

Spectrotel, Inc.
d/b/a Surfstone
d/b/a One Touch Communications
d/b/a Touch Base Communications
of

Neptune, New Jersey

This tariff, PSC WV Tariff No. 2, issued by Spectrotel, Inc.
d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications
cancels and replaces in its entirety
PSC WV Tariff No. 2 issued by Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications

**Rates, Rules and Regulations for Furnishing
TELEPHONE SERVICE**

To provide local exchange telecommunications services in the State of West Virginia.

**Filed with THE PUBLIC SERVICE COMMISSION
of
WEST VIRGINIA**

Issued: July 20, 2010

Effective: August 19, 2010

Issued by authority of an Order
of the Public Service Commission
of West Virginia in Case No. 10-1114-T-NC

dated: August 19, 2010

Issued by Jack Dayan, President & CEO
Spectrotel, Inc.
d/b/a Surfstone
d/b/a One Touch Communications
d/b/a Touch Base Communications

By _____
Sharon Thomas, Consultant for
Spectrotel, Inc. d/b/a Surfstone
d/b/a One Touch Communications
d/b/a Touch Base Communications

*This Tariff, West Virginia Tariff No. 2, Issued by Spectrotel, Inc.
d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications, Cancels and
Replaces West Virginia Tariff No. 2, Issued by Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch
Communications*

TITLE PAGE

**WEST VIRGINIA
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES TARIFF
OF
SPECTROTEL, INC.
d/b/a SURFTONE
d/b/a ONE TOUCH COMMUNICATIONS
d/b/a TOUCH BASE COMMUNICATIONS**

This tariff contains the descriptions, regulations, and rates applicable to the provision of local exchange telecommunications services provided by Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications with principal offices at 3535 State Highway 66, Suite 7, Neptune, NJ 07753 for services furnished within the State of West Virginia. This tariff is on file with the West Virginia Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
3535 State Highway 66, Suite 7
Neptune, NJ 07753

Case No. 10-1114-T-NC
WV11002

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ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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CHECK SHEET

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

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* - indicates those pages included with this filing.

ISSUED: May 4, 2016

EFFECTIVE: June 4, 2016

ISSUED BY: Jacob J. Dayan, President & CEO
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Neptune, NJ 07753

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* - indicates those pages included with this filing.

ISSUED: May 4, 2016

EFFECTIVE: June 4, 2016

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EXPLANATION OF SYMBOLS

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

- (C) To signify a change in regulation or text.
- (D) To signify a decrease in rate.
- (I) To signify an increase in rates or charges.
- (M) To signify matter relocated from or to another part of this tariff with no change in text, rate, rule or condition.
- (N) To signify new material, including a listing, rate, rule or condition.
- (O) To signify omissions.
- (T) To signify temporary rates and or surcharges.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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WV11002

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange communications services by Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications, hereinafter referred to as the Company, to Customers within the state of West Virginia. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the West Virginia Public Service Commission. In addition, this tariff is available for review at the main office of Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications at 3535 State Highway 66, Suite 7, Neptune, NJ 07753.

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TARIFF FORMAT

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

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 1 - DEFINITIONS

Account: All local exchange access lines billed to a single location by Billed Telephone Number (BTN).

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.

Commission - West Virginia Public Service Commission.

Company - Whenever used in this tariff, "Company" refers to Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications, 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 tariff.

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.

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

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 tariff shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by BellCore.

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) 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 Tariff 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 Tariff, 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 Tariff 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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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. Tariff F.C.C. No. 4, or its successor tariff(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 ("NRC") - 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 ("POP") - 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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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 tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order - The written 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 tariff.

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 "101XXXX" with 1 + 10-digit number."

Spectrotel - Spectrotel, Inc. d/b/a Surfstone d/b/a One Touch Communications d/b/a Touch Base Communications, issuer of this tariff.

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.

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 or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 1 - DEFINITIONS, (CONT'D.)

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 tariff, regardless of whether such person or entity is so authorized by the Customer.

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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 tariff in connection with one-way and/or two-way information transmission between points within the State of West Virginia.

