

LIGHTSHIP TELECOM, LLC
d/b/a One Communications I

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE END-USER COMMUNICATIONS SERVICES
WITHIN THE STATE OF MAINE

This product guide applies to the Local Exchange End-User Communications Services furnished by Lightship Telecom, LLC d/b/a One Communications I (“Company” or “The Company”) between one or more points in the State of Maine.

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EXPLANATION OF SYMBOLS

A revision of a Product Guide page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

- C - Change in Regulation
- D - Discontinued rate or regulation
- I - Increased rate
- M - Moved from another product guide location
- N - New rate or regulation
- R - Reduction in a rate or charge
- T - Changed in text but no change in rate or regulation

EXPLANATION OF TERMS

ASCII

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

ASYNCHRONOUS

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

AUTHORIZED USER

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

CALL INITIATION

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

CALL TERMINATION

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

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

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

EXPLANATION OF TERMS (Cont'd)

CHANNEL

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

CHANNEL CONVERSION

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

CHANNEL SERVICE UNIT ("CSU")

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

COMMUNICATIONS SYSTEMS

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

COMMISSION

Maine Public Utilities Commission.

COMPANY or THE COMPANY

Lightship Telecom, LLC, (d/b/a One Communications I), unless otherwise clearly indicated from the context.

COMPLETED CALL

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

EXPLANATION OF TERMS (Cont'd)

CUSTOMER

Any person who has applied for, been accepted, and is either receiving utility service or has agreed to be billed for utility service. This term also includes a person who was a customer of the same utility within the past 30 days and who requests service at the same or a different location. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff or Product Guide.

CUSTOMER PREMISES EQUIPMENT ("CPE")

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

DEMARCATIION POINT

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

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

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

EXPLANATION OF TERMS (Cont'd)

FINAL ACCOUNT

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

FLAT RATE SERVICE

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

GROUND START

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

INCOMING SERVICE GROUP

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

INTERFACE

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

INTEROFFICE MILEAGE

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

INTERRUPTION

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

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Product Guide.

EXPLANATION OF TERMS (Cont'd)

LINK

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

LEASED CHANNEL

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

LOCAL CALL

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

LOCAL CALLING AREA

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

LOOP START

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

LOOPS

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

MESSAGE RATE SERVICE

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

MOVE

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

EXPLANATION OF TERMS (Cont'd)

MULTI-FREQUENCY ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PBX

A private branch exchange.

PORT

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

PREMISES

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

EXPLANATION OF TERMS (Cont'd)

PRIVATE BRANCH EXCHANGE SERVICE

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

RATE CENTER

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

REFERRAL PERIOD

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

RESALE OF SERVICE

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

RESIDENTIAL CUSTOMER

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

SERVICE

Any telecommunications service(s) provided by the Company under these schedules

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

STATION

A telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

SUSPENSION

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

SYNCHRONOUS

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

T-1 SYSTEM

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

EXPLANATION OF TERMS (Cont'd)

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

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

TONE DIAL SIGNALING ("TD")

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

TWO WAY

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

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Product Guide.

Section 1 - APPLICATION OF PRODUCT GUIDE

1.1 Application of Product Guide

This Product Guide sets forth the service offerings, rates, terms and conditions applicable to local exchange telecommunications services provided by The Company, as follows:

These Terms and Conditions and Rate Schedules govern Company services originating and terminating at points within Maine.

The Company's intrastate service territory is the entire State of Maine. Company services are available 24 hours per day, 7 days a week.

Company services are available for both non-residential and residential customers.

Service is available in the following service areas, where facilities permit:

Acton Locality	Corinth	Guilford
Ashland	Cornish	Harpswell
Augusta-Hallowell	Cumberland	Harrison
Bangor	Danceforth	Hermon
Bar Harbor	Dark Harbor	Houlton
Bath	Deer Isle	Jackman
Belfast	Dexter	Jonesport
Belgrade	Dixfield	Kennebunk
Berwick Locality	Dover-Foxcroft	Kennebunkport
Biddeford	East Millinocket	Kitter Locality
Bingham	Easton	Lebanon
Blue Hill	Eastport	Lewiston
Boothbay Harbor	Eddington	Limerick
Bowdoinham	Eliot Locality	Limestone
Bradford	Ellsworth	Lincoln
Bridgeton	Fairfield	Lisbon Falls
Brownsville	Farmington	Livermore Falls
Brunswick	Franklin	Lubec
Bucksport	Freeport	Machias
Calais	Frenchville	Madawaska
Camden	Gardiner	Madison
Caribou	Goodwin's Mills	Mars Hill
Castine	Gorham	Mechanic Falls
Clinton	Grand Isle	Millbridge
Columbia	Greenville	Millinocket

Section 1 - APPLICATION OF PRODUCT GUIDE (Cont'd)

Service is available in the following service areas, where facilities permit:

