

Effective: January 29, 2018

**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

*This Connecticut Local and Interexchange Customer Service Guide,  
issued by Spectrotel, Inc., replaces in its entirety D.P.U.C. Tariff No. 1*

**TITLE PAGE**

**CONNECTICUT  
LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE  
OF  
Spectrotel, Inc.**

This customer service guide contains the descriptions, regulations, and rates applicable to the provision of local exchange and interexchange telecommunications services to business Customers provided by Spectrotel, Inc. with principal offices at 3535 State Highway 66, Suite 7, Neptune, NJ 07753 for services furnished within the State of Connecticut. Copies may be inspected, during normal business hours, at the Company's principal place of business.

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**CHECK SHEET**

Pages of this customer service guide, as indicated below, are effective as of the date shown at the top of the respective pages. Original and revised pages, as named below, comprise all changes from the original customer service guide and are currently in effect as of the date on the top of this page.

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**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this customer service guide for the purpose indicated below:

- (C)** - To signify changed regulation.
  - (D)** - To signify discontinued rate or regulation.
  - (I)** - To signify increased rate.
  - (M)** - To signify a move in the location of text.
  - (N)** - To signify new rate or regulation.
  - (R)** - To signify reduced rate.
  - (S)** - To signify reissued matter.
  - (T)** - To signify a change in text but no change in rate or regulation.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**APPLICATION OF CUSTOMER SERVICE GUIDE**

This customer service guide sets forth the service offerings, rates, terms and conditions applicable to the provision of competitive local and interexchange telecommunications services by Spectrotel, Inc. for the use of Customers in transmitting messages within the State of Connecticut, subject to the jurisdiction of the Connecticut Department of Public Utility Control ("Department"). Services include, but are not limited to resold and facilities-based voice services within the State of Connecticut. The services of Spectrotel are furnished subject to the availability of facilities and subject to the terms and conditions of this Customer Service Guide.

The rates and regulations contained in this Customer Service Guide apply only to the services furnished by Spectrotel and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.

This customer service guide is available for review at the main office of Spectrotel, Inc. at 3535 State Highway 66, Suite 7, Neptune, NJ 07753

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **CUSTOMER SERVICE GUIDE FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the customer service guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number is not always the customer service guide page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a customer service guide filing is made with the Department, an updated Check Sheet accompanies the customer service guide filing. The Check Sheet lists the pages contained in the customer service guide, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The customer service guide user should refer to the latest Check Sheet to find out if a particular page is the most current.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 1 - DEFINITIONS**

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

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

**Authorized User** - A person, firm or corporation authorized by the Customer to be an end-user of the service of the Customer.

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

**Common Carrier** - An authorized company or entity providing telecommunications services to the public

**Company** - Whenever used in this customer service guide, "Company" refers to Spectrotel, Inc., unless otherwise specified or clearly indicated by the context.

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

**Customer Premises** - A location designated by the Customer for the purposes of connecting to the Company's services.

**Customer Terminal Equipment** - Terminal equipment provided by the Customer.

**Department** - Connecticut Department of Public Utility Control

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

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 1 - DEFINITIONS (CONT'D.)**

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this customer service guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide (ALERG@), issued by Telcordia.

**Equal Access** - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company network. Presubscribed Customers may also route interexchange calls to the Company network by dialing an access code supplied by the Company.

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

**Individual Case Basis (ICB)** B A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

**IXC or Interexchange Carrier**- A long distance telecommunications services provider.

**Interruption** - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this Customer Service Guide by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this Customer Service Guide, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this Customer Service Guide or by applicable law.

**Joint User** - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 1 - DEFINITIONS (CONT'D.)**

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

**LEC** - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

**Local Calling** - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**MOU** - Minutes of Use.

**Non-Recurring Charge (ANRC@)** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**PIN** - Personal Identification Number. See Authorization Code.

**Point of Presence (APOP@)** - Point of Presence

**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.

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

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 1 - DEFINITIONS (CONT'D.)**

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

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

**Service Order** - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this customer service guide.

**Services** - The Company telecommunications services offered on the Company network.

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

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

**Spectrotel** - Spectrotel, Inc., issuer of this customer service guide.

**Station** - The network control signaling unit and any other equipment provided at the Customer premises which enables the Customer to establish communications connections and to effect communications through such connections.

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 1 - DEFINITIONS (CONT'D.)**

**Subscriber** - The person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

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

**Terminal Equipment** - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

**Usage Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User (or End User)** - Any person or entity that obtains the Company's services provided under this customer service guide, regardless of whether such person or entity is so authorized by the Customer.

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS**

#### **2.1 Undertaking of the Company**

##### **2.1.1 Scope**

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

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

Failure by the Company to assert its rights pursuant to one provision of this Customer Service Guide does not preclude the Company from asserting its rights under other provisions.

