
COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

The services set forth in this Section are optional in nature and are available on an individual basis or as part of multiple feature packages. Miscellaneous Services are provided upon subscription request or, in some cases, are prearranged and activated by the customer's election to use the service. Services are provided subject to system and facility availability and may not be available with all classes of service.

7.1. CUSTOM CALLING FEATURES

Optional Custom Calling features are available with the Company's Local Service. Customers may order features individually or as part of a feature package. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges. Usage charges may also apply to some features. (C)

7.1.1. OPTIONAL FEATURES

Customers may order any one or more of the following optional features for a monthly charge as specified in Section 7.1.3.

A. Anonymous Call Rejection

This feature allows the customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices. Anonymous Call Rejection may be activated and deactivated by dialing a specified code.

B. Call Forwarding Remote Access

Allows a customer to activate or deactivate Call Forwarding Selective or Call Forwarding Variable from a line other than their base station line. The customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

C. Call Forwarding Selective

This feature enables customers to program their telephone to forward calls from a selected list of telephone numbers to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

D. Call Forwarding Variable

This feature enables customers to program their telephone to forward all incoming calls to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

E. Call Return

This feature allows a customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a monthly subscription or a pay-per-use basis. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

F. Call Return Blocking

This feature blocks the customer's capability to use the Call Return pay-per-use feature.

G. Call Screening

This feature permits customers to designate up to 12 telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at that time.

H. Call Trace

Call Trace allows the customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the customer dials a code and the traced number is automatically sent to the Company. The customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel. The customer will be assessed a charge per successful trace.

I. Call Waiting

The Call Waiting feature enables a customer already on a call to be notified of another call by the sound of a Call Waiting tone. The customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

J. Caller ID

Caller ID allows the customer to identify the telephone name and number from which a call is being made. The name and telephone number of the person initiating the call is displayed on a customer-provided display device.

K. Caller ID Blocking Per Line [1]

This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

L. Caller ID Blocking Per Call

This feature allows customers to block the display of their name and telephone number to the station they are calling on a per-call basis. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. This feature is provided at no monthly charge to the customer. Caller ID Blocking Per Call will not prevent the display of originating telephone numbers to 911 emergency service providers.

M. Caller ID with Call Waiting

This feature allows a subscriber who is off-hook on an existing call to receive caller identification information on a new incoming call. To utilize this feature the customer must have a special Call Waiting/Caller ID unit that accommodates both functions. Customers subscribing to Caller ID and to Call Waiting may receive the Caller ID Call Waiting feature at no additional charge.

- [1] The initial request for line blocking will be provided free of charge for all new and existing customers upon request to the Company's business office. However, if a customer subscribes, disconnects, and then reconnects line blocking at the same address, a nonrecurring service charge will be assessed. The nonrecurring charge will not, under any circumstances, however, be applied to victims of domestic violence receiving services from a domestic violence program or protected by court order, social welfare agencies such as women's shelters, health and counseling centers, public service hotlines and the staff thereof.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

N. Custom Ring Service

This service enables the customer to have two telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called.

O. Distinctive Ring Service

This feature provides the customer with the ability to build and maintain a list of up to 12 telephone numbers from which incoming calls will have a distinctive ringing pattern.

P. Hunting

For multi-line business customers, this feature provides the ability to have calls route to another line instead of reaching a busy signal. The customer must have at least two business lines and determine the order of call routing. Hunting is provided at no additional monthly charge to multi-line customers. Changes to the hunt sequence after initial installation will require a change in service request and will incur a service change charge as set forth in Section 4.5.2, preceding.

Q. Integrated Hunting/Messaging

This feature will forward calls to a designated telephone number when the customer does not answer the phone, and is currently used only in combination with Hunting and Voicemail. The Customer must subscribe to both Hunting and Voicemail.

R. LD Alert

This feature allows the current call waiting and ringing operations to provide a distinctive ring or call waiting tone to incoming Long Distance calls. LD Alert is available at no additional charge to customers who also subscribe to Call Waiting.

S. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

T. Prohibit Collect Calls

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

U. Prohibit Billed to Third Number and Collect Calls

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

V. Repeat Dialing

Allows the customer to have local calls automatically redialed when the first attempt reaches a busy number. The busy line will be monitored for 30 minutes. When the line is free a distinctive ringing will notify the customer that the call is being connected.

W. Speed Dialing 8

This feature allows the customer to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

X. Speed Dialing 30

This feature allows the customer to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

Y. Three-Way Calling

This feature allows the customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.2. FEATURE PACKAGES

The customer may choose to subscribe to any one of the following feature packages per line.

Monthly Recurring Charges associated with each feature package are applied per access line, and are in addition to any other applicable charges.

A. Residential Feature Packages (Withdrawn as of April 29, 2008) (C)

1. Three Feature Pack [1]

Includes Call Waiting, Caller ID, and Three-Way Calling.

2. Ten Feature Pack [1]

Includes Call Waiting, Caller ID, Three-Way Calling, Call Forwarding Variable, Call Return, Repeat Dialing, Call Forwarding Selective, Call Screening, Speed Dial 30, and Distinctive Ring.

3. Two Feature Pack [2]

Includes Call Waiting and Caller ID.

[1] As of May 4, 2001, the Three Feature Pack and the Ten Feature Pack are no longer available for selection. Customers having subscribed to either of these feature packages prior to May 4, 2001, may retain that package until such time as changes are made to the account or service, at which time the currently available packages and pricing will apply.

[2] The Two Feature Pack is grandfathered to existing customers of record as of June 18, 2003.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.2. FEATURE PACKAGES (CONT'D)

A. Residential Feature Packages (Cont'd) **(Withdrawn as of April 29, 2008)** (C)

4. Multi Feature Pack [1]

Includes Anonymous Call Rejection, Call Forwarding Variable, Call Forwarding Remote Access, Call Forwarding Selective, Call Return, Call Screening, Call Waiting, Caller ID, Distinctive Ring Service, Repeat Dialing, Speed Dialing 30, and Three-Way Calling.

5. Value Pack [2]

The Value Pack includes Call Return, Call Waiting, Caller ID, Caller ID with Call Waiting, and LD Alert.

6. Premium Pack [2]

The Premium Pack includes Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID with Call Waiting, Distinctive Ring, Repeat Dialing, Speed Dialing 30 and Three-Way Calling.

[1] The Multi Feature Pack is grandfathered to existing customers of record as of June 18, 2003.

[2] Service is grandfathered to existing customers of record as of May 1, 2007.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.2. FEATURE PACKAGES (CONT'D)

B. Business Feature Packages (Withdrawn as of April 29, 2008)

(C)

1. One Feature Selected

Provides the customer with a choice of one feature from those listed in Section 7.1.3.B.

2. Two Features Selected

Provides the customer with a choice of two features from those listed in Section 7.1.3.B.

3. Three Features Selected

Provides the customer with a choice of three features from those listed in Section 7.1.3.B.

4. Four or More Features Selected

If the customer has selected the Broadband Business Basic offer, feature charges over the third selection are free; if the Broadband Business Bundle is selected, the customer will be automatically upgraded to the Broadband Business Bonus Bundle that includes all features in the monthly charge.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.3. RATES AND CHARGES

In addition to the following rates, a nonrecurring Service Change Charge, as set forth in Section 4.3, preceding, will apply when a customer requests a change in their selection of features.

