthly- Each Line Equipped	2.70
	Business- Monthly- Each Line Equipped	6.30
Call Forwarding II	Busy Line- Residence- Monthly- Each Line Equipped	1.45
	Busy Line- Business- Monthly- Each Line Equipped	2.95
	Does Not Answer- Residence- Monthly- Each Line Equipped	1.45
	Does Not Answer- Business- Monthly- Each Line Equipped	2.95
	Busy Line/Does Not Answer- Residence- Monthly- Each Line Equipped	2.15
	Busy Line/Does Not Answer- Business- Monthly- Each Line Equipped	4.30
Three-way Calling	Residence- Monthly- Each Line Equipped	2.70
	Business- Monthly- Each Line Equipped	5.20
Usage Three-way Calling	Usage Three-Way Calling- Residence and Business- Per Activation Charge	.75
	Residence- Monthly Capped Amount applicable to per activation charges for Usage Three-Way Calling	6.00
	Business- Monthly Capped Amount applicable to per activation charges for Usage Three-Way Calling	7.50
Speed Calling- 8 Code	Residence- Monthly- Each Line Equipped	2.70
	Business- Monthly- Each Line Equipped	4.15
Speed Calling- 30 Code	Residence- Monthly- Each Line Equipped	3.75
	Business- Monthly- Each Line Equipped	5.20
Custom Calling Package Discount	Residence Discount Applicable to each service excluding the first one	1.00
	Business Discount Applicable to each service excluding the first one	2.00

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SECTION 12 - RATES AND CHARGES (Cont'd)

12.3.1 Custom Calling Service (Cont'd)

Distinctive Ring	Service Package 1 – One Additional Telephone Number with Distinctive Ring – Residence – Monthly	3.25
	Service Package 1 – One Additional Telephone Number with Distinctive Ring – Business – Monthly	6.45
	Service Package 2 – Two Additional Telephone Numbers with Distinctive Ring – Residence – Monthly	5.40
	Service Package 2 – Two Additional Telephone Numbers with Distinctive Ring – Business – Monthly	10.75
Regular Multiline Hunting	Residence- NRC- Service Charge- Per Group Arranged at the Same Time to Establish or Interrupt a Line Hunting Arrangement	22.60
	Business- NRC- Service Charge- Per Group Arranged at the Same Time to Establish or Interrupt a Line Hunting Arrangement	22.60
	Residence- Service Charge- When Line Hunt is Established at the same time as Access Line	0.00
	Business- NRC- Service Charge- When Line Hunt is Established at the same time as Access Line	0.00

SECTION 12 - RATES AND CHARGES (Cont'd)

12.3.2 Class Service

<b>CLASS SERVICE</b>		
Service Category	Rate Element	Rate
Class Service Features	Anonymous Call Rejection- Monthly- Each Line Equipped	3.00
	*69- Monthly- Each Line Equipped	2.40
	*69- Per Activation Charge	.50
	Call Intercept – Monthly – Each Line Equipped	5.00
	Call Trace – Monthly – Each Line Equipped	1.10
	Call Trace- Per Activation Charge, Each Activation	.75
	Call Trace- Case Preparation Charge	8.65
	Caller ID- Number Only - Monthly- Each Line Equipped	5.35
	Caller ID- With Name- Monthly- Each Line Equipped	6.35
	Call Waiting ID Deluxe – Number Only – Monthly – Per Each Line Equipped	5.35
	Call Waiting ID Deluxe – Monthly – Per Each Line Equipped	6.35
	Call Waiting ID- Monthly- Each Line Equipped	5.35
	Call Waiting ID With Name- Monthly- Each Line Equipped	6.35
	Repeat Dialing- Monthly- Each Line Equipped	2.40
	Repeat Dialing- Per Activation Charge	.50
	Repeat Dialing and *69- Monthly- Each Line Equipped	4.25
	Monthly Capped Amount Applicable to per activation charges for *69 and Repeat Dialing	5.00

12.3.3 Ultra Forward

RESERVED FOR FUTURE USE

SECTION 12 - RATES AND CHARGES (Cont'd)

12.3.4 Centrex Service

RESERVED FOR FUTURE USE

12.3.5 Busy Line Verification and Busy Line Interrupt

<b>BUSY LINE VERIFICATION AND BUSY LINE INTERUPT</b>		
Service Category	Rate Element	Rate
Busy Line Verification	Each Request	2.15
Busy Line Interrupt	With Verification- Each Request	3.25

12.3.6 Trap Circuit

RESERVED FOR FUTURE USE

12.3.7 Directory Assistance Service

<b>DIRECTORY ASSISTANCE SERVICE</b>		
Service Category	Rate Element	Rate
Directory Assistance Service	Directory Dialed Directory Assistance calls for listings within a customer's LATA in excess of the call allowance- Each	.32
	Calls to Directory Assistance via a local or MTS operator, in excess of the call allowance- Each	.46

12.3.8 Directory Listing Service

<b>DIRECTORY LISTING SERVICE</b>		
Service Category	Rate Element	Rate
Additional Listing	Residence Service- Monthly- Each	2.80
	Business Service- Monthly- Each	4.20
Nonpublished Service	Residence and Business- Monthly- Each	4.20
Nondirectory Listed Service	Residence and Business- Monthly- Each	2.35
Changes	To Change a Listing-Business	24.75