##### **2.1.2 Shortage of Equipment or Facilities**

- A.** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
  - B.** The furnishing of service under this customer service guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

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

##### **2.1.3 Terms and Conditions**

- A. Minimum Period** - Service is provided on a term basis only. The minimum term period is 30 days unless otherwise specified in this customer service guide or mutually agreed upon by contract.
  - B.** The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this customer service guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
  - C.** Except as otherwise stated in this customer service guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this customer service guide prior to termination. The rights and obligations that by their nature extend beyond the termination of the term of the service order shall survive such termination.
  - D.** In any action between the parties to enforce any provision of this customer service guide, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
  - E.** Service may be terminated upon written notice to the Customer if:
    - 1. the Customer is using the service in violation of this customer service guide;  
or
    - 2. the Customer is using the service in violation of the law.
  - F.** This customer service guide shall be interpreted and governed by the laws of the State of Connecticut regardless of its choice of laws provision.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.1.3 Terms and Conditions (Cont'd.)**

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

**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.1.4 Liability of the Company**

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
  - B.** The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.
  - C.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
  - D.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

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

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

- E.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  2. Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  3. Any unlawful or unauthorized use of Company facilities and services;
  4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  5. Breach in the privacy or security of communications transmitted over Company facilities;
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

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

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

**E. (Cont'd.)**

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in paragraph A. of this Subsection 2.1.4.
  7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.
  8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
  9. Any non-completion of calls due to network busy conditions;
  10. Any calls not actually attempted to be completed during any period that service is unavailable;
  11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

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

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

- F.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
  - G.** THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
  - H.** Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
  - I.** Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listing obtainable from the directory assistance operator shall be at the monthly customer service guide rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly customer service guide rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

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

**J. With respect to Emergency Number 911 Service:**

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
  2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

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

**J. With respect to Emergency Number 911 Service (Cont'd.)**

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

**2.1.5 Notification of Service-Affecting Activities**

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

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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this customer service guide. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
  - B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
  - C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
  - D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
  - E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.1.6 Provision of Equipment and Facilities (Cont'd.)**

- F.** The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this customer service guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this customer service guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  2. the reception of signals by Customer-provided equipment.

**2.1.7 Non-routine Installation**

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

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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.1.8 Special Construction**

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

- A.** where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B.** of a type other than that which the Company would normally utilize in the furnishing of its services;
- C.** over a route other than that which the Company would normally utilize in the furnishing of its services;
- D.** in a quantity greater than that which the Company would normally construct;
- E.** on an expedited basis;
- F.** on a temporary basis until permanent facilities are available;
- G.** involving abnormal costs; or
- H.** in advance of its normal construction.

**2.1.9 Ownership of Facilities**

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

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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
  - 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Department regulations, policies, orders, and decisions.
  - 2.2.3** The Company may block any signals being transmitted over its Network by Customers that cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
  - 2.2.4** A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this customer service guide will apply.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

#### **2.3 Obligations of the Customer**

##### **2.3.1 General**

The Customer is responsible for making proper application for service; placing any necessary order, complying with customer service guide regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A.** the payment of all applicable charges pursuant to this customer service guide;
  - B.** reimbursing the company for damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
  - C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
  - D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C.) Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

**2.3 Responsibilities of the Customer (Cont'd.)**

**2.3.1 General (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work;
  - F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
  - G.** not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
  - H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

**2.3 Responsibilities of the Customer (Cont'd.)**

**2.3.2 Liability of the Customer**

- A.** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
  - B.** To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
  - C.** The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

#### **2.4 Customer Equipment and Channels**

##### **2.4.1 General**

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

##### **2.4.2 Station Equipment**

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

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

**2.4.3 Interconnection of Facilities**

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

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

**2.4.4 Inspections**

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

**SECTION 2 - REGULATIONS (CONT'D.)**

**2.5 Payment Arrangements**

**2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

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

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

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

##### **2.5.1 Payment for Service (Cont'd.)**

Service will be billed directly by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.5.6 of this customer service guide.

The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract, and (2) imposes a penalty for early cancellation by the customer, then the customer shall be notified 60 days in advance of the customer's current contract expiration date.

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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.5.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other Authorized Users for services and facilities furnished to the Customer by the Company.

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

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

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

- D.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this customer service guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
  - E.** If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%. Late payment charges may only be applied once to a past due balance.
  - F.** The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
  - G.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.5.3 Disputed Bills**

- A.** In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
  - B.** Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Department of Public Utility Control, Consumer Assistance, 10 Franklin Square, New Britain, Connecticut 06051. The D.P.U.C. may also be reached toll-free within Connecticut at (800) 382-4586 or (860) 827-2622 from out of state.
  - C.** If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.5.4 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility and additional (1) month advance payment for each subsequent month. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The initial advance payment will be credited to the Customer's initial bill. Subsequent advance payments will be credited on the appropriate monthly bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

**2.5.5 Deposits**

The Company does not collect Customer deposits.

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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.5.6 Cancellation of Application for Service**

- A.** Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below. Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.
  - B.** Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies:
    - The total costs of installing and removing such facilities; or
    - The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this customer service guide plus the full amount of any applicable installation and termination charges.
  - C.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
  - D.** Special charges described in 2.5.6 A. through 2.5.6 C. will be calculated and applied on a case-by-case basis.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.5.7 Changes in Service Requested**

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

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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.6 Discontinuance of Service**

Without incurring liability, Spectrotel may refuse or discontinue service for the following reasons provided that, unless otherwise stated, Customers may be given five (5) days written notice by first class mail, with a final notice by Certified Mail five (5) days prior to discontinuance.