| | <u>PER USE CHARGES</u> | | <u>MONTHLY CHARGE</u> | |
|---|------------------------|--------------------|-----------------------|-----|
| | <u>CHARGE PER CALL</u> | <u>MONTHLY CAP</u> | | |
| A. Residential | | | | |
| 1. Anonymous Call Rejection | - | - | \$0.00 | |
| 2. Call Forwarding Remote Access | - | - | 1.00 | |
| 3. Call Forwarding Selective | - | - | 3.00 | |
| 4. Call Forwarding Variable | - | - | 2.75 | |
| 5. Call Return | \$0.50 | \$4.00 | 3.50 | |
| 6. Call Return Blocking | 0.00 | - | - | |
| 7. Call Screening | - | - | 4.50 | (I) |
| 8. Call Trace | 0.90 | - | - | |
| 9. Call Waiting | - | - | 4.00 | (I) |
| 10. Caller ID | - | - | 7.00 | (I) |
| 11. Caller ID Blocking Per Line | - | - | 0.00 | |
| 12. Caller ID Blocking Per Call | 0.00 | - | - | |
| 13. Caller ID with Call Waiting [1] | - | - | - | |
| 14. Custom Ring Service | - | - | 4.00 | |
| 15. Distinctive Ring Service | - | - | 2.75 | |
| 16. LD Alert [2] | - | - | 2.25 | |
| 17. Prohibit Billed to Third Number Calls | - | - | 0.00 | |
| 18. Prohibit Collect Calls | - | - | 0.00 | |
| 19. Prohibit Billed to Third Number & Collect | - | - | 0.00 | |
| 20. Repeat Dialing | 0.75 | 3.75 | 2.75 | |
| 21. Speed Dialing 8 | - | - | 1.25 | |
| 22. Speed Dialing 30 | - | - | 3.50 | |
| 23. Three-Way Calling | - | - | 3.50 | (I) |

[1] No additional charge when ordered with both Call Waiting and Caller ID.

[2] Monthly rate does not apply if Call Waiting is provisioned on the same line.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.3. RATES AND CHARGES (CONT'D)

| | <u>PER USE CHARGES</u> | | <u>MONTHLY CHARGE</u> |
|---|------------------------|--------------------|-----------------------|
| | <u>CHARGE PER CALL</u> | <u>MONTHLY CAP</u> | |
| B. Business | | | |
| 1. Anonymous Call Rejection | - | - | \$4.00 |
| 2. Call Forwarding Remote Access | - | - | 4.00 |
| 3. Call Forwarding Selective | - | - | 4.00 |
| 4. Call Forwarding Variable | - | - | 4.00 |
| 5. Call Return | \$0.50 | \$4.00 | 4.00 |
| 6. Call Screening | - | - | 4.00 |
| 7. Call Trace | 0.90 | - | - |
| 8. Call Waiting | - | - | 4.00 |
| 9. Caller ID | - | - | 4.00 |
| 10. Caller ID Blocking Per Line | 0.00 | 0.00 | 0.00 |
| 11. Caller ID with Call Waiting [1] | - | - | 0.00 |
| 12. Custom Ring Service | - | - | 4.00 |
| 13. Distinctive Ring Service | - | - | 4.00 |
| 14. Hunting | - | - | 0.00 |
| 15. Integrated Hunting/Messaging [2] | - | - | 2.00 |
| 16. LD Alert | - | - | 4.00 |
| 17. Prohibit Billed to Third Number Calls | - | - | 0.00 |
| 18. Prohibit Collect Calls | - | - | 0.00 |
| 19. Prohibit Billed to Third Number & Collect | - | - | 0.00 |
| 20. Repeat Dialing | 0.75 | 4.00 | 4.00 |
| 21. Speed Dialing 8 | - | - | 4.00 |
| 22. Speed Dialing 30 | - | - | 4.00 |
| 23. Three-Way Calling | - | - | 4.00 |

[1] Customers must subscribe to both Call Waiting and Caller ID.

[2] Integrated Hunting/Messaging may not be included as a feature selection in the Optional Feature Packages described in C.2, following.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.3. RATES AND CHARGES (CONT'D)

| | <u>MONTHLY CHARGE</u> | (C) |
|---|---------------------------|-----|
| C. Feature Packages (Withdrawn as of April 29, 2008) | | |
| 1. Residential | | |
| a. Three Feature Pack [1] | | |
| – Primary Line | \$12.00 | |
| – Each Additional Line | 9.00 | |
| b. Ten Feature Pack [1] | 20.25 | |
| c. Two Feature Pack [4] | 9.00 | |
| d. Multi Feature Pack [4] | 13.00 | |
| e. Value Pack [5] | 16.00 | |
| f. Premium Pack [5] | 20.00 | |
| 2. Business | | |
| a. First Selected Feature | [2] | |
| b. Two Selected Features | 6.50 | |
| c. Three Selected Features | 9.00 | |
| d. Four or More Selected Features | [3] | |

[1] As of May 4, 2001, the Three Feature Pack and the Ten Feature Pack are available only to existing subscribers, as specified in Section 7.1.2.A.

