

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.1 General

Local Exchange Services consist of the services offered pursuant to this tariff, either individually or in combination. Each service is offered independent of the others and is offered via the Company's own or resold facilities for the transmission of communications, unless otherwise noted.

Local Exchange Services provides a Customer with a connection to the Company's switching network which enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access the Company's Local and IntraLATA Calling Services as set forth in this tariff;
3. access interstate and international calling services provided by other certified common carriers;
4. access (at no additional charge) the Company's operators and business office for service-related assistance; access toll-free telecommunications services such as 800/888 NPA; and access 9-1-1 service for emergency calling; and
5. access to directory assistance services, governed by Section 2.11.

Local Exchange Services may not be used to originate calls to any caller-paid information services (e.g., NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services can be blocked by the Company's switch.

The following Local Exchange Services are offered in this tariff:

- Business, Home Business, and Residential Access Lines
- Operator Services
- 9-1-1 Telecommunications Service
- Maintenance Charges

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2.1 General (Cont'd)

The following sections set forth the rules and regulations governing the application of rates for Local Exchange Services.

2.2 Measurement of Calling Areas for Usage Rates

The calling areas for flat rate service and for usage rates that may be specified in service areas or zones mirror the areas referenced and described in section 2.18.

2.3 Service Components

Local Exchange Service is the furnishing of facilities necessary for communicating within and between specified exchange areas.

Service is comprised of three components:

1. Nonrecurring Connection Charge
2. Monthly Network Access Line Rates
3. Monthly Subscriber Charge

Service is furnished only for use by the Customer, the Customer's family, guests, household, employees and business associates.

2.4 Classes of Service

There are three classes of service: Business, Home Business, and Residential. The classification of a Customer's service as business, home business, or residential is determined by these regulations which define the character of use for rate purposes.

2.4.1 Business Service

Service will be classified as Business Service as stated in Section 1.20.

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**2.4 Classes of Service (Cont'd)**

2.4.2 Residential Service

Service will be classified as Residential Service as stated in Section 1.20.

If the Company receives information indicating that a Customer's Residential Service is being used for business, the Company may begin a review of the Customer's billing records. If the Company's review of its data and/or billing records indicates that a Customer has used and is using a residential class of service in a manner requiring a business classification, the Customer shall be contacted by the Company and told of the findings. The Customer shall have an opportunity to provide reasonable and adequate data to show that the Residential Service is being used for residential use consistent with these regulations. If the Customer refuses or is unable to show that the service is being used for residential use consistent with these regulations, the Company may change the service to a Business classification and begin billing the appropriate rates and charges after notifying the Customer of the intended action and the Customer's right to appeal the matter to the DPUC.

All types of usage service have specified local calling areas which are areas that can be called on a flat rate basis (no charge for individual calls).

2.4.3 Home Business

Service will be classified as Home Business Service as stated in Section 1.20.

**2.5 Type of Service**

The following types of service apply to unassisted Business/Home Business/Residential Customer calling:

2.5.1. Flat Rate Service

The term "flat rate service" denotes service where, for a stated monthly rate, unlimited calling is allowed to all other exchange service lines in the local service area of the exchange in which it is furnished.

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2.6 Service Connection Charge

The Service Connection Charge is a nonrecurring charge which may apply to the following:

1. The installation of a new service.
2. The transfer of an existing service to a different location.
3. A change from one class of service to another.
4. Restoration of service after suspension or termination for nonpayment.

5. Rates

	<u>Residential</u>	<u>Home Business</u>	<u>Business</u>
Establish*	\$60.00	\$60.00	\$100.00
Add or Change Features*	\$5.00	\$5.00	\$5.00
Universal Lifeline Telephone Service	\$10.00	Not Offered	Not Offered

Charges are per line, per order.

ULTS service is available to eligible residential subscribers only, and is limited to one establishment per 12-month period.

\* Charge may be reduced or waived for promotional offers.

6. Telephone Number Change\*\*

<u>Residential</u>	<u>Home Business</u>	<u>Business</u>
\$24.00/change	\$24.00/change	\$24.00/change

\*\* Charge may be waived once for customers receiving harassing or obscene phone calls.

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2.7 Network Access Line Rates

A Company Network Access Line is the connecting facility between a Customer's premises and a serving central office that provides Customer access to the dial network for placing and receiving calls.

Monthly rates for network access lines are determined by class and type of service.

Basic Line Charges (includes unlimited local calling):

Residential	\$12.00
Business	\$30.00
Home Business	\$12.00

Second Line Charges (includes unlimited local calling):

Residential	\$9.25
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Line Charge with Remote Call Forwarding from LEC (Number Portability)	\$5.00/nonrecurring
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2.8 Charges for Intrastate Toll

A service offered only to those customers who also choose the Company as their intrastate toll service provider.

2.8.1 Basic Toll Rates \$0.08/minute

For intrastate toll, the same charges apply for residential, business and home business service.

2.8.2 \*Toll Minute Packs (in addition to basic line charges in Section 2.7):

1.	50 Minute Pack	\$3.00
	Charge over 50 minutes	\$0.07/minute
2.	150 Minute Pack	\$8.00
	Charge over 150 minutes	\$0.06/minute
3.	275 Minute Pack	\$13.00
	Charge over 275 minutes	\$0.05/minute

\* Packs are only available to Residential customers.

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2.8 Charges for Intrastate Toll (Cont'd)

2.8.3 Prepaid Calling Card Service

1. Description of Service

The Company offers a Prepaid Calling Card, which may be purchased and used by the Customer to place an intrastate toll call. The Prepaid Calling Card may be used twenty-four (24) hours a day, seven (7) days a week.