- 2.6.1** For noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
  - 2.6.2** For noncompliance with or violation of Department regulation or Spectrotel rules and regulations.
  - 2.6.3** Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
  - 2.6.4** For failure of the Customer to make proper application for service or for use of telephone service for any other property or purpose than that described in the application.
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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.6 Discontinuance of Service (Cont'd.)**

- 2.6.5** Without notice in the event of tampering with the equipment or services owned by Spectrotel or its agents.
  - 2.6.6** Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect Company equipment or Company service to others.
  - 2.6.7** For neglect or refusal to provide reasonable access to Spectrotel or its agents for the purpose of inspection and maintenance of equipment owned by Spectrotel or its agents.
  - 2.6.8** For non-payment of any amount past due to the Company by the Customer.
  - 2.6.9** Without notice for unauthorized or unlawful use of Authorization Codes. Authorization Codes are issued only by the Company to the Customer and may not be sold or otherwise distributed without the written consent of the Company.
  - 2.6.10** Without notice in the event of any other unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, Spectrotel may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
  - 2.6.11** For Customer's breach of contract for service between the Company and the Customer.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

#### **2.7 Allowances for Interruptions in Service**

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company.

Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this customer service guide by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.7.1 for the part of the service that the interruption affects.

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls, either incoming or outgoing or both, due to equipment malfunction or human errors.

##### **2.7.1 General**

- A.** A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this rate sheet.
  - B.** An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
  - C.** If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
  - D.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- A.** Due to the negligence of or noncompliance with the provisions of this rate sheet by any person or entity other than the Company, including but not limited to the Customer;
  - B.** Due to the failure of power, equipment, systems, connections or services not provided by the Company;
  - C.** Due to circumstances or causes beyond the reasonable control of the Company;
  - D.** During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
  - E.** Due to electric power failure where, by the provisions of this customer service guide, the subscriber is responsible for providing electric power;
  - F.** A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilizes another service provider;
  - G.** During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
  - H.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
  - I.** That was not reported to the Company within thirty (30) days of the date that service was affected.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.7.3 Use of Another Means of Communications**

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

**2.7.4 Application of Credits for Interruptions in Service**

- A.** Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
  - B.** For calculating credit allowances, every month is considered to have thirty (30) days.
  - C.** A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.
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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.7.4 Application of Credits for Interruptions in Service (Cont'd.)**

**D. Interruptions of 24 Hours or Less**

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

**E. Interruptions Over 24 Hours and Less Than 72 Hours**

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

**F. Interruptions Over 72 Hours**

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

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**SECTION 2 - REGULATIONS (CONT'D.)**

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

**2.7.5 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

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

**2.8.1 Joint Use Arrangements**

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

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 2 - REGULATIONS (CONT'D.)**

#### **2.9 Cancellation by Customer**

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

#### **2.10 Cancellation of Service/Termination Liability**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

##### **2.10.1 Termination Liability**

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

- A.** all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
  - B.** any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
  - C.** 90% of the Monthly Recurring Charge for the service under the term agreement, multiplied by the number of lines, multiplied by the months remaining in the term agreement.
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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.11 Transfers and Assignments**

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

- 2.11.1** to any subsidiary, parent company or affiliate of the Company; or
  - 2.11.2** pursuant to any sale or transfer of substantially all the assets of the Company; or
  - 2.11.3** pursuant to any financing, merger or reorganization of the Company.
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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.12 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this customer service guide.

**2.12.1 Customer Liability for Fraud and Unauthorized Use of the Network**

- A.** The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, provided that the unauthorized use occurs before the Company has been notified.
  - B.** A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.
  - C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card occurred or may occur as a result of loss, and/or theft.
  - D.** The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.
  - E.** The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company was affected.
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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.13 Notices and Communications**

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

**2.14 Taxes, Fees and Surcharges**

The Company reserves the right to bill any and all applicable taxes, fees and surcharges in addition to normal rates and charges for services provided to the Customer. Taxes and fees include, but are not limited to, Federal Excise Tax, State Sales Tax and Municipal Tax. Unless otherwise specified in this customer service guide, such taxes, fees and surcharges are in addition to rates as quoted in this customer service guide and will be itemized separately on Customer invoices.

**2.14.1 Connecticut Service Fund**

The Connecticut Service Fund Surcharge is a monthly rate that recovers the Company's costs of the Lifeline and Telecommunications Relay Service (TRS) program. This rate applies on a monthly basis to the following exchange services:

Basic Exchange Service

Monthly Rate: \$ 0.05 per line or trunk

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**SECTION 2 - REGULATIONS (CONT'D.)**

**2.15 Miscellaneous Provisions**

**2.15.1 Telephone Number Changes**

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

**2.15.2 Maintenance and Operations Records**

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Department rules shall be kept on file in the office of the Company as required under Department rules.

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 3 - SERVICE AREAS**

**3.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in the exchanges and local calling areas currently served by the following Incumbent LECs:

Southern New England Telephone  
Verizon New England

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 4 - SERVICE CHARGES AND SURCHARGES**

#### **4.1 Service Order and Change Charges**

##### **4.1.1 General**

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

New Installation Charge - applies to requests for initial connection or establishment of telephone service to the Company. This charge applies to each line installed.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company which cannot be handled remotely. This charge also applies when the Customer fails to meet the Company agent or employees for the prearrangement appointment as requested.

Secondary Service Order Charge - applies to work associated with Customer-requested changes to existing services, including adding or deleting line features. One Service Order Change Charge applies for each change order requested by the Customer. If multiple changes are requested by the Customer and occur on the same order, only one charge applies.