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

Failure by the Company to assert its rights pursuant to one provision of this Tariff 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 tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

ISSUED: July 20, 2010

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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 one (1) year unless otherwise specified in this tariff or mutually agreed upon by contract. Penalties may apply for early termination of the term agreement.
- B.** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C.** Except as otherwise stated in this tariff, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations 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 tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E.** Service may be terminated upon written notice to the Customer if:
 - .1 the Customer is using the service in violation of this tariff; or
 - .2 the Customer is using the service in violation of the law.
- F.** This tariff shall be interpreted and governed by the laws of the state of West Virginia regardless of its choice of laws provision.

ISSUED: July 20, 2010

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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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SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.4 Liability of the Company

- A.** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- B.** The Company shall not be liable for any claim for, and shall be fully indemnified and held harmless by the customer or Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other conduct revealed to, transmitted by or used by the Company under this tariff; or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition of equipment or wiring provided by the Company, if not caused by negligence of the Company.
- C.** The Company shall not be liable for any defacement of or damages to the premises of a Customer or Subscriber, resulting from the furnishing of service, which is not the result of the Company's negligence.
- D.** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs. For the purpose of computing this amount, a month is considered to have thirty (30) days.

SECTION 2 - REGULATIONS, (CONT'D.)

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

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 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.

ISSUED: July 20, 2010

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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 tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- 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 tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- .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.

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 tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request and expense 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.

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 Commission 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 tariff will apply.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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 tariff 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 tariff;
- B.** 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;

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations 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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations 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, invitees, 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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EFFECTIVE: August 19, 2010

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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 tariff. 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 tariff.

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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 tariffs of other communications carriers that are applicable to such connections.
- C.** Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Customers may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.

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.

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 tariff.

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 upon receipt of the Company's invoice by the Customer.
- 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 upon receipt. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C.** Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.
- D.** 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.)

E. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

F. Late Payment Fee

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, 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%.

G. Return Check Charge

The Customer will be assessed a charge of fifteen dollars (\$15.00) for each check or other payment type submitted by the Customer to the Company that a bank or other financial institution refuses to honor.

H. 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.

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 shall 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 (commencing 5 days after remittance of the bill) to initiate a dispute over charges or to receive credits. 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 West Virginia Public Utilities Commission, located at 201 Brooks Street, Charleston, WV 25323.
- 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.

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.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.5 Deposits

- A.** The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or other service providers, or does not have established credit or fails to meet the Company's credit standards, to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer that has established satisfactory credit and has no history of late payments to the Company.
- B.** The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed 1/12 estimated annual billing for residential Customers whose bills are payable in advance. The deposit for business customers may not exceed one and a half months of estimated billing.
- C.** The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
- D.** The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund.

ISSUED: July 20, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.5 Deposits, (Cont'd.)

- E.** The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
- F.** Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
- G.** Deposits will be refunded after twelve months of timely payment, with interest as specified above.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.
- B.** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- 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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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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EFFECTIVE: August 19, 2010

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2.6 Discontinuance of Service

The Company may refuse or discontinue service, without incurring any liability, for any of the following reason.

- 2.6.1** Upon nonpayment of any undisputed amounts owed to the Company, provided that there has been compliance with the residential deferred payment rules, the Company may discontinue service after ten (10) days written notice to the Customer. The Company shall also make at least two (2) attempts at personal notice by telephone at least twenty-four (24) hours prior to termination.
- 2.6.2** Abandonment of the service.
- 2.6.3** Making of nuisance calls.
- 2.6.4** Violation of or non-compliance with Commission regulations or FCC technical requirements;
- 2.6.5** Failure to comply with laws applicable to telephone service;
- 2.6.6** Failure to permit the telephone Company reasonable access to Company equipment.
- 2.6.7** Impersonation of another person with fraudulent intent over the service.
- 2.6.8** Use of service by a Customer in connection with a plan or contrivance to secure a large volume of calls to be directed to such Customer at or about the same time, resulting in preventing, obstructing or delaying the service of others.
- 2.6.9** Use of service in such as manner as to interfere with the service of other users.
- 2.6.10** Use of service for any purpose other than as a means of communication or for unlawful purposes.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.6 Discontinuance of Service, (Cont'd.)