2. Terms and Conditions

The Company's Prepaid Calling Card is obtained by paying the Company in advance an amount that the Customer wishes to have placed on the Prepaid Calling Card. Prepaid Calling Cards are available in denominations which are designated by the Company from time to time. When a Prepaid Calling Card is purchased, it is valued at a fixed dollar amount. In the six month period following the original purchase of a card or until the card is replenished, whichever comes first, that fixed dollar amount is decremented from the Prepaid Calling Card based upon the denomination of the card purchased (i.e., the higher the dollar value of the card, the lower the per-minute rate charged), and the duration of the call. When a Prepaid Calling Card is replenished, regardless of the dollar amount on the card when originally purchased or the dollar amount placed on the card when it is replenished, a flat per-minute rate applies to all calls and the card is decremented based on the duration of the call.

The Prepaid Calling Card Service is accessed by dialing a toll-free number, followed by the Customer's Authorization Code, followed by the appropriate area code and the desired telephone number. All calls must be charged against the Customer's Prepaid Calling Card that has a sufficient available balance. By means of a facility-prompted interrupt, the Customer will be notified during a call in progress of the balance on the Prepaid Calling Card, prior to such balance being depleted. Calls in progress will then be terminated by the Company when the balance is depleted. Calls must be touch tone dialed and completed without the assistance of an operator, and exclude such premium type calls as Person-to-Person, Collect, Third Party Billed, Directory Assistance, or any other calls requiring the assistance of an operator. The Company is not responsible for loss or theft of a Prepaid Calling Card or Authorization Code.

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2.8 Charges for Intrastate Toll (Cont'd)

2.8.3 Prepaid Calling Card Service (Cont'd)

2. Terms and Conditions (Cont'd)

The minimum billing increment when using the Prepaid Calling Card is one minute and all subsequent fractions of a minute will be rounded up to the next full minute. There is no additional surcharge for calls made by use of a Prepaid Calling Card and all applicable taxes are included in the per-minute rate. For a fee of \$2.50, the dollar value of a Prepaid Calling Card may be replenished in the same manner as it is originally purchased. A Prepaid Calling Card is valid for six (6) months from the original date of purchase or from the last date of replenishment, whichever is later. Any amount not used on the Prepaid Calling Card is forfeited after that six (6) month period.

3. Rates Applicable to Original Purchase of Card

<u>Card Denomination</u>	<u>Per-Minute Rate</u>
\$5.00	\$0.350
\$10.00	\$0.325
\$25.00	\$0.300
\$50.00	\$0.275
\$100.00	\$0.250

3. Rates Applicable to All Replenishments Following Original Purchase of Card

When a Prepaid Calling Card is replenished, regardless of the dollar amount on the card when originally purchased or the dollar amount placed on the card when it is replenished, a flat per-minute rate applies to all calls and the card is decremented based on the duration of the call.

Rate Per-Minute: \$0.30

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2.9 Operator Services - Operator Assisted Calls

Operator Assisted Calling Service is provided to Customers and Users of the Company's services and to users accessing presubscribed public payphones or Customer-provided stations for operator assisted calls. In addition to charges which would otherwise apply pursuant to other sections of this tariff, each operator assisted call will be assessed a charge(s) as set forth within.

**Person-to-Person:** Calls completed with the assistance of a Company-provided operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station.

**Operator Dialed Charge:** The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user dials "0" for local calls and long distance calls and then requests the operator to dial the called station.

**Billed to Calling Card:** Refers to calls that are dialed by the Customer in accordance with standard dialing instructions and billed to a calling card.

**Billed to Third Party:** The calling party requests that the price of the call be billed to a number other than the calling or called party number.

**Collect Calls:** Cost of the call and the surcharge are billed to the called party.

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2.10 Operator Services - Rates

Local exchange and IntraLATA calls may be placed on an Operator - Assisted basis.

In addition to the usage charges, where applicable, the following Operator-Assisted charges will apply:

	<u>Charge</u>
Person-to-Person (Customer Dialed)	\$3.50
Operator Dialed Charge (applies in addition to other operator charges)	\$0.75
Billed to Calling Card (additional surcharge)	\$0.50
Billed to Third Party (additional surcharge)	\$1.75
Collect Call	\$1.75

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2.11 Directory Assistance

Customers and Users of the Company's calling services (excluding 800/888 services) may obtain directory assistance in determining telephone numbers within Connecticut by calling the Directory Assistance operator.

Customers shall have a monthly allowance of two Directory Assistance inquiries at no charge. Directory Assistance charges apply for all requests beyond the allowance for which the Company's facilities are used. Each number requested, beyond the allowance, is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

The Company's Directory Assistance service will include two additional services:

Directory Call Completion will automatically dial the number the caller receives from Directory Assistance if they want it dialed. This service will not be offered at launch, but will be added in the future.

Out-of-Area Directory Assistance will give the caller Long Distance Directory Assistance if they call the Company's Directory Assistance service through 411 or 555-1212 (NPA-555-1212 call will go to their PIC'd provider). An Out-of-Area Directory Assistance call will not count as one of the two free calls for the month.

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2.11 Directory Assistance (Cont'd)

A Directory Assistance call charged to a calling card or commercial credit card or to a third number will be billed the appropriate operator charge, as specified in this tariff, plus the charge for Directory Assistance.

Non-published telephone numbers are not available from Directory Assistance Service.

	<u>Charge</u>
Directory Assistance (Above 2 inquiries per month)	\$0.50 per call
Directory Call Completion	\$0.35
Out of Area Directory Assistance	\$0.75

A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call.
2. The Customer is given an incorrect telephone number, or the Customer inadvertently misdials an incorrect Directory Assistance NPA.
3. To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

2.11.1 Limited Liability

The Company will not incur any liability, direct or indirect, to any person who dials or attempts to dial, Directory Assistance or to any other person on whose behalf a Directory Assistance call is made.