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.1 Service Order and Change Charges, (Cont'd)**

**4.1.2 Rates**

**A. Southern New England Telephone**

	<b>Business</b>
New or Move Service, Order Charge, Per Order	\$15.00
New Installation Charge, per Line:	\$30.00
Change Charge, per Order:	\$15.00

**B. Verizon New England Area**

	<b>Business</b>
New or Move Service, Order Charge, Per Order	\$50.40
New Installation Charge, per Line:	\$39.95
Change Charge, per Order:	\$20.95

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.2 Premises Visit Charge**

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

Rate Per Hour	\$35.00
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**4.3 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 Customer Service Guide.

Restoration, per account:	<b>Business</b> \$40.00
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**4.4 Service Disconnect Fee**

A Service Disconnect Fee applies when the Company or the Customer disconnects service. This Service Disconnect Fee applies to all services.

Per Order Charge	<b>Business</b> \$ 7.50
Per Line Charge	\$17.00

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.5 Carrier Presubscription**

**4.5.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier that the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.5 Carrier Presubscription (Cont'd.)**

**4.5.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

**Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

**Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

**Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

**Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

**Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

**Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

#### **4.5 Carrier Presubscription (Cont'd.)**

##### **4.5.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 4.5.5 below:

##### **4.5.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 4.5.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.5 Carrier Presubscription (Cont'd.)**

**4.5.5 Presubscription Charges**

**A. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 4.5.4 above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**B. Nonrecurring Charges**

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$10.00
Additional Line, Trunk or Port	\$10.00

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 4 - SERVICE CHARGES AND SURCHARGES (CONT'D)**

**4.6 Public Telephone Surcharge**

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

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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

Rate Per Call: \$0.47

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 5 – BASIC SERVICES AND RATES**

#### **5.1 General**

Local exchange service is offered to business on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

##### **5.1.1 Application of Business and Residential Rates**

- A.** The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
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**SECTION 5 – BASIC SERVICES AND RATES (CONT'D.)**

**5.1 General (Cont'd.)**

**5.1.1 Application of Business Rates (Cont'd.)**

**B.** Business rates apply at the following locations, among others:

1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
  2. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
  3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
  4. In any residence location where there is substantial business use of the service and the customer has no service at business rates.
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**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.1 General (Cont'd.)**

**5.1.2 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- A.** Governmental fire fighting, Connecticut State Police, local police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
  - B.** An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.
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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.2 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.2.1** Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
  - 5.2.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
  - 5.2.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
  - 5.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
  - 5.2.5** All times refer to local time.
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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

#### **5.3 Basic Local Exchange Service**

##### **5.3.1 General**

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's Local Calling Services and other Services as set forth in this customer service guide;
- c) access interexchange calling services of the Company and of other carriers;
- d) access (at no additional charge) to the Company's operators and business office for service related assistance;
- e) access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- f) access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Residence and Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the customer service guided use offering selected by the Customer.

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

#### **5.3 Basic Local Exchange Service (Cont'd.)**

##### **5.3.2 Business Local Exchange Service**

###### **A. Business Advantage Local Exchange Service**

Advantage Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Advantage Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

There are 3 service options:

###### **1. Advantage Measured Service**

Advantage Measured Service provides business customers with measured local, toll, and Long Distance calling. Long distance and intraLATA toll usage will be billed at per-minute rates, as found in Section 8 of this customer service guide.

###### **2. Advantage Unlimited Service**

Advantage Unlimited Service provides business customers with unlimited local calling only. Long distance and intraLATA toll usage will be billed at per-minute rates, as found in Section 8 of this customer service guide.

###### **3. Advantage Unlimited Plus**

Advantage Unlimited Plus Service provides business customers with unlimited local calling and unlimited intraLATA toll calling. Usage in excess of 5000 minutes per month will be charged \$0.0590 per minute. Long distance usage will be billed at per-minute rates, as found in Section 8 of this customer service guide.

No other measured or message charges apply to calls placed or received from Advantage service lines.

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**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.3 Basic Local Exchange Service (Cont'd.)**

**5.3.2 Business Local Exchange Service (Cont'd.)**

**A. Business Advantage Local Exchange Service**

**Pricing**

RATE GROUP	SERVICE TYPE		
	Advantage Measured	Advantage Unlimited	Advantage Unlimited Plus
All Rate Groups	\$16.95	\$33.60	\$39.44
Local Usage			
Initial MOU	\$0.039	Included	Included
Additional MOU	\$0.029	Included	Included
IntraLATA Toll Usage			
Initial MOU	See Section 8.1.1	See Section 8.1.1	Included
Additional MOU	See Section 8.1.1	See Section 8.1.1	Included
IntraState (InterLATA) LD			
Per MOU	See Section 8.1.2	See Section 8.1.2	See Section 8.1.2

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**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.3 Basic Local Exchange Service (Cont'd.)**

**5.3.2 Business Local Exchange Service (Cont'd.)**

**B. Measured Business Line**

Measured Business Line is available in the Southern New England Telephone service territory only. Local calls are billed on a per minute of use basis. Touch Tone is included.

Monthly Recurring Charge	\$33.95
Measured Usage	
Local, First Minute	\$0.018
Local, Additional Minute	\$0.018

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.3 Basic Local Exchange Service (Cont'd.)**

**5.4 Business Advantage PBX Trunk Service**

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group.

PBX Trunks are available as Inward, Outward or Two-Way combination trunks where services and facilities permit. PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges.

Recurring charges for PBX Trunk Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Usage Sensitive Charges and Allowances for Business Advantage PBX Trunk Service are specified below. Service Charges and Surcharges for Business Advantage PBX Trunk Service are listed in Section 4 of this customer service guide under business rates. Long distance usage will be billed at per-minute rates, as found in Section 8 of this customer service guide.