[2] Price for the First Selected Feature is as specified in B. above for the feature selected.

[3] If the customer has selected the Broadband Business Basic offer, feature charges are capped at \$9.00 (features over third selection are free); if the Broadband Business Bundle is selected, the customer will be automatically upgraded to the Broadband Business Bonus Bundle package that includes all features in the package price.

[4] Service is grandfathered to existing customers of record as of June 18, 2003.

[5] Service is grandfathered to existing customers of record as of May 1, 2007.

ISSUED: [March 28, 2008](#)

EFFECTIVE: [April 29, 2008](#)

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COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.2. 900/976 INFORMATION SERVICE BLOCKING

7.2.1. GENERAL

900/976 Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

7.2.2. REGULATIONS

- A. When the blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.3. TOLL RESTRICTION

7.3.1. GENERAL

This service provides customers with the ability to block outbound long distance calling from their local access line.

7.3.2. REGULATIONS

- A. When the Toll Restriction option is activated, direct dialed long distance calls from the customer's access line will be blocked. These blocked calls will be directed to a network message.
- B. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Service provider or Directory Assistance Call Completion provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked. (C)
- C. Toll Restriction will block the following types of calls:

- 1+ 7 Digit Long Distance
- 1+ 10 Digit Long Distance
- 00+
- 00-
- 01+
- 011+
- 1010XXX
- 0+ 7 Digit Long Distance
- 0+ 10 Digit Long Distance
- 7 Digit Long Distance

7.3.3. RATES AND CHARGES

A nonrecurring charge will apply for each line restricted, except that Toll Restriction will be provided at no charge to Lifeline service subscribers.

| | NONRECURRING CHARGE |
|-------------------------------|--------------------------------|
| A. Toll Restriction, Per Line | \$0.00 |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.4. OPERATOR SERVICES

7.4.1. GENERAL

A service charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

7.4.2. OPERATOR ASSISTED SERVICES

Customers who cannot physically dial a call can qualify for an Operator Assisted exemption which provides the customer with operator assistance at a direct dialed rate without a service charge. No application or certification is required for this program; however, the customer must request this exemption.

A. Operator Station

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls. Operator service charges apply to any call involving an operator unless specifically excluded in this Tariff.

(C)
(C)

B. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.4. OPERATOR SERVICES (CONT'D)

7.4.3. RATES AND CHARGES

| | SERVICE CHARGE PER CALL | |
|-------------------------------------|------------------------------------|-----|
| A. Local Operator Assisted Services | | |
| 1. Operator Station | | |
| a. Automated Calls | \$2.49 | (I) |
| b. Operator Assisted Calls | 2.49 | (I) |
| 2. Person-to-Person | 2.49 | |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.5. DIRECTORY ASSISTANCE SERVICE

7.5.1. GENERAL

Directory Assistance Service is furnished upon customer request for assistance in obtaining directory listing information for listings that are within the local calling area or LATA of the originating line. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system. (C)

7.5.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of three requests allowed per call. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.

A. Monthly Call Allowance

The Directory Assistance service charge will be waived for the first two direct dialed local Directory Assistance calls per month per local exchange service line. Call allowances or calls are not transferable between separate accounts of the same customer.

B. Exemptions

The Directory Assistance Service Charge is not applicable to the following types of calls:

1. Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
2. Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap.

7.5.3. RATES AND CHARGES

| | SERVICE CHARGE PER CALL |
|---|------------------------------------|
| A. Directory Assistance Charge per Call | \$0.57 |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.6. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

7.6.1. GENERAL

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for a specified additional charge.