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2.12 Busy Line Verify and Line Interrupt Service

2.12.1. Upon request of a calling party, the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency.

2.12.2 A charge will apply when:

1. The operator verifies that the line is busy.
2. The operator verifies that the line is available for incoming calls.
3. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

2.12.3 No charge will apply when:

1. The calling party advises that the call is to or from an official public emergency agency.
2. Under conditions other than those specified within preceding.
3. Charge for verification and interruption may be billed to a third number or a calling card.

Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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2.12 Busy Line Verify and Line Interrupt Service (Cont'd)

2.12.4 Rates	<u>Charge</u>
Busy Line Verify Service, per request	\$1.50
Busy Line Verify and Busy Line Interrupt Service, per request	\$1.50

2.13 Special Promotions

The Company may periodically, subject to prior DPUC approval, offer as part of promotional campaigns or competitive responses, alternative rates or billing arrangements.

2.14 9-1-1 Telecommunication Service

All terms and conditions set forth in the Section are fully applicable to Local Exchange Services as defined in Section 2.0.

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2.14 9-1-1 Telecommunication Service (Cont'd)

2.14.1 Service Overview

1. When requested by local government authorities and subject to the availability of facilities and equipment, the Company will provide 9-1-1 Telecommunications Service (9-1-1 Service) for the purpose of voice reporting emergencies by the public.
2. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity).
3. A Public Safety Answering Point (PSAP) is the answering point for a 9-1-1 call. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only.
4. Any person dialing "9-1-1" from a telephone which is usable for local exchange telephone network access and arranged to provide 9-1-1 Service will be automatically connected to the appropriate PSAP for that telephone. Any service, which is arranged for incoming traffic only or which, in whole or part, provides network access via a central office switch other than the Customer's local central office switch, is arranged for 9-1-1 Service. Such services include, but are not limited to: Direct Inward Dialing Service located in Section 3.0.
5. For the purposes of this tariff, a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.
6. 9-1-1 calls originated from the Company's Local Exchange Service access facilities shall be completed to the appropriate PSAP without a charge being assessed to the calling party by the Company.

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2.14 9-1-1 Telecommunication Service (Cont'd)

2.14.1 Service Overview (Cont'd)

7. 9-1-1 Service may be classified as one of two types: Basic Service and Enhanced Service.

- a. Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP which is prepared to receive those calls.

Basic 9-1-1 Service has certain inherent features and optional features which may or may not be available with Enhanced 9-1-1 Service.

- b. Enhanced 9-1-1 Service provides certain features such as selective routing of 9-1-1 calls to a specific PSAP which is selected from the various PSAPs serving Customers within that central office area. Enhanced 9-1-1 Service has certain other inherent and optional features which may or may not be available with Basic 9-1-1 Service.

2.14.2 Regulations (These regulations apply to both Basic and Enhanced Service, as appropriate.)

This offering is limited to the provision and use of the digits "9-1-1" as the Universal Emergency Telephone Number (Code).

2.14.3 Limited Liability

The Company will not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "9-1-1" or to any other person on whose behalf a 9-1-1 call is made or who may otherwise be a recipient of emergency services provided or offered in response to the dialing of the digits "9-1-1."

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2.15 Custom Calling Services

1. Custom Calling Services are furnished to enable the Customer to enhance his basic telephone service. The facilities and equipment for these services are in the central office and service is furnished subject to the availability of these facilities.
2. For promotional reasons, the Company may waive, subject to prior DPUC approval, the nonrecurring Service Connection Charge for Custom Calling Services.
3. The Company may periodically, subject to prior DPUC approval, offer, as part of promotional campaigns, a free trial during where the monthly subscription, usage and/or nonrecurring Service Connection Charge will not apply.
4. Current subscribers to the feature(s) being promoted or those subscribers who have had such feature(s) within the past thirty (30) days, are excluded from any promotional offers.
5. With respect to the rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one listed as "current" until the Company has notified the DPUC.
6. The Nonrecurring Charges specified in this tariff provide for new installation of telephone service. When Custom Calling Service(s) are installed coincident with new service, the Service Connection Charge also does not apply when subscribers require a telephone number change to obtain a Custom Calling Service.
7. Only one Service Connection Charge per line applies for all Custom Calling Service(s) ordered at the same time.

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2.15 Custom Calling Services (Cont'd)

2.15.1 General

1. Custom Calling Services are the following set of call management services or features that manage incoming and outgoing calls based on Customer directions to the network.
  - a. 3-Way Calling  
Allows Customer to talk with two people, at two different numbers at the same time. Customers can also place one caller on hold while talking privately to someone else at the other location and then return to the original call.
  - b. Call Forwarding  
Calls may be forwarded from the user's number to another telephone number/location.
  - c. Caller Identification (Caller ID)  
This feature enables a Customer to view on a display unit the Directory Number (DN) of the calling party (incoming call). The Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with non-published and non-listed service. If the incoming call is from a caller served by PBX, multi-line hunt group, Centrex or Star Ring Service, the telephone number transmitted will be the main number.
  - d. Call Trace  
Allows users to initiate a trace of the last incoming call. The number, date and time are recorded and stored for investigative purposes. Users do not receive the calling information, but may contact a law enforcement agency to press charges.