RATE GROUP	Advantage Measured Trunk
All Rate Groups	\$16.95
Local Usage	
Initial MOU	\$0.039
Additional MOU	\$0.029
IntraLATA Toll Usage	
Initial MOU	See Section 8.1.1
Additional MOU	See Section 8.1.1
IntraState (InterLATA) LD	
Per MOU	See Section 8.1.2

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**LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

**SECTION 5 – BASIC SERVICES AND RATES (CONT'D)**

**5.3 Basic Local Exchange Service (Cont'd.)**

**5.5 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following maximum charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and nonrecurring charges for PBX Trunks as shown in this customer service guide. The Customer will be charged for the number of DID Number Blocks (100 numbers per block) regardless of the number of DID numbers utilized out of the available 100 numbers.

	<b>Installation Charge</b>	<b>Monthly Recurring</b>
Establish Trunk Group and Provide Each Block of 100 DID Numbers	\$ 6.10	\$ 34.95
DID Service		
Each Trunk – First 10	\$39.9	\$84.95
Each Trunk – Over 10	\$39.95	\$41.95

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 6 – CENTREX SERVICES AND RATES**

#### **6.1 General**

Centrex Service is a central office-based PBX service offered to business Customers. Standard pricing plans are offered to Customers with two (2) or more station lines. Centrex configurations and/or features not contained in this Section are offered on an individual case basis, subject to the availability of equipment and facilities necessary to provision the service on a continuing and economically feasible basis. The minimum term commitment for Centrex Service is one (1) month.

#### **6.2 Regulations**

##### **6.2.1 Service Requirements**

- A.** Basic Centrex Service is available to Customers served from a compatible central office where adequate facilities are available. A system must have a minimum of two (2) service lines.
- B.** The Customer is responsible for notifying the Company thirty (30) calendar days prior to the termination of service.
- C.** One free Directory Listing is provided with each Centrex Service system. Additional listings are available at rates specified under Directory Listing Services elsewhere in this customer service guide.

##### **6.2.2 Centrex Basic Lines**

- A.** Basic Lines provide intercommunication on a two-digit basis (activated by dialing the appropriate, pre-programmed intercom code for an associated line (Station To Station Dialing)) in addition to direct access to (Direct Outbound Dialing (DOD)) and from (Direct Inward Dialing (DID)) the exchange network without the assistance of an attendant. Centrex Lines are assigned a 10-digit telephone number and are provided with DOD and DID capability.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.2 Regulations, (Cont'd)**

**6.2.2 Centrex Basic Lines, (Cont'd)**

**B. Centrex Lines can be provided with the following Line Class arrangements:**

- .1 Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.
- .2 Partially Restricted Originating - An arrangement that restricts a Centrex Line to only receive local and Long Distance calls, and to make/receive calls to/from other stations in the system.
- .3 Fully Restricted - An arrangement that allows intercom-only calling for the Basic Line user.
- .4 700/900/976 Restricted (Originating) - An arrangement which denies the Basic Line user the ability to make outgoing calls to 700/900/976 numbers.

**C. There are two types of Centrex Lines:**

- .1 **Basic Centrex Lines** – There is a 2-line minimum and Basic Centrex Lines allow the customer to place an outbound telephone call without first dialing an access code (e.g., 9) (also known as Assume Dial-9 – No Access Code Dialing). Station-to-Station Intercom Dialing is not available for Basic Centrex Lines and local usage rates apply for Intercom calls. Basic Centrex Lines are only available on a Month-to-Month basis.
  - .2 **SpectroFlex Centrex Lines** – There is a 2-line minimum and SpectroFlex Centrex Lines allow Station-to-Station Intercom dialing. SpectroFlex customers must first dial 9 before attempting to dial a telephone number outside of their SpectroFlex Centrex system. SpectroFlex Centrex Lines are available on a 1, 3, and 5-Year term basis.
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### **SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

#### **6.3 Standard Features**

Basic Centrex and SpectroFlex Centrex Line standard features are provided where facilities permit. All Basic and SpectroFlex Lines are equipped with the features as indicated below, but the Customer may choose not to activate all features. The Basic or SpectroFlex Line rates apply regardless of the number of features activated by the Customer.

- 6.3.1** Call Forwarding - Busy Line - Permits the routing of incoming calls to another specified line of the system if the intended line is in use. With this arrangement, more than one (1) station line can forward to a common station line.
  - 6.3.2** **Call Forwarding - Don't Answer** - Permits the routing of incoming calls to another specified line of the system if the intended line is unanswered after approximately three (3) ringing cycles.
  - 6.3.3** Call Forwarding - Variable - All Calls: Permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which the calls are to be forwarded. The feature is deactivated by dialing another code. Reminder Ring provides for a distinctive ringing signal to be provided to the Call Forward - Variable line at the time the call is forwarded.
  - 6.3.4** Call Hold - Permits an in-progress call to be held for extended period in order that another incoming call on another line may be answered.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.3 Standard Features (Cont'd.)**

- 6.3.5 Call Pickup:** Permits a line user to answer incoming calls to another line within the Centrex System by dialing a special access code.
  - 6.3.6 Call Transfer :** Permits a station user to transfer a call to another line either within or outside of the system.
  - 6.3.7 Station Line Hunting:** Permits station lines to be arranged in groups so that calls to a busy line in a group will be completed to another line in the group that is not busy.
  - 6.3.8 Three Way Calling:** Permits a station user to establish a 3-way conference by placing an in-progress call on hold, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.
  - 6.3.9 Touch Tone:** All Centrex Lines are equipped for Touch Tone Calling.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.4 Optional Features**