7.6.2. REGULATIONS

- A. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply in addition to a Directory Assistance Call Completion Service charge. Completed non-local calls will incur a usage charge per minute as set forth in 7.6.3, below. (C)
(C)
- B. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.
- C. Directory Assistance Call Completion charges apply only to calls actually completed.
- D. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- E. The Directory Assistance Call Completion Service charge does not apply to calls that are exempt from the Directory Assistance charge as defined in Section 7.5.2.
- F. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available. (C)
(C)

7.6.3. RATES AND CHARGES

| | <u>SERVICE CHARGE PER CALL</u> | <u>USAGE RATE PER MINUTE</u> | |
|--|------------------------------------|----------------------------------|------------|
| A. Directory Assistance Call Completion, each completed call | | | (C) (C) |
| 1. Local | \$0.30 | — | (C) |
| 2. IntraLATA | \$0.30 | \$0.12 | (C) |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.7. BUSY LINE VERIFICATION AND INTERRUPT SERVICE

7.7.1. GENERAL

Upon request of a calling party, the Operator will verify a busy condition on a called line. The Operator will determine whether the line is clear or in use and report its status to the calling party. The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

7.7.2. REGULATIONS

- A. Busy Line Verification and Interrupt service is furnished where and to the extent that facilities permit. The customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- B. A charge will apply when: (1) the operator verifies that the line is busy with a call in progress, (2) the operator verifies that the line is available for incoming calls; or (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 of the name of the calling party. Charges apply for both verification and interruption.
- C. No charge will apply when: (1) the calling party advises that the call is to or from an official public emergency agency; or (2) under conditions other than those stated in A. above.
- D. A Busy Line Verification charge also applies for each Busy Line Interruption.

7.7.3. RATES AND CHARGES

| | <u>CHARGE PER USE</u> | |
|---------------------------------|----------------------------------|-----|
| A. Busy Line Verification, each | \$1.40 | (C) |
| B. Busy Line Interrupt, each | \$2.00 | (C) |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS

7.8.1. RESIDENTIAL LISTINGS

The Company will arrange for the customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Any applicable monthly charges may be found in Section 7.8.5, following. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- D. The customer will receive a standard listing in the alphabetical section of the directory which serves the customer's location.
- E. The customer may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the customer is regularly listed.
- F. A service charge will apply for any customer-requested change in listing, as specified in Section 4.3.
- G. Customers who disconnect or change their telephone number may request a recorded announcement referring calls to the customer's new number at no charge for 30 days from the date of disconnect or change. Customers may also request an Extended Referral, which will extend the announcement for an additional 30 days for a one-time charge as specified in Section 7.8.5.A.3.

(C)
—
(C)

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.2. BUSINESS LISTINGS

The Company does not publish a directory of customer listings. However, the Company will arrange for certain listings of the customer's main billing number to be placed in the appropriate directories of another local exchange carrier. The rates and regulations specified herein for directory listings apply only to single-line listings in the alphabetical section of the directory (White Pages or WP) and simple listings in the classified section of the directory (Yellow Pages or YP).

Listings provided under this service are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service. Complex listings in the classified section of the directory (YP) may be arranged by the customer directly with the local exchange carrier providing the directory service.

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings, are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The length of any listing may be limited to one line in the alphabetical section of the directory (WP) or in the classified section of the directory (YP) by use of abbreviations when the clearness of the listing and the identification of the customer is not impaired.
- C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- D. The customer will receive one free standard listing in the alphabetical section (WP) of the directory that serves the customer's location. Additional listings are available in the alphabetical section of the directory at additional monthly recurring charges. These charges will apply to all additional listings while the directory containing such listings is in effect.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.2. BUSINESS LISTINGS (CONT'D)

- E. The customer will receive one free simple listing in the classified (YP) section of the directory that serves the customer's location. The customer must contact the local exchange carrier providing the directory service to arrange for additional simple listings or any complex listings in the classified section of the directory under separate contract and billing.
- F. The customer may request additional lines of information for the alphabetical or classified listing at additional monthly recurring charges. These charges will apply to all Straight Line Indent or Caption Listings requested by the customer while the directory containing such listing is in effect.
- G. The customer may request a Caption Listing, which provides a single appearance of a name under which a listing of branches, departments, etc., are indented. No telephone number is associated with the heading of a Caption Listing.
- H. The customer may request a Straight Line Indent Listing, which provides multiple listings of information under one telephone number, preventing repetition of the name.
- I. The customer may request a Foreign Listing, which is a listing entered in the alphabetical section of a directory other than that in which the customer is regularly listed.
- J. A service charge will apply for any customer-requested change in listing, as specified in Section 4.3, preceding.
- K. Upon disconnection of a line the customer may request an extended announcement referring the caller to the customer's new number, for an additional charge per month, up to three months from the date of disconnect.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.3. NON-PUBLISHED NUMBERS

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls 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. The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.3. NON-PUBLISHED NUMBERS (CONT'D)

C. Lines Dedicated to Data Usage

The customer may request that residential lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

1. such service is provided for the same customer at the same address as the customer's Company-provided primary service,
2. the customer's primary listing is either published or the customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
3. the non-published directory assistance listing is in the customer's name.