12.3.9 Local Operator Service

<b>OPERATOR CALL COMPLETION SERVICE</b>		
Service Category	Rate Element	Rate
Operator Call Completion	Per Each Call Dialed and Completed	.35

SECTION 12 - RATES AND CHARGES (Cont'd)

12.3.10 Voice Messaging Services

<b>CALL ANSWERING/HOME VOICE MAIL</b>		
Service Category	Rate Element	Rate
Residence	Home Voice Mail w/Call Forwarding-Busy Line/Don't Answer or Call Forwarding Does Not Answer – Monthly – Each Line Equipped	5.95
	Home Voice Mail – Monthly – Each Line Equipped	4.00
	Home Voice Mail – Basic with Call Forwarding – Busy Line/Don't Answer or Call Forwarding Don't Answer – Monthly – Each Line Equipped	3.95
	Home Voice Mail – Basic – Monthly – Each Line Equipped	2.95
	Home Voice Mail – Multiple Mailbox with Call Forwarding – Busy Line/Don't Answer or Call Forwarding Don't Answer – Monthly – Each Line Equipped	7.45
	Home Voice Mail – Multiple Mailbox – Monthly – Each Line Equipped	6.45
	Business	Call Answering- Multiple Mailbox with Call Forwarding – Busy Line/Don't Answer or Call Forwarding Don't Answer – Monthly – Each Line Equipped
Call Answering – Multiple Mailbox – Monthly – Each Line Equipped		10.00
Call Answering- Guest Mailbox with Call Forwarding – Busy Line/Don't Answer or Call Forwarding Don't Answer – Monthly – Each Line Equipped		12.00
Call Answering – Guest Mailbox – Monthly – Each Line Equipped		10.00

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SECTION 12 - RATES AND CHARGES (Cont'd)

12.3.11 Customer Requested Suspension of Service

<b>OTHER SERVICE CHARGES</b>		
Service Category	Rate Element	Rate
Temporary Suspension of Service	Residence- Reconnection of Service	10.00
	Business- Reconnection of Service	45.25

12.4 RESIDENTIAL NETWORK SWITCHED SERVICES

12.4.1 Flat Rate Service

RESERVED FOR FUTURE USE

12.4.2 Message Rate Service

<b>BASIC EXCHANGE SERVICES</b>		
Service Category	Rate Element	Rate
Low Use	Dial Tone Line – All rate groups – Per line	13.15
	Monthly Cap – All rate groups – per line	39.40
Standard	Dial Tone Line – All rate groups – Per line	18.35
	Monthly Cap – All rate groups – per line	39.40
	Monthly Local Usage Allowance – All rate groups – Per line	8.00
Local Usage	Peak Periods – per minute of fraction thereof	.022
	Off-Peak Periods – per minute or fraction thereof	.005

SECTION 12 - RATES AND CHARGES (Cont'd)

12.5 BUSINESS NETWORK SWITCHED SERVICES

12.5.1 Basic Business Line Service- Flat Rate Service

RESERVED FOR FUTURE USE

12.5.2 Basic Business Line Service- Message Rate Service

<b>BASIC EXCHANGE SERVICES</b>		
Service Category	Rate Element	Rate
Low Use	Business - Dial Tone Line – All rate groups – Per line	32.00
	Business - Monthly Cap – All rate groups – per line	75.27
Standard	Business - Dial Tone Line – All rate groups – Per line	41.05
	Business - Monthly Cap – All rate groups – per line	75.27
	Business– Monthly Local Usage Allowance – All rate groups – Per line	13.00
Local Usage	Peak Periods – per minute of fraction thereof	.022
	Off-Peak Periods – per minute or fraction thereof	.005

12.6 SPECIAL SERVICES AND PROGRAMS

12.6.1 Lifeline

<b>CUSTOMER ASSISTANCE PROGRAMS</b>		
Service Category	Rate Element	Rate
Lifeline	Recurring Reduction Consisting of \$6.00 of State Support and \$3.50 of Additional Federal Support	9.50
Enhanced Lifeline	Additional Reduction Applied to the Monthly Service Rate- Per Month- Per Primary Residential Connection- Note: the enhanced Lifeline reduction is that amount combined with the lifeline reduction so as to arrive at a basic monthly service rate of \$1.00	SEE NOTE

SECTION 12 - RATES AND CHARGES (Cont'd)

12.6.2 Link-up America

12.6.3 Discounted Service for Hearing or Speech-Impaired Customers

See Section 12.3.2: Message Telecommunications Service for the Disabled Above

12.7 SPECIAL ARRANGEMENTS

RESERVED FOR FUTURE USE

12.8 BILLING AND COLLECTION SERVICES

RESERVED FOR FUTURE USE

12.9 OTHER SERVICE CHARGES

12.9.1 Touch-Tone Calling Service

<b>TOUCH TONE CALLING SERVICE</b>		
Service Category	Rate Element	Rate
Main Telephone Exchange Service	Residence and Student Centrex at Education Institutions- Monthly- Per Line Arranged	0.00
Centrex Service	Type I, II and Custom- Monthly- Per Centrex Main Line Arranged	0.00