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2.15 Custom Calling Services (Cont'd)

2.15.1 General (Cont'd)

1. Custom Calling Services (Cont'd)

e. Call Waiting

Allows the user to answer a call while already on a call, helping the Customer avoid missing important calls. Users may also choose to cancel call waiting to prevent interruptions during a call. This feature also includes the following enhancements:

(1) Call Waiting ID - If the Customer has Caller-ID equipped phone or call display unit, the number/name of incoming Call Waiting calls is displayed.

f. Per-Call Blocking - Caller ID

This service is available to all telephone users, whether or not they subscribe to Caller-ID. The service allows the user to dial \*67 before placing a call to prevent the number from being provided to the called party. If the called party has Caller-ID, the number will not be displayed, but will be marked "Private".

g. Per-Line Blocking

Available for special situations to permanently block the user's number from being provided to called parties. This service is useful for law enforcement personnel, domestic abuse centers, and similar special circumstances.

h. Repeat Dialing

A service in which users can initiate an automatic redial process of a call placed to a number that is in use. Upon discontinued use of the number called, an automatic connection will be made notifying the customer.

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SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.15 Custom Calling Services (Cont'd)

2.15.1 General (Cont'd)

1. Custom Calling Services (Cont'd)
  - i. Selective Call Forwarding  
Allows users to forward calls only from selected numbers when away from their telephones. Incoming calls from up to 12 numbers can be forwarded to another location.
  - j. Selective Call Rejection  
Helps users to avoid talking to certain people by allowing a maximum of twelve selected numbers to be automatically rejected. Incoming calls on the rejection list are routed to a polite announcement informing the caller that the user is not accepting calls at this time.
  - k. Selective Call Ring  
Alerts users with distinctive ringing or call waiting tone when calls are received from selected numbers. Up to 12 numbers can be programmed for distinctive ringing.
  - l. Dual-number Service  
Allows users to assign two different phone numbers to a single phone line. Each number has a distinctive ring to differentiate whom the call is for.
  - m. Speed Dialing 8/30  
Allows users to store up to eight or thirty phone numbers in memory and just dial an abbreviated one-digit number to call one of the stored numbers.
  - n. Toll Blocking  
Blocks the outgoing dialing of all toll numbers.

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SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.15 Custom Calling Services (Cont'd)

2.15.1 General (Cont'd)

1. Custom Calling Services (Cont'd)
  - o. Voice Mail (Basic)  
Voice Mail service stores 30 messages for up to 14 days. Greeting length is 1 minute and caller's message length up to 4 minutes. Features include: Time/Date stamp, Call Answering, and Busy Greeting.
  - p. Voice Mail (Deluxe)  
Voice Mail service stores 45 messages for up to 31 days. Greeting length is 1-1/2 minutes and caller's message length up to 5 minutes. Features include: Time/Date stamp, Call Answering, Busy Greeting, Pager Notification, and Reminder Service.
2. The application of these features to both incoming and outgoing calls are limited to the following conditions:
  - a. When both the call originating Customer and the call terminating Customer are served from the same central office, even if the call originating or call terminating Customer does not subscribe to Custom Calling Services.
  - b. When both the call originating Customer and the call terminating Customer are served from different central offices equipped for Custom Calling Services and/or linked by appropriate facilities, even if the call originating or call terminating Customer does not subscribe to Custom Calling Services.
  - c. Feature screening lists can only contain telephone numbers served out of Custom Calling capable offices and/or offices linked by appropriate facilities.

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2.15 Custom Calling Services (Cont'd)

2.15.1 General (Cont'd)

2. (Cont'd)

- d. For technical reasons, activation of Per-Call and Per-Line Blocking may not be possible on calls:

Originating from:

- (1) Toll terminals
- (2) PBX's
- (3) Centrex
- (4) Multi-line hunt groups
- (5) Outwats
- (6) On some intrastate/interstate service provided by an interstate carrier.

Terminating to:

- (1) 800, 888, 900, 950, and 700 numbers
- (2) Intrastate/interstate automatic number identification
- (3) On some intrastate/interstate service provided by an interstate carrier.
- (4) Interstate calls where the carrier will not honor blocking.

- e. Per-Call and Per-Line Blocking will not affect calls terminating at E-911 Public Safety Answering Points (PSAPs).

- f. In conjunction with the Repeat Dialing and Return Call features, the following types of calls cannot be automatically redialed or recalled:

- (1) Calls to 700, 800, 888, and 900 numbers
- (2) Calls preceded by an interexchange carrier access code
- (3) International direct distance dialed calls
- (4) Calls to directory assistance
- (5) Calls to E-911
- (6) Calls to Company coin/coinless telephones
- (7) Calls to Cellular

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2.15 Custom Calling Services (Cont'd)

2.15.1 General (Cont'd)

2. (Cont'd)

- g. Repeat Dialing, Return Call and Programmable Call Ringing may not be compatible with all types of Customer-provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent from the central office.
  - h. A telephone number redialed through use of Return Call will not be disclosed on the telephone bill submitted to the Return Call subscriber if disclosure of the number was blocked by the initial caller.
3. The Company's liability for any damages arising from mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing Custom Calling Services, and Custom Calling Services features or associated equipment shall be as provided in the tariff, General Regulations.

2.15.2 Availability of Service

- 1. Custom Calling Services are available to individual line Residential and Business Customers where facilities allow.
- 2. Custom Calling Services offered on a monthly subscription basis are not available with toll terminals, trunks, multi-line hunt groups, key systems, PBX Service, Centrex, Foreign Exchange lines and Off-Premise Extensions.
- 3. Custom Calling Services offered on a Pay-Per-Use basis are not available with toll terminals, trunks, PBX Service, and Centrex Service.

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2.15 Custom Calling Services (Cont'd)

2.15.3 Rates & Charges

1. Per-Call and Per-Line Blocking

Per-Call Blocking (also known as selective blocking) and per-line blocking (also known as complete blocking) are available to all Customers in areas where Custom Calling Services and/or SS7 are available. Both options are available free of charge and Customers are free to select whichever option they prefer. Per-call blocking will be automatically assigned unless the Customer specifically chooses per-line blocking. A Customer may change his selection one time free of charge. Any further changes made by the Customer will be assessed a \$5.00 charge.