7.8.4. NON-LISTED NUMBERS

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.

Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.5. RATES AND CHARGES

| | <u>NONRECURRING CHARGE</u> | <u>MONTHLY CHARGE</u> |
|---|--------------------------------|---------------------------|
| A. Residential Listings | | |
| 1. Standard Listing | - | \$0.00 |
| 2. Additional Listings | | |
| a. Additional Alphabetical Listing | - | 1.25 |
| b. Foreign Listing | - | 1.25 |
| 3. Extended Referral | \$2.00 | - |
| 4. Non-Published Numbers, each | - | 1.75 |
| 5. Non-Listed Numbers, each | - | 1.25 |
| B. Business Listings | | |
| 1. Standard Listing | - | 0.00 |
| 2. Additional Listings | | |
| a. Additional Alphabetical Listing (WP) | - | 1.25 |
| b. Additional Classified Listing (YP) | - | 1.25 |
| c. Additional Information Lines (WP and YP) | | |
| (1) Caption Listing, per line | - | 1.25 |
| (2) Straight Line Indent Listing, per line | - | 1.25 |
| d. Foreign Listings | | |
| (1) Standard Alphabetical Listing (WP) | - | 1.25 |
| (2) Simple Classified Listing (YP) | - | 1.25 |
| 3. Extended Referral | 2.00 | - |
| 4. Non-Published Numbers, each | - | 1.25 |
| 5. Non-Listed Numbers, each | - | 1.25 |

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)

7.9.1. GENERAL

The Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

In providing this service, the Company will arrange to route 911 telephone calls from telephones with specified Area Code and central office designations to a Public Safety Answering Point specified by an appropriate Public Agency.

7.9.2. GLOSSARY OF TERMS

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. The term is synonymous with 'service provider'.

Content: The data elements of the MSAG including, but not limited to, the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), Odd (O), or All (A) [applied to house numbers]
- G. Low-High range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.2. GLOSSARY OF TERMS (CONT'D)

Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

7.9.3. REGULATIONS

- A. The Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Company's liability and indemnification for 9-1-1 Service is described in this section.
- D. Cases of service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.

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COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.3. REGULATIONS (CONT'D)

- F. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- G. The Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the Company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/ municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/ municipality's 9-1-1 coordinator, or his or her designee.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.3. REGULATIONS (CONT'D)

- I. The Company will not, without the written consent of the county/ municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the Host Telephone Company, but shall be made solely in read-only format by all other telephone companies), and the Company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.
- J. 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.
- K. 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.
- L. For the purposes of this Tariff, a Responding Agency is an agency that is prepared to provide one or more specific emergency services via calls received from a PSAP.
- M. 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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By:

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EFFECTIVE: [December 17, 2004](#)

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.3. REGULATIONS (CONT'D)

- N. 9-1-1 Service may be classified as one of two types: Basic Service or Enhanced Service.
1. 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.
 2. 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.
- O. The Company's 9-1-1 Service is provided consistent with the county/municipal 9-1-1 protocols and the Pennsylvania Emergency Services Act. Future revisions or additions made to the Protocols by a county/municipality will be handled by the Company as described in the Protocols, and any tariff changes will be made accordingly.