- 2.6.11** Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- 2.6.12** Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- 2.6.13** Abuse or fraudulent use of the service including a) the use of service to transmit a message or to locate a person or to otherwise give or obtain information without payment of an applicable charge; b) the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain telephone service by rearranging, tampering with or making connection with any facilities of the Company by trick, scheme, false representation or false credit devise, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part of the established charge for such service.
- 2.6.14** Upon the Company's discontinuance of service to the Customer under this Section, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.7 Allowances for Interruptions in Service

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

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.** 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 utilize another service provider;
- F.** 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;
- G.** That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H.** That was not reported to the Company within thirty (30) days of the date that service was affected.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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

Length of Interruption	Amount of Service To Be Credited
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.

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

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Cancellation of Service/Termination Liability

Customer may, after meeting a minimum service period, if any, terminate service by providing 30 days verbal or written notice to the Company prior to cancellation. Customers terminating service prior to the expiration of the thirty (30) day notice period will not receive a prorated refund of fixed or recurring monthly charges which are billed in advance.

Customers may cancel service verbally or in writing. Customers that cancel the primary local exchange line will have the entire Account disconnected, including any secondary line and all associated features.

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.

2.9.1 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.** all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;

2.10 Reserved for Future Use

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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Case No. 10-1114-T-NC
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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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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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 tariff.

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, or an accepted credit card, 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.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has 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 unauthorized use is 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.

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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Neptune, NJ 07753

Case No. 10-1114-T-NC
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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 tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.13.4** 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

Municipal Excise taxes are billed as separate line items and are not included in the rates quoted herein.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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Neptune, NJ 07753

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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 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 Commission rules shall be kept on file in the office of the Company as required under Commission rules.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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Neptune, NJ 07753

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SECTION 3 - SERVICE AREAS

3.1 Exchange Service Areas

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

Frontier Communications

(C)

SECTION 4 - SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

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

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

Primary Line Connection Charge: Applies to requests for initial connection or establishment of telephone service with the Company.

Secondary Line Connection Charge: Applies to installation of a second or additional access line.

Service Order Change 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.

4.1.1 Nonrecurring Charges

Charges:	Residence	Business
New Installation Charge	\$30.00 (D)	\$30.00 (D)
Line Connection Charge		
Primary Line	\$30.00 (D)	\$30.00 (I)
Secondary Line	\$30.00 (D)	\$30.00 (I)
Service Order Change Charge	\$15.00 (D)	\$15.00 (D)

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

4.3 Restoral Charge

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

	Residence	Business
Restoration after temporary denial, but prior to completion of order to discontinue service, per line	\$15.00	\$20.00

4.4 [Reserved for Future Use]

(T)

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

4.5 Public Telephone Surcharge

(C)

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 tariffed 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 A#@ 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: \$0.54

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

4.6 Carrier Presubscription

(C)

4.6.1 General

(C)

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.

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

4.6 Carrier Presubscription, (Cont'd.) (C)

4.6.2 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: (C)

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 or no presubscribed carrier for intraLATA toll calls subject to presubscription or 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.

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

4.6 Carrier Presubscription, (Cont'd.) (C)

4.6.3 Rules and Regulations (C)

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 4.6.5 below: (C)

4.6.4 Presubscription Procedures (C)

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 an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 4.6.5 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. (C)

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

4.6 Carrier Presubscription, (Cont'd.) (C)

4.6.5 Presubscription Charges (C)

A. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 4.6.4 above, for any change thereafter, a 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. (C)

B. Nonrecurring Charges

Per business or residence line, trunk, or port	
Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

SECTION 5 - LOCAL EXCHANGE SERVICES

5.1 General

Local exchange service is offered to business and residential Customers 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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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Case No. 10-1114-T-NC
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SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

5.1 General, (Cont'd.)

5.1.1 Application of Business and Residential 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.

C. Residence rates apply at the following locations, among others:

- .1 In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the Customer and listings of a business nature are not furnished.
- .2 In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the Customer has service charged for at business rates another location.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 5 - LOCAL EXCHANGE SERVICES, (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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 5 - LOCAL EXCHANGE SERVICES, (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 tariff;
- 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 tariffed use offering selected by the Customer.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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Case No. 10-1114-T-NC
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SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.2 Home Free Package

Residential customers can select from one of three Home Free Residential call plans. The Home Free call plans are available to individual residential line customers. Each Home Free service option is a package which contains the following services: Residential telephone line, Unlimited Voice Local Calling, Call Waiting, Caller ID with Name, Call Waiting ID with Name, Anonymous Call Rejection, 3-Way Calling, Voicemail and Directory Listing. Additional features are available when customer subscribes to the Bonus feature package.