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2.15 Custom Calling Services (Cont'd)

2.15.3 Rates & Charges (Cont'd)

1. Per-Call and Per-Line Blocking (Cont'd)

	<u>Service Charge</u>
<u>Residence</u>	
Per-Line Blocking	
Initial Request	None
Subsequent Requests	\$1.00
<u>Business</u>	
Per-Line Blocking	
Initial Request	None
Subsequent Requests	\$1.00
<u>Home Business</u>	
Per Line Blocking	
Initial Request	None
Subsequent Requests	\$1.00

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2.15 Custom Calling Services (Cont'd)

2.15.3 Rates & Charges

2. Custom Calling Services - Monthly Subscription

The following Custom Calling Services are furnished, installed and maintained at the rates and charges listed below which apply per-line equipped in addition to regular rates and charges applicable to the associated telephone service.

<u>Residential</u>	<u>Monthly Rates</u>
3-Way Calling	\$3.50
Call Forwarding	\$3.50
Caller Ident. (ID)**	\$6.50
Call Waiting	\$4.00
Per-Call Blocking	\$0.00
Selective Call Forwarding	\$3.50
Selective Call Rejection	\$3.50
Selective Call Ring	\$2.50
Dual-number Service	\$3.50
Speed Dialing 8/30	\$3.00/\$4.00
Toll Blocking	\$0.00
Voice Mail (Basic)	\$5.50
Voice Mail (Deluxe)	\$9.00
Repeat Dial	\$3.00
Call Return	\$3.00

\*\* If caller identification is ordered, it will always be considered the first feature.

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2.15 Custom Calling Services (Cont'd)

2.15.3 Rates & Charges (Cont'd)

2. Custom Calling Services - Monthly Subscription (Cont'd)

<u>Business</u>	<u>Monthly Rates</u>
3-Way Calling	\$3.50
Call Forwarding	\$3.50
Caller Ident. (ID)**	\$6.50
Call Waiting	\$4.00
Per-Call Blocking	\$0.00
Selective Call Forwarding	\$3.50
Selective Call Rejection	\$3.50
Selective Call Ring	\$2.50
Dual-number Service	\$3.50
Speed Dialing 8/30	\$3.00/\$4.00
Toll Blocking	\$0.00
Voice Mail (Basic)	\$5.50
Voice Mail (Deluxe)	\$9.00
Repeat Dial	\$3.00
Call Return	\$3.00

<u>Home Business</u>	<u>Monthly Rates</u>
3-Way Calling	\$3.50
Call Forwarding	\$3.50
Caller Ident. (ID)**	\$6.50
Call Waiting	\$4.00
Per-Call Blocking	\$0.00
Selective Call Forwarding	\$3.50
Selective Call Rejection	\$3.50
Selective Call Ring	\$2.50
Dual-number Service	\$3.50
Speed Dialing 8/30	\$3.00/\$4.00
Toll Blocking	\$0.00
Voice Mail (Basic)	\$5.50
Voice Mail (Deluxe)	\$9.00
Repeat Dial	\$3.00
Call Return	\$3.00

\*\* If Caller Identification is ordered, it will always be considered the first feature.

(L) Text previously shown on this page is now located on Page 118.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.15 Custom Calling Services (Cont'd)

2.15.3 Rates & Charges

Usage

In addition to the monthly rate, Call Trace is subject to a usage activation charge when the incoming call detail is successfully recorded in the central office.

<u>Feature</u>	<u>Residential</u>	<u>Home Business</u>	<u>Business</u>
Call Trace	\$1.00	\$1.00	\$1.00

3. Custom Calling Services - Pay-Per-Use

Pay-Per-Use features are available to Customers.

Residential Pay-Per-Use Feature                      Rates Per-Use

Call Trace	\$1.00
Return Call	\$0.50
Repeat Dialing	\$0.50

Business Pay-Per-Use Feature                      Rates Per-Use

Call Trace	\$1.00
Return Call	\$0.50
Repeat Dialing	\$0.50

Home Business Pay-Per-Use Feature                      Rates Per Use

Call Trace	\$1.00
Return Call	\$0.50
Repeat Dialing	\$0.50

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.15 Custom Calling Services (Cont'd)

2.15.4 Application of Charges

1. A satisfaction guaranteed offer may be available to Customers wishing to try the features of Custom Calling Service.
2. The Service Connection Charge will not apply when a Customer currently using a feature on a pay-per-use basis changes to monthly subscription for that feature.

2.16 Inside Wire Maintenance

2.16.1 Inside Wire Repair

1. Description

Inside Wire Repair gives the Company's customers the opportunity to subscribe to a plan or service under which the Company will repair their inside wire. At the customer's request, the Company will isolate trouble to the simple inside wire, jack, or customer provided equipment. The Company will perform repairs on the customer's simple inside wire and/or jack. The Company will isolate trouble associated with customer provided equipment but will not repair, adjust, nor perform any other work on customer provided equipment or facilities.

2. Definitions

**Demarcation Point:** The inside wire demarcation point begins where the customer's inside wire connects to the Intrabuilding Network Cable (INC). Where there is no INC, the demarcation point is the point of entry at the Company's entrance facility. The purpose of this demarcation is to separate the responsibility of the end-user from that of a vendor or the Company, as the customer's vendor of choice for inside wire repair and CPE trouble isolation.