- 6.4.1** Optional features are offered with each Centrex Service Plan in addition to the Standard Features shown in Section 6.3 preceding. Optional features are provided where facilities are available and consist of the following:
  - 6.4.2 Call Waiting – Terminating** - Permits all incoming calls on lines already in use to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. This service can be provided for calls originating outside the system or for all calls. Tone Block allows a station user to temporarily deactivate Call Waiting prior to initiating a call or during a call in progress. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.
  - 6.4.3 Common Intercept** - Permits incoming exchange calls to unassigned and/or non-working lines to be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned station lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.4 Optional Features (Cont'd.)**

- 6.4.4 Centrex Automatic Callback** - Permits an originating Basic Centrex line user who attempts an intercommunication call to a busy Basic Centrex line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between lines of the same system. This feature can be canceled by the originating station user dialing a deactivation code.
- 6.4.5 Directed Call Pickup** - Provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. This feature offered with or without Barge-In as follows:
- A.** With Barge-In - If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.
  - B.** Non-Barge In - If the call has already been answered, the station user who dialed the access code receives a busy tone.
- 6.4.6 Inside/Outside Ringing** - Permits the station user to identify the source of incoming calls by a unique ringing pattern.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.4 Optional Features (Cont'd.)**

- 6.4.8 Speed Dial – Single Digit** - Permits the user to make calls to frequently dialed numbers by using a single-digit dialing code. A Customer-programmable list (eight (8) numbers) is provided per line.
  - 6.4.9 Speed Dial – Two Digit:** Permits the user to make calls to frequently dialed numbers by using a two-digit code. A Customer-programmable list (thirty (30) numbers) is provided per line.
  - 6.4.10 Trunk Answer Any Station** - Permits any station user to answer an incoming exchange network call directed to the main listed number by dialing a code.
  - 6.4.11 Uniform Call Distribution - UCD with Queuing** - Permits the station user to receive more calls than the multi-line hunt group is designed to handle. This is accomplished by providing the Customer with one queue slot.
  - 6.4.12** The following features are also available with Centrex Lines: Automatic Callback, Repeat Dialing, Caller ID - Number Only, and Caller ID with Name. Refer to Section 7.1 for descriptions and rates for these Optional Features.
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**SECTION 6 – CENTREX SERVICES AND RATES (CONT'D)**

**6.5 Rates & Charges**

**6.5.1 Monthly Recurring and Local Usage Charges:**

- A.** The following rates apply to all Centrex Service lines provided by the Company, regardless of the number required by the Customer. Charges for monthly usage options apply in addition to the charges for Centrex Service lines. Long distance usage will be billed at per-minute rates, as found in Section 8 of this customer service guide.
- B.** Monthly recurring charges and Local Usage Charges per Individual Centrex Service line apply as follows:

	<b>Basic Centrex Lines</b>	<b>SpectroFlex Centrex Lines</b>
Month-to-Month	\$29.95	N/A
1 Year Term	N/A	\$19.95
3 Year Term	N/A	ICB
5 Year Term	N/A	ICB
Local Usage		
Initial Minute	\$0.039	\$0.039
Additional Minutes	\$0.029	\$0.029
IntraLATA Toll Usage		
Initial MOU	See Section 8.1.1	See Section 8.1.1
Additional MOU	See Section 8.1.1	See Section 8.1.1
IntraState (InterLATA) LD		
Per MOU	See Section 8.1.2	See Section 8.1.2

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## **LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS CUSTOMER SERVICE GUIDE**

### **SECTION 7 – SUPPLEMENTAL SERVICES AND RATES**

#### **7.1 Custom Calling Features**

##### **7.1.1 General**

The features in this section are made available on an individual basis or as part of multiple feature packages. 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.

##### **7.1.2 Description of Features**

- A.** Call Forwarding – Automatically routes incoming calls to a predetermined telephone number
  - B.** Call Forward No Answer – Automatically routes incoming calls to a predetermined telephone number when the called line does not answer within a pre-specified number of rings.
  - C.** Call Forward Busy – Automatically routes incoming calls to a predetermined telephone number when the called line is busy.
  - D.** Call Waiting – Signals the Customer with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.
  - E.** 3 – Way Calling – Allows the Customer to add a third party to an existing conversation.
  - F.** Speed Calling 8 – Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.
  - G.** Speed Calling 30 – Allows the Customer to dial an abbreviated code to originate a call to any of 30 programmed telephone numbers.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.1 Custom Calling Features (Cont'd.)**

**7.1.2 Description of Features (Cont'd.)**

- H.** Auto Call Back – Automatically redials the last incoming call.
  - I.** Repeat Dialing – Automatically redials a busy number for up to 30 minutes until line is available.
  - J.** Call Screening – Automatically rejects calls from a specified list of numbers or from the incoming number.
  - K.** Caller ID - Provides for the display of the calling party telephone number on Caller ID compatible customer premises equipment.
  - L.** Caller ID with Name – Provides for the display of the calling party name and telephone number on Caller ID compatible customer premises equipment.
  - M.** Multi Ring Service 1 – Provides the Customer with two (2) separate telephone numbers, each with a distinctive ring, associated with one line.
  - N.** Multi Ring Service 2 - Provides the Customer with three (3) separate telephone numbers, each with a distinctive ring, associated with one line.
  - O.** Caller Originating Trace – Allows the Customer to dial a Call Trace activation code to initiate a trace of the last incoming call without obtaining prior legal authorization or assistance from the Company. The results of a completed trace will be recorded in the Central Office and will be made available only to law enforcement agencies, as directed by the Customers.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.1 Custom Calling Features (Cont'd.)**

**7.1.3 Rates and Charges**

- A. The following features are available to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the features.