Each Home Free package includes a blocking service that restricts access to discretionary services. The blocked prefixes are 540, 550, 551, 700, 900, 910, 920, 970, 977, and collect calling. Subscribers may request unblocking of these prefixes at any time.

A. Call Plan Options

1. Home Free

Call plan includes residential telephone line, Unlimited Voice Local Calling, Call Waiting, Caller ID with Name, Call Waiting ID with Name, Anonymous Call Rejection, 3-Way Calling, Voicemail, and Directory Listing.

2. Home Free Local Plus

Call plan includes residential telephone line, Unlimited Voice Local Calling, Unlimited Regional Toll Calling for Voice, Call Waiting, Caller ID with Name, and Call Waiting ID with Name, Anonymous Call Rejection, 3-Way Calling, Voicemail, and Directory Listing.

3. Home Free Complete

Call plan includes residential telephone line, Unlimited Voice Local Calling, Unlimited Regional Toll Calling for Voice, Unlimited intraLATA Calling for Voice, Call Waiting, Caller ID with Name, Call Waiting ID with Name, Anonymous Call Rejection, 3-Way Calling, Voicemail, and Directory Listing.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.2 Home Free Package (Cont'd)

C. Recurring and Nonrecurring Charges

Nonrecurring charges and service order charges apply, as described in Section 4.3.1 of this tariff. Charges for each Home Free Package line include a monthly recurring charge and applicable usage charges.

Monthly Recurring Charges

Home Free	\$29.99
Home Free Local Plus	\$38.00
Home Free Complete	\$50.95

D. Additional Features – Bonus Feature Pak*

Line features, in addition to the features included with the Home Free line, are available in the Bonus Feature Pak. Customer may select none, one, or all of the remaining available features when selecting the Bonus Feature Pak.

The Bonus Feature Pak includes any or all of the following per use features, line features, and directory services for one monthly recurring flat rate.

Unlimited Call Return
Unlimited Repeat Dial
Unlimited Local Directory Assistance
Call Forward Busy
Call Forward No Answer
Ultra Call Forward
Call Forwarding Variable
Distinctive Ring I & II
Speed Dial 8/30

**This Service is grandfathered to existing Customers at existing locations without modifications as of August 15.*

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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Case No. 10-1114-T-NC
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SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.2 Home Free Package (Cont'd)

D. Additional Features – Bonus Feature Pak

1. Regulations

- a. Available with residential services only.
- b. Bonus Feature Pak is applicable per line.
- c. Unlimited Directory Assistance does not include Call Completion or National DA.
- d. Unlimited Line Features do not include Listings, Non-Pub, Vanity, Inside Wire, or Family voicemail.
- e. Customer may select package for benefit of Unlimited Directory Assistance. Selection of feature not required.
- f. Unlimited per use features does not include Call Trace, Call Completion, Operator Interrupt, and Verification.

2. Recurring and Nonrecurring Charges

There are no non-recurring charges for implementation of the Bonus Feature Pak on any residential line.

3. Monthly Recurring Charges

Bonus Feature Pak	\$4.00
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SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.3 Business Local Exchange Service

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 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:

A. Flat Rate Service (M)(C)

Flat Rate 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 the Company's West Virginia Tariff No.1, Interexchange Telecommunications. (M) | (M)

B. Measured Service (M)(C)

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 the Company's West Virginia Tariff No.1, Interexchange Telecommunications. (M) | (M)

C. Advantage Unlimited Complete

Advantage Unlimited Complete Service provides business customers with unlimited local calling and unlimited intraLATA toll calling. This service option is intended for voice use only. Unlimited local and toll calling is available on up to ten lines per customer location.

(M) Move of text on same page.

SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.3 Business Local Exchange Service, (Cont'd.)