**Inside Wire:** Inside wire (also known as simple inside wire) refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the inside wire demarcation point. Inside wire does not include customer premises equipment.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.16 Inside Wire Maintenance (Cont'd)

2.16.1 Inside Wire Repair (Cont'd)

2. Definitions (Cont'd)

**Intrasystem Wire:** Intrasystem wire (also known as complex inside wire) connects station components to each other or to common equipment such as a PBX or key system. Connection of intrasystem wire to the telephone network is governed by Part 68, Subpart C, of the FCC's Rules and Regulations.

**Landlord:** The owner of real property which is leased or rented to another for the purpose of residential occupation by human beings.

**Non-Standard Wire:** Non-standard wire is the wire that does not meet the National Electric Code and Electronic Industry Standards for either installation or wiring standards, or both.

**Standard Wire:** Standard wire meets the specifications outlined in the National Electric Code and Electronic Industry Association Standards and that has been installed in accordance with those standards.

**Tenant:** A person who rents or leases property from a landlord for the purpose of residential occupation.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.16 Inside Wire Maintenance (Cont'd)

2.16.1 Inside Wire Repair (Cont'd)

3. Regulations

- a. The Company's employees will inform the customer that competitive alternatives for inside wire repair are available.
- b. The Company will repair inside wire. Such repair may include the replacement of non-working wire and/or jacks(s). However, if the inside wire is non-standard wire and the repair requires replacement of such non-standard wire, the Company may perform repairs and advise the customer that the non-standard wire must be replaced.
- c. The Company reserves the right not to repair or replace inside wire that is in non-working condition due to obvious neglect or willful misuse.
- d. The Company will determine whether the trouble is caused inside wire or customer provided equipment. The Company will not perform any repair on customer provided equipment including, but not limited to, telephone cords, telephone sets, answering devices, or any other customer provided hardware.
- e. Inside Wire Repair does not include the installation of new services, extensions, or jacks.
- f. Non-payment of Inside Wire Repair charges may result in disconnection of telephone service.
- g. The rates and charges for inside wire repair options in the following are determined by the customer's class, type, and grade of service.
- h. Customers who have hardwired equipment only, i.e., without a modular jack, are excluded from the provisions of this tariff and its associated rates and charges. These customers are responsible, at their expense, for providing the modular jacks and inside wire necessary to restore their service.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.16 Inside Wire Maintenance (Cont'd)

2.16.1 Inside Wire Repair (Cont'd)

3. Regulations (Cont'd)

- i. Where customers experience trouble with hardwired equipment that supports non-modular handicapped services, the Company at its discretion may modularize the jacks and wiring at no additional charge

4. Rates and Charges

The following rates and charges apply to Inside Wire Repair:

Inside Wire Maintenance	\$1.75 per month
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2.16.2 Maintenance Visit Charge

The Maintenance Visit Charge may apply for time spent on a Customer's premises by a Company employee during which it is determined that a service difficulty or trouble reported results from Customer-provided terminal equipment and/or communications systems connected to Company facilities or in detariffed CPE provided by the Company.

If applicable, the Maintenance Visit Charge will be credited to the Customer's account in the event trouble is not found initially in the Company facilities, but the trouble is later determined to be in those facilities.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.16 Inside Wire Maintenance (Cont'd)

2.16.2 Maintenance Visit Charge (Cont'd)

1. General

If applicable, the time period for which the Maintenance Visit Charge is applied will commence when Company personnel arrive at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time of Customer request, as further described in this Section.

2. Application of Rates and Charges

For purposes of this Section, Basic Time refers to the period when services are performed by the Company on business days during regularly scheduled work hours, Monday through Saturday, 8AM until 8PM. Overtime refers to the period when services are performed by the Company on business days but outside of regularly scheduled work hours, Monday through Saturday, 8PM until 8AM. Premium Time refers to the period when services are performed by the Company on non-business days, such as weekends and Company holidays, Sunday and national/paid holidays.

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.16 Inside Wire Maintenance (Cont'd)

2.16.2 Maintenance Visit Charge (Cont'd)

3. Rates and Charges

	Non-Recurring Rate
1. <u>Basic Time, per technician</u>	
First hour	
-Residence	\$50.00
-Business	\$50.00
-Home Business	\$50.00
Each additional one-quarter hour	
-Residence	\$12.00
-Business	\$12.00
-Home Business	\$12.00
2. <u>Overtime, per technician</u>	
First hour	
-Residence	\$60.00
-Business	\$60.00
-Home Business	\$60.00
Each additional one-quarter hour	
-Residence	\$15.00
-Business	\$15.00
-Home Business	\$15.00
3. <u>Premium Time, per technician</u>	
First hour	
-Residence	\$70.00
-Business	\$70.00
-Home Business	\$70.00
Each additional one-quarter hour	
-Residence	\$17.00
-Business	\$17.00
-Home Business	\$17.00
4. Individual Case Basis Arrangements	
There are no Individual Case Basis (ICB) Arrangements at this time.	

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.17 Nonpublished Service Rates

2.17.1 General

The telephone numbers of nonpublished services are not listed in either directories or directory assistance records available to the general public. Incoming calls to non-published services 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 of emergency the calling party may present.

Any Customer electing Nonpublished Service agrees, in the absence of willful misconduct, to indemnify and save the Company harmless against any claims for damages caused or claimed to have been caused, directly or indirectly, by the publication or disclosure of the nonpublished number or by the refusal to disclose the nonpublished number.