The rates and charges below are provided on a month-to-month basis.

**1. Southern New England Telephone Rates**

<b>Custom Calling Feature</b>	<b>Monthly Recurring Charge</b>
Call Forwarding	\$1.25
Call Forward – No Answer	\$1.25
Call Forward – Busy	\$1.25
Call Forward – Busy and No Answer	\$3.50
Remote Access to Call Forward Variable	\$3.50
Call Waiting	\$3.50
3-Way Calling	\$3.50
Speed Calling 8	\$3.50
Speed Calling 30	\$3.50
Auto Call Back	\$3.50
Repeat Dialing	\$1.65
Anonymous Call Rejection	N/C
Caller ID with Name	\$5.00
Call Waiting ID with Name	\$5.00
Distinctive Ring/Multi Ring Service	\$3.50
Hunting, per Line	N/C

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.1 Custom Calling Features (Cont'd.)**

**7.1.3 Rates and Charges**

**A. (Cont'd.)**

**1. Verizon Rates**

<b>Custom Calling Feature</b>	<b>Business Monthly Recurring Charge</b>
Call Forwarding	\$4.95
Call Forward – No Answer	\$1.75
Call Forward – Busy	\$1.75
Call Forward – Busy and No Answer	\$2.75
Call Waiting	\$4.95
3-Way Calling	\$4.95
Speed Calling 8	\$3.95
Speed Calling 30	\$6.25
Auto Call Back	\$2.25
Repeat Dialing	\$1.65
Auto Callback and Repeat Dialing	\$3.55
Anonymous Call Rejection	\$1.95
Caller ID	\$3.75
Caller ID with Name	\$4.90
Call Waiting ID with Name	\$4.90
Distinctive Ring/Multi Ring Service 1	\$3.90
Distinctive Ring/Multi Ring Service 2	\$6.50

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.1 Custom Calling Features (Cont'd.)**

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

- B.** The following features are available to all local exchange Customers on a per use basis. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed a per use charge each time the feature is used by the Customer. Customers may choose to subscribe to these features on a monthly basis to obtain unlimited use of these features for a fixed monthly charge.

<b>Custom Calling Feature</b>	<b>Rate Per Use</b>
3-Way Calling	\$0.75
Repeat Dialing	\$0.55
Automatic Callback	\$0.75
Caller Originating Trace	\$3.40

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.2 Directory Assistance Service**

**7.2.1 General**

A Customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The Customer may request a maximum of two (2) telephone numbers per call to Directory Assistance service without additional charges.

**7.2.2 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.** The first ten (10) calls per month from a residence exchange line or main business line.
  - B.** Calls originating from a Public Telephone Service line to points within the local and intraLATA calling area.
  - C.** Requests for telephone numbers of non-published service.
  - D.** Requests in which the Directory Assistance operator provides an incorrect number provided that the calling party reports the wrong number to the Company.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.2 Directory Assistance Service (Cont'd.)**

**7.2.2 Regulations (Cont'd.)**

- E.** Requests for telephone numbers that were omitted from the alphabetical directory as a result of Company error.
  
  - F.** Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of Connecticut or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.2 Directory Assistance Service (Cont'd.)**

**7.2.3 Rates**

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Local and intraLATA Toll, Per Call: \$1.50

InterLATA Toll, Per Call: \$1.50

**7.2.4 Call Completion**

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number.

There are no allowances for Directory Assistance Call Completion, however, the Directory Assistance portion of the call is still governed by the appropriate call allowances and exemptions as stated in Section 6.2.2 of this customer service guide.

Local and intraLATA Toll, Per Call: \$0.35

InterLATA Toll, Per Call: \$0.35

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.3 Operator Service**

**7.3.1 General**

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

**Customer Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

**Operator Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.3 Operator Service (Cont'd.)**

**7.3.3 Local and IntraLATA Operator Service Rates**

<b>A.</b>	Usage Charges	
	Rate Per Minute:	\$0.20
<b>B.</b>	Per Call Service Charges	
	Customer Dialed Calling Card	\$0.95
	Operator Dialed Calling Card	\$2.50

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service**

**7.4.1 General Terms and Conditions**

- A.** The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
  - B.** The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing, or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
  - C.** The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service (Cont'd.)**

**7.4.1 General Terms and Conditions (Cont'd.)**

- D.** Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
  - E.** In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
  - E.** Rates and regulations for listing service are applicable only to listings in the alphabetical directories.
  - G.** Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
  - H.** A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.
  - I.** Listing services are available with all classes of main telephone exchange service.
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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service (Cont'd.)**

**7.4.2 Listings**

**A. Primary Listing**

One listing, termed the initial listing is included with each Customer's service, and with the initial line of a line hunting group.

**B. Additional Listings**

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the customer.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the customer, with a minimum service period of one month.

**C. Foreign Listing**

Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the customer service guide published by the specific local exchange carrier providing the Foreign Listing.