D. Monthly Recurring Charges

- Flat Rate Calling Plan		
Zone 1	\$22.00	(N)
Zone 2	\$31.00	
Zone 3	\$49.00	
Zone 4	\$62.00	
- Measured Calling Plan		
Zone 1	\$20.00	(N)
Zone 2	\$29.00	
Zone 3	\$47.00	
Zone 4	\$60.00	
- Advantage Unlimited Complete	\$69.99	

E. Measured Calling Plan Usage Charges

Initial Minute	\$0.018
Each Additional Minute	\$0.018

SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.4 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.

Service Charges and Surcharges for PBX Trunk Service are listed in Section 1 of this tariff under business rates. Long distance usage will be billed at per-minute rates, as found in the Company's West Virginia Tariff No. 1, Interexchange Telecommunications.

Flat Rate Monthly Recurring Charge: \$59.50

SECTION 5 - LOCAL EXCHANGE SERVICES, (CONT'D.)

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

5.3.5 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 tariff. 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.

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
DID Service		
Each Block of 20 DID Numbers	\$25.00	\$25.71
Each Central Office Trunk Connection	\$105.05	\$13.50

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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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 tariff.

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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SECTION 6 - CENTREX SERVICES AND RATES (CONT'D)

6.3 Standard Features, (Cont'd.)

6.3.6 Call Pickup: Permits a line user to answer incoming calls to another line within the Centrex System by dialing a special access code.

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.

6.3.9 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.

6.3.10 Touch Tone: All Centrex Lines are equipped for Touch Tone Calling.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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 Centrex line user who attempts a call to a busy line within the system to automatically be connected to that line when both called and calling lines become idle.

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 6 - CENTREX SERVICES AND RATES (CONT'D)

6.4 Optional Features (Cont'd.)

- 6.4.7 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.
- 6.4.8 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.
- 6.4.9 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.
- 6.4.10 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.
- 6.4.11** The following features are also available with Centrex Lines: Automatic Callback and Caller ID with Name. Refer to Section 4.1 for descriptions and rates for these Optional Features.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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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 the Company's West Virginia Tariff No.1, Interexchange Telecommunications.
- B. Monthly recurring charges per Individual Centrex Service line apply as follows:

	Basic Centrex Lines	SpectroFlex Centrex Lines
Month-to-Month	\$20.85	\$20.85

- C. Local Usage charges per Individual Centrex Service line apply as follows:

Miles	Peak 1 st Min	Peak Add'l Min	Off Peak 1 st Min	Off Peak Add'l Min
Home Region	\$0.0366	\$0.0238	\$0.0110	\$0.0071
1-10	\$0.0442	\$0.0289	\$0.0136	\$0.0085
11-16	\$0.0510	\$0.0340	\$0.0153	\$0.0102
17-22	\$0.0587	\$0.0391	\$0.0179	\$0.0119
23-30	\$0.0731	\$0.0485	\$0.0221	\$0.0145

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES

7.1 Optional Calling Features

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.

7.1.1 Feature Descriptions

Call Forwarding – Automatically routes incoming calls to a predetermined telephone number

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.

Call Forward Busy – Automatically routes incoming calls to a predetermined telephone number when the called line is busy.

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.

3 – Way Calling – Allows the Customer to add a third party to an existing conversation.

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.1 Optional Calling Features, (Cont'd.)

7.1.1 Feature Descriptions, (Cont'd.)

Speed Calling 8– Allows the Customer to dial an abbreviated code to originate a call to any of 8 programmed telephone numbers.

Speed Calling 30– Allows the Customer to dial an abbreviated code to originate a call to any of 30 programmed telephone numbers.

Auto Call Back – Automatically redials the last incoming call.

Repeat Dialing – Automatically redials a busy number for up to 30 minutes until line is available.

Caller ID – Provides for the display of the calling party telephone number on Caller ID compatible customer premises equipment.

Caller ID with Name – Provides for the display of the calling party name and telephone number on Caller ID compatible customer premises equipment.

Distinctive Ring Service – Provides the Customer with two (2) separate telephone numbers, each with a distinctive ring, associated with one line.

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.

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.1 Optional Calling Features, (Cont'd.)