2.17.2 Rates and Charges

Nonpublished Services are furnished at the following rates which apply in addition to all other rates and charges applicable to the associated telephone service:

	<u>Monthly Rate</u>	<u>Activation</u>
*Nonpublished Service	\$3.00	None
*Nonlisted Service	\$1.75	None
*Additional Listing	\$1.00	None

\* These services are not available for Business Customers

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges

2.18.1 Class I Exchanges

<u>Exchange</u>	<u>Local Service Area</u>
Canaan	Canaan, Cornwall, Lakeville, Norfolk, Sharon, Torrington
Canterbury	Canterbury, Danielson, Jewett City, Norwich, Plainfield, Willimantic
Cornwall	Cornwall, Canaan, Harwington, Kent, Lakeville, Litchfield, Norfolk, Sharon, Torrington, Washington
Danielson	Danielson, Canterbury, Plainfield, Putnam, Willimantic
Deep River	Deep River, Colchester, Essex, Haddam, Killingworth, Lyme, Moodus, Old Saybrook
Essex	Essex, Deep River, Lyme, Old Saybrook
Haddam	Haddam, Deep River, East Hampton, Glastonbury, Killingworth, Middletown, Moodus
Jewett City	Jewett City, Canterbury, Norwich, Pawcatuck, Plainfield, Willimantic
Kent	Kent, Cornwall, New Milford, Sharon, Washington, Amenia, New York
Lakeville	Lakeville, Canaan, Cornwall, Sharon
Lebanon	Lebanon, Colchester, Columbia, Norwich, Willimantic
Ledyard	Ledyard, Mystic, New London, Norwich
Litchfield	Litchfield, Cornwall, Harwinton, Thomaston, Torrington, Washington, Watertown, Woodbury

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.1 Class I Exchanges (Cont'd)

<u>Exchange</u>	<u>Local Service Area</u>
Niantic	Niantic, Lyme, New London, Norwich
Norfolk	Norfolk, Canaan, Cornwall, Harwinton, Torrington, Winsted
North Thompson	North Thompson, Putnam, Webster, Massachusetts, West Gloucester, Rhode Island
Old Saybrook	Old Saybrook, Clinton, Deep River, Essex, Killingworth, Lyme
Plainfield	Plainfield, Canterbury, Danielson, Jewett City, Norwich, Willimantic
Putnam	Putnam, Danielson, North Thompson, Stafford Springs, Storrs, Willimantic, West Gloucester, Rhode Island
Ridgefield	Ridgefield, Danbury, Georgetown, Redding, Wilton, Lewisboro, South Salem, New York
Sharon	Sharon, Canaan, Cornwall, Kent, Lakeville, Amenia, New York
Stafford Springs	Stafford Springs, Enfield, Putnam, Rockville, Storrs
Storrs	Storrs, Columbia, Coventry, Putnam, Rockville, Stafford Springs, Willimantic
Torrington	Torrington, Canaan, Canton, Cornwall, Farmington Harwinton, Litchfield, Norfolk, Thomaston, Winsted
Washington	Washington, Cornwall, Kent, Litchfield, New Milford, Woodbury
Winsted	Winsted, Canton, Harwinton, Norfolk, Simsbury, Torrington, Sandisfield, Massachusetts

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.2 Class II Exchanges

<u>Exchange</u>	<u>Local Service Area</u>
Bristol	Bristol, Farmington, Harwinton, Plainville, Southington, Thomaston, Wolcott
Colchsester	Colchester, Columbia, Coventry, Deep River, East Hampton, Lebanon, Lyme, Manchester, Moodus, Norwich, Willimantic
Danbury	Danbury, Georgetown, New Milford, Newtown, Redding, Ridgefield, Brewster, New York
Darien	Darien, New Canaan, Norwalk, Stamford
Fairfield	Fairfield, Bridgeport, Trumbull, Wesport
Georgetown	Georgetown, Danbury, Norwalk, Redding, Ridgefield, Wesport, Wilton
Harwinton	Harwinton, Bristol, Canton, Cornwall, Farmington, Litchfield, Norfolk, Thomaston, Torrington, Winsted
Lyme	Lyme, Colchester, Deep River, Essex, Moodus, New London, Niantic, Norwich, Old Saybrook
Meriden	Meriden, Cheshire, Middletown, New Britain, Southington, Wallingford
Moodus	Moodus, Colchester, Deep River, East Hampton, Haddam, Lyme, Middletown, Norwich
Mystic	Mystic, Ledyard, New London, Norwich, Pawcatuck
New Canaan	New Canaan, Darlen, Norwalk, Stamford, Wilton, Lewisboro and Pound Ridge, New York

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.2 Class II Exchanges (Cont'd)

<u>Exchange</u>	<u>Local Service Area</u>
New London	New London, Ledyard, Lyme, Mystic, Niantic, Norwich, Pawcatuck
New Milford	New Milford, Danbury, Kent, Newtown, Washington, Woodbury
Newtown	Newtown, Ansonia Derby, Danbury, New Milford, Redding, Seymour, Trumball, Woodbury
Norwich	Norwich, Canterbury, Colchester, Jewett City, Lebanon, Ledyard, Lyme, Moodus, Mystic, New London, Niantic, Pawcatuck, Plainfield, Willimantic
Old Greenwich	Old Greenwich, Byram, Greenwich, Stamford
Pawcatuck	Pawcatuck, Jewett City, Mystic, New London, Norwich, Carolina, Hope Valley, Westerly, Rhode Island
Plainville	Plainville, Bristol, Farmington, New Britain, Southington, Wolcott
Redding	Redding, Danbury, Georgetown, Newton, Ridgefield, Trumball
Thomaston	Thomaston, Bristol, Harwinton, Litchfield, Torrington, Waterbury, Watertown, Wolcott
Watertown	Watertown, Litchfield, Thomaston, Waterbury, Wolcott, Woodbury
Willimantic	Willimantic, Canterbury, Colchester, Columbia, Coventry, Danielson, Jewett City, Lebanon, Norwich, Plainfield, Putnam, Storrs
Wilton	Wilton, Georgetown, New Canaan, Norwalk, Ridgefield, Westport

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.2 Class II Exchanges (Cont'd)