7.9.4. LIABILITY AND INDEMNIFICATION

- A. This offering is limited to the provision and use of the digits "9-1-1" as the Universal Emergency Telephone Number (Code).
- B. 9-1-1 Service is one-way service only.
- C. The Company shall 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 who may be affected by the dialing of the digits "9-1-1". The Company's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this section and in the rules.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.4. LIABILITY AND INDEMNIFICATION (CONT'D)

- D. The Company does not undertake to answer and forward 9-1-1 calls to Responding Agencies but furnishes the use of its facilities to enable the customer to access the PSAP for their region and enables emergency personnel to respond to such calls on the customer's premises.
- E. 9-1-1 Service is provided solely for the benefit of the customer. The provision of 9-1-1 Service by the Company shall not be interpreted, construed or regarded as being for the benefit of, or creating any Company obligation toward, any third person or legal entity other than the customer.
- F. Each customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss, claims, demands, suits, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any loss, damage, or destruction of any property, whether owned by the customer or others.
- G. The customer also agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of the 9-1-1 Service and the equipment associated therewith, including, but not limited to, the identification of the telephone number used by the party or parties accessing 9-1-1 Service hereunder, and which arise out of negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
- H. By calling 9-1-1 Service, the 9-1-1 calling party gives the Company consent to provide 9-1-1 information, consisting of the name, address, and telephone number of the customer at the location from which the call was made, to law enforcement agencies and other emergency service providers on a call-by-call basis to enable those agencies and service providers to respond to emergency calls for assistance.
- I. The Company maintains insurance coverage for liability related to or arising out of the provision of 9-1-1 Service.

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.5. E-9-1-1 TRUNK GROUP FAILURE OR 9-1-1 TANDEM FAILURE

In the event of a failure of all the trunk groups between the Comcast switch(es) and the 9-1-1 tandem, or a failure of the 9-1-1 tandem switch, the following procedure will be followed:

- A. The local 10 digit telephone number of the default 9-1-1 PSAP has been programmed into the Comcast central office switch. In those PSAPs where 10 digit telephone number access to the default 9-1-1 PSAP is not available, the customer must dial 0 to reach the operator platform. In the event of a trunking failure, calls usually routed to the 9-1-1 trunks will be routed to the ten digit telephone number of the default PSAP. If the Comcast personnel via local alarm observe the trunking failure, the alternate routing plan will be invoked along with immediate attempts to isolate and restore the failure. Notification will be made to the local 9-1-1 agency designated notification point. If Comcast is notified of the failure by the 9-1-1 tandem or local 9-1-1 agency, the Comcast operations center will immediately invoke the alternate routing plan and assist as needed to isolate and restore service.
- B. In the event of a failure of all of the trunk groups between Comcast switch(es) and the 9-1-1 tandem, or a failure of the 9-1-1 tandem switch, the Comcast switch is programmed to play the following announcement: "We're sorry, all circuits are busy; will you please try your call again later. Comcast."

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COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)

7.9.6. SWITCH ISOLATION

In the event of a complete switch failure and isolation from the 9-1-1 and public switched telephone networks, the following procedure will be followed:

- A. Upon determination of a switch failure and isolation, Comcast personnel will invoke recovery procedures in an effort to restore the switch to service as soon as possible.
- B. Notification of the failure condition and restoral status will be made to the local 9-1-1 agency designated notification point.
- C. All efforts will be made to restore the failure quickly and return all service to normal.

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COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.10. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (TRS)

7.10.1. GENERAL

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hard of hearing, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

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7.10.2. SURCHARGE

In addition to the charges provided in this Tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the PA TRS.

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This surcharge serves as a funding vehicle for the operation of the PA TRS, Telecommunications Device Distribution Program and the Print Media Access Service Program and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the PA TRS Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing July 1 of each year.

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The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

Text previously on this page has been moved to Section 7, Sheet 29.

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PA11-004

COMPETITIVE LOCAL SERVICE

7. MISCELLANEOUS SERVICES

7.10. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (TRS)

7.10.2. SURCHARGE (CONT'D)

| | <u>RATE</u> | |
|--|-------------|-----|
| A. Pennsylvania TRS Surcharge, applicable to all bills issued on or after July 1, 2011 | | (C) |
| 1. Per Residence access line, per month | \$0.08 | |
| 2. Per Business access line, per month | \$0.08 | (D) |

7.10.3. RATES

Local calls will be charged at the applicable local flat rate or local measured service rate. Toll calls will be charged at the applicable toll rate found in the selected long distance provider's rate schedule or current tariff. If the customer has not chosen a long distance carrier the default carrier's rates will apply for the toll calls.

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Text on this page has been moved from Section 7, Sheet 28.

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