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service (Cont'd.)**

**7.4.2 Listings (Cont'd.)**

**D. Nonpublished Service**

Nonpublished service means that the customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records. However, such information may be displayed on a call-by-call basis at Public Safety Answering Point locations where Enhanced Universal Emergency Number service is provided (E911).

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the customer paid for non-published service.

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

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service (Cont'd.)**

**7.4.2 Listings (Cont'd.)**

**E. Nondirectory Listed Service**

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

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-listed service.

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

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**SECTION 7 – SUPPLEMENTAL SERVICES AND RATES (CONT'D)**

**7.4 Directory Listing Service (Cont'd.)**

**7.4.3 Rates**

**A. Nonrecurring Charges**

1. Southern New England Telephone

	Business
Additional Listing, per listing:	\$15.00
Non-Published, per line	\$15.00
Non-Listed Service, per listing:	\$15.00

2. Verizon

	Business
Additional Listing, per listing:	\$11.95
Non-Published, per line	\$11.95
Non-Listed Service, per listing:	\$11.95

**B. Monthly Recurring Charges**

1. Southern New England Telephone

	Business
Additional Listing, per listing:	\$6.50
Non-Published, per line	\$5.50
Non-Listed Service, per listing:	\$5.50

2. Verizon

	Business
Additional Listing, per listing:	\$2.75
Non-Published, per line	\$2.75
Non-Listed Service, per listing:	\$1.75

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**SECTION 8 - LONG DISTANCE SERVICES AND RATES**

**8.1 Outbound Services**

**8.1.1 IntraLATA Switched Service**

**A. IntraLATA Switched Service**

IntraLATA Switched Service is an outbound calling plan available to Customers who presubscribe to the any one of the Company local exchange services. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

1. Southern New England Telephone  
Business – Per Minute Rate: \$0.055
  
2. Verizon  
Business – Per Minute Rate: \$0.059

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**SECTION 8 - LONG DISTANCE SERVICES AND RATES**

**8.1 Outbound Services (Cont'd.)**

**8.1.2 InterLATA Toll Service**

**A. InterLATA Toll Service**

InterLATA Service Toll is a switched outbound plan available to Customers who presubscribe to any one of the Company local exchange services. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

Business – Per Minute Rate:                      \$0.059

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**SECTION 8 - LONG DISTANCE SERVICES AND RATES**

**8.2 Toll Free Services**

**8.2.1 Switched Toll Free**

Switched Toll Free is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments after a minimum call duration for billing purposes of eighteen (18) seconds. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Per Minute Rate:	\$0.12
Monthly Recurring Charge:	\$10.00

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**SECTION 8 - LONG DISTANCE SERVICES AND RATES**

**8.3 Calling Card Service**

Calling Card Service is available to Customers for placing calls while away from home or office. Calls are originated by dialing a toll-free access number, followed by an account identification number and personal identification number. Calls may originate from business or pay telephone access lines and may terminate to any interstate or intrastate location. Calls are billed in sixty (60) second increments after an initial period for billing purposes of sixty (60) seconds. A one-time charge for card set-up applies. There is no per call charge.

Per Minute Rate:	\$0.25
Set Up Charge:	\$1.99

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**SECTION 9 - SPECIAL ARRANGEMENTS**

**9.1 Special Construction**

**9.1.1 Basis for Charges**

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's customer service guides, charges will be based on the costs incurred by the Company (including return) and may include:

- A.** nonrecurring charges;
- B.** recurring charges;
- C.** termination liabilities; or
- D.** combinations of (A), (B), and (C).

**9.1.2 Basis for Cost Computation**

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A.** Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - 1. equipment and materials provided or used;
  - 2. engineering, labor, and supervision;
  - 3. transportation; and
  - 4. rights of way and/or any required easements.
- B.** Cost of maintenance.

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**SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D)**

**9.1 Special Construction (Cont'd.)**

**9.1.2 Basis for Cost Computation (Cont'd.)**

- C.** Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
  - D.** Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
  - E.** License preparation, processing, and related fees.
  - F.** Customer Service Guide preparation, processing and related fees.
  - G.** Any other identifiable costs related to the facilities provided; or
  - H.** An amount for return and contingencies.
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**SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D)**

**9.1 Special Construction (Cont'd.)**

**9.1.3 Termination Liability**

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- A.** The period on which the termination liability is based is the estimated service life of the facilities provided.
  - B.** The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
    - 1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
      - (a.) equipment and materials provided or used;
      - (b.) engineering, labor, and supervision;
      - (c.) transportation; and
      - (d.) rights of way and/or any required easements;
    - 2. license preparation, processing, and related fees;
    - 3. customer service guide preparation, processing and related fees;
    - 4. cost of removal and restoration, where appropriate; and
    - 5. any other identifiable costs related to the specially constructed or rearranged facilities.
  - C.** The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.B preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.B preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.
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**SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D)**

**9.2 Non-Routine Installation and/or Maintenance**

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

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**SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D)**

**9.3 Individual Case Basis (ICB) Arrangements**

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from customer service guided arrangements. Rates quoted in response to such requests may be different for customer service guided service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Customer Service Guide within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- a. LATA and type of switch
  - b. The V&H distance from the central office to the customer's premises
  - c. Service description
  - d. Rates and charges
  - e. Quantity of circuits
  - f. Length of the agreement.
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**SECTION 10 - PROMOTIONAL OFFERINGS**

**10.1 General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area. The Company shall file promotions with the Department for customer service guide approval prior to offering service at promotional rates

**10.2 Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month.

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