<u>Exchange</u>	<u>Local Service Area</u>
Wolcott	Wolcott, Bristol, Chesire, Naugatuck, Plainville, Southington, Thomaston, Waterbury, Watertown, Woodbury

2.18.3 Class III Exchanges

<u>Exchange</u>	<u>Local Service Area</u>
Branford	Branford, Clinton, Middletown, New Haven, Wallingford
Bridgeport	Bridgeport, Fairfield, Huntington, Milford, Trumbull
Canton	Canton, Farmington, Hartford, Harwinton, Simsbury, Torrington, Winsted, Bristol
Clinton	Clinton, Branford, Guilford, Killingworth, Madison, New Haven, Old Saybrook
Enfield	Enfield, Hartford, Rockville, Stafford Springs, Windsor, Windsor Locks
Guilford	Guilford, Branford, Clinton, Madison, Middletown, New Haven,
Killingworth	Killingworth, Clinton, Deep River, Haddam, Madison, Middletown, New Haven, Old Saybrook
Madison	Madison, Clinton, Guilford, Killingworth, Middletown, New Haven
Naugatuck	Naugatuck, Ansonia Derby, New Haven, Seymour, Waterbury, Wolcott, Woodbury
Norwalk	Norwalk, Darien, Georgetown, New Canaan, Stamford, Westport, Wilton

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.3 Class III Exchanges (Cont'd)

<u>Exchange</u>	<u>Local Service Area</u>
Southington	Southington, Bristol, Chesire, Meriden, New Britain, Plainville, Waterbury, Wolcott
Stamford	Stamford, Byram, Darien, Greenwich, New Canaan, Norwalk, Old Greenwich, Pound Ridge, New York
Trumbull	Trumbull, Ansonia Derby, Bridgeport, Fairfield, Huntington, Newtown, Redding, Westport

2.18.4 Class IV Exchanges

<u>Exchange</u>	<u>Local Service Area</u>
Ansonia Derby	Ansonia Derby, Huntington, Milford, Naugatuck, New Haven, Newtown, Seymour, Trumbull
Columbia	Columbia, Colchester, Coventry, East Hampton, Glastonbury, Hartford, Lebanon, Manchester, Storrs, Willimantic
Coventry	Coventry, Columbia, Colchester, East Hampton, Hartford, Manchester, Rockville, Storrs, Willimantic
East Hampton	East Hampton, Colchester, Columbia, Coventry, Glastonbury, Haddam, Hartford, Middletown, Manchester, Moodus
Farmington	Farmington, Bristol, Canton, Hartford, Harwinton, New Britain, Plainville, Simsbury, Torrington, Bristol
Glastonbury	Glastonbury, Columbia, East Hampton, Haddam, Hartford, Manchester, Middletown
Huntington	Huntington, Ansonia Derby, Bridgeport, Milford, New Haven, Seymour, Trumbull

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

2.18 Local Service Exchanges (Cont'd)

2.18.4 Class IV Exchanges (Cont'd)

<u>Exchange</u>	<u>Local Service Area</u>
Manchester	Manchester, Colchester, Columbia, Coventry, East Hampton, Glastonbury, Hartford, Rockville, Windsor, Windsor Locks
Milford	Milford, Ansonia Derby, Brideport, Huntington, New Haven
New Britain	New Britain, Farmington, Hartford, Meriden, Middletown, Plainville, Southington
Rockville	Rockville, Coventry, Enfield, Hartford, Manchester, Stafford Springs, Storrs, Windsor Locks
Seymour	Seymour, Ansonia Derby, Huntington, Naugatuck, New Haven, Newtown, Waterbury, Woodbury
Simsbury	Simsbury, Canton, Farmington, Hartford, Windsor, Windsor Locks, Winsted, Bristol
Wallingford	Wallingford, Branford, Cheshire, Meriden, Middletown, New Haven
Waterbury	Waterbury, Cheshire, Naugatuck, New Haven, Seymour, Southington, Thomaston, Watertown, Wolcott, Woodbury
Windsor	Windsor, Enfield, Hartford, Manchester, Simsbury, Windsor Locks, Bristol
Windsor Locks	Windsor Locks, Enfield, Hartford, Manchester, Rockville, Simsbury, Windsor

LOCAL EXCHANGE SERVICE

SECTION 2.0 - LOCAL EXCHANGE SERVICE

**2.18 Local Service Exchanges (Cont'd)**

2.18.5 Class V Exchanges

<u>Exchange</u>	<u>Local Service Area</u>
Hartford	Hartford, Canton, Columbia, Coventry, East Hampton, Enfield, Farmington, Glastonbury, Manchester, Middletown, New Britain, Rockville, Simsbury, Windsor, Windsor Locks, Bristol, Meriden
Middletown	Middletown, Branford, East Hampton, Glastonbury, Guilford, Haddam, Hartford, Killingworth, Madison, Meriden, Moodus, New Britain, Wallingford
New Haven	New Haven, Ansonia Derby, Branford, Clinton, Cheshire, Guilford, Huntington, Killingworth, Madison, Milford, Naugatuck, Seymour, Wallingford, Waterbury

**2.19 Feature Packages**

2.19.1 Description of Services

1. People's Needs Package \$5.95  
Services include: call waiting, 3-way calling, call forwarding, and speed dial 8.
2. People's Favorites Package \$9.95  
Services include: call waiting, caller-ID with number, and 3-way calling.
3. People's Select Package \$14.95  
Services include: call waiting, 3-way calling, call forwarding, caller-ID with number, speed dial 8, selective call forwarding, selective call rejection, and selective call ring.

**2.20 Other Services**

Weather and lottery information services	\$0.50/use
Change in Primary Interexchange Carrier	\$5.00/change