7.1.2 Rates and Charges

Custom Calling Feature	Monthly Recurring Charges	
Anonymous Call Rejection	N/C	(N)
Call Forwarding - Variable	\$2.70	(C)
Call Forward – No Answer	\$1.30	
Call Forward – Busy	\$1.30	
Call Forward – Busy and No Answer	\$1.30	
Remote Access to Call Forward Variable	\$4.55	(N)
Call Waiting	\$3.09	
Speed Calling 8	\$2.47 (I)	
Speed Calling 30	\$3.50	
Caller ID with Name and Number	\$6.18	(C)
Call Waiting	\$3.09	
Distinctive Ring	\$4.25	
Three-Way Calling	\$2.93	(N)

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.1 Optional Calling Features, (Cont'd.)

7.1.2 Rates, (Cont'd.)

B. Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business and Residence line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

Custom Calling Feature	Rate Per Use
Caller Originating Trace	\$1.00
Auto Call Back	\$0.75
Repeat Dialing	\$0.75
Three-Way Calling	\$0.75

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.2 Directory Assistance Services

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

7.2.1 Local Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or calls placed from telephones where the Customer or, in the case of residence service, a member of the Customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.2 Directory Assistance Services, (Cont'd.)

7.2.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides Customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect. All operator-handled charges, as specified in Section 7.3 of this tariff, apply as appropriate.

Call completion is provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.2 Directory Assistance Services, (Cont'd.)

7.2.3 National Directory Assistance Service

National Directory Assistance Service is provided to Customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the Customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

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

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in Section 7.3 of this tariff, apply as appropriate.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

ISSUED BY: Jacob J. Dayan, President & CEO
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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.2 Directory Assistance Services, (Cont'd.)

7.2.4 Rates

A. Basic Directory Assistance

	<u>Per query</u>
Local Directory Assistance Direct dialed	\$0.75

B. Directory Assistance Call Completion

Per completed call	\$0.50
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C. National Directory Assistance

Direct dialed	\$1.99 (I)
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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.3 Operator Service

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.

(O)

(O)

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.3 Operator Service, (Cont'd.)

7.3.1 Usage Rates

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

7.3.2 Per Call Service Charges

Calling Card, Automated:	\$0.60
Calling Card, Operator Assisted:	\$0.60
Operator Assistance	\$2.00

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(O)
(O)

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.4 [Reserved for Future Use]

(O)

(O)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 16-0570-T-T dated May 25, 2016, effective June 4, 2016.

ISSUED: May 4, 2016

EFFECTIVE: June 4, 2016

ISSUED BY: Jacob J. Dayan, President & CEO
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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.5 Directory Listing Service

7.5.1 General

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

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

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

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

7.5.2 Listings

A. Primary Listing

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

SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.5 Directory Listing Service, (Cont'd.)

7.5.2 Listings, (Cont'd.)

B. Additional Listings

Additional listings may be the listings of individual names of those entitle to use the customer's service or, for business, Departments, Divisions, Tradenames, etc.

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc. take the same business or residence classification as the service with which such listings are furnished.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.5 Directory Listing Service, (Cont'd.)

7.5.2 Listings, (Cont'd.)

C. Nonpublished Service

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

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

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.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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7.5 Directory Listing Service, (Cont'd.)

7.5.2 Listings, (Cont'd.)

D. Nonlisted Service

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

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

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

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 Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted 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-listed service or the disclosing of said number to any person.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 7 - SUPPLEMENTAL SERVICES AND RATES, (CONT'D.)

7.5 Directory Listing Service, (Cont'd.)

7.5.3 Rates

	Monthly Recurring Charge	
	<u>Residence</u>	<u>Business</u>
Additional Listing, per listing:	\$1.00	\$0.94 (D)
Non-published Service, per account:	\$2.22	\$2.52 (I)
Non-listed Service, per line:	\$1.39	\$1.57 (I)

SECTION 8 - SPECIAL ARRANGEMENTS

8.1 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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SECTION 9 - PROMOTIONAL OFFERINGS

9.1 Special Promotions

The Company may, from time to time, offer services at reduced rates and/or charges or at no rate or charge for promotional, market research, training or experimental purposes. The promotional offering may be limited as to its duration, the dates and times of the offering, the Customer eligible to receive the offering and the locations within its service territory where the offering is made. Particulars are to be furnished to the Commission's Staff within five working days of the effective date.

ISSUED: July 20, 2010

EFFECTIVE: August 19, 2010

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