Port Fairfield	Milo	Wilson Mills Locality
Portland	Monroe	Windham
Pownal	Monson	Winter Harbor
Presque Isle	New Sweden	Winterport
Princeton	Newport	Wiscasset
Rangeley	North Whitefield	Woodland
Readfield	North Berwick	Wytopitlock
Richmond	Northeast Harbor	Yarmouth
Rockland	Norway	York
Rockwood	Oakland	
Rumford	Old Town	
Sabattus	Old Orchard Beach	
Sanford	Orono	
Scarborough	Orrington	
Searsport	Oxford	
Sedgwick	Pembroke	
Skowhegan	Pittsfield	
South Berwick	Vanceboro Locality	
South Lebanon Locality	Vinal Haven	
Southwest Harbor	Waldoboro	
Sullivan	Walton	
Tenants Harbor	Washburn	
The Forks	Wells	
Thomaston	West Lebanon Locality	
Van Buren	Westbrook	

Section 2 – GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of the Company

In furnishing facilities and services, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communication services pursuant to the terms of this Product Guide in connection with one-way and/or two-way information transmission between points within the State of Maine.

- a. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- b. The furnishing of service under this Product Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein. The rate set forth in this Product Guide apply only to On-net services.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.1 Obligation of the Company (Cont'd)

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 2006.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability

2.1.2.1 The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Product Guide. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.2.2 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages or other labor difficulties.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

2.1.2.3 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.

2.1.2.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

2.1.2.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

2.1.2.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

2.1.2.7 The Company is not liable for any claims for loss or damages involving:

- (a) Breach in the privacy or security of communications transmitted over the Company's facilities;
- (b) Injury to property or injury or death to persons, including claims for payment under Worker's Compensation law or under any plan for employee disability or death benefiting arising out of, or caused by, any act or mission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities.
- (c) Any representations made by Company employees that do not comport, or that are inconsistent, with provisions of this Product Guide;
- (c) Any act or mission in connection with the provision of 911. E911 or similar services;
- (d) Any noncompletion of calls due to network busy conditions.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2. Limitations on Liability (Cont'd)

2.1.2.8 The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from Customer's own communications.

- (a) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, any for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

2.1.2.9 Any provisions that limit liability or damages do not apply to the extent they conflict with Maine Statute, 11 M.S.R.A. 2-316(6), Exclusion or Modification of Warranties.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.3 Use of Service

Any service provided under this Product Guide may be resold or to shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Product Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customer that a portion of its services is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

2.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

2.1.5 Blocking Service

The Company's facilities can not be used to originate calls to other telephone company or Information Provider caller-paid information services. This includes, but is not limited to, calls to NPA 900, NXX 976, NXX 970, and any other NXXs assigned to these services. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.2 MINIMUM PERIOD OF SERVICES

The minimum period of service is one month except as otherwise provided in this Product Guide. The customer shall pay the regular rate as listed in the tariff or product guide for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premise entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the deaths of the customer, the customer is not obligated to pay the service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED

Application for service, billing, payment, deposit, disconnection, dispute resolution any other credit and collection procedures for residential customers are governed by Chapters 81, 86, and 970 of the Maine Public Utilities Commission's Rules.

2.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls origination from the customer's premises and for all calls charged to the customer's line where any person answering customer's line agrees to accept such charges.

Upon customer request, the Company will automatically apply a 70% rate reduction for intrastate toll calls made from lines used by certified deaf, hard-of-hearing or speech-impaired person who must rely on teletypewriters for residential communications, and other as provided in 35-A M.R.S.A. 7302. To qualify for an automatic reduction, the customer must submit an affidavit to the Company on a form approved by the Maine Department of Human Services, stating that due to one of the aforementioned conditions, he or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected to acoustically coupled to his telephone. Upon request, customers making calls to certified person are eligible for a 70% rate reduction for relevant billed calls made during each billing period.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

Application for service, billing, payment, deposit, disconnection, dispute resolution any other credit and collection procedures for residential customers are governed by Chapters 81, 86, and 970 of the Maine Public Utilities Commission's Rules.

2.3.2 Deposits

Deposits will be collected, maintained, and returned in accordance with Chapters 81, 86 and 870 of the Commission's Rules.

Subject to special provisions as may be set forth below and in Section 2.10 and 2.11 of this Product Guide, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to any amount equal to the total of the estimated intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Product Guide, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less than any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Product Guide regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.2 Deposits (Cont'd)

a. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit. The applicable interest rate is equivalent to the one-year certificate of deposit rate published in the Wall Street Journal on November 1, or the next date of publication, rounded to the nearest tenth of a percent (0.10%).

b. Inadequate Deposit

If the amount of a total deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

c. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by the check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.3 Payment of Charges

The Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business of the Company, by U.S. Mail, or at any location designated by the Company. Notwithstanding the due date specified on the bill, payment will be considered timely if payment is received by the Company by the payment date shown on the bill invoice. If objection is not received by the Company within a month after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the forgoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.4 Return Check Charge

As provided in Chapter 870 of the Maine Public Utilities Commission's Rules, the Company charges \$5.00 per account to which the check is applied or the amount of the bank charges the company, not to exceed \$15.00 for each check returned for nonpayment by a bank. If the company charges more than \$5.00, the company shall furnish the customer with proof of the bank charge.

2.3.5 Late Payment Charges

- a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.25% will be applied to all amounts previously billed under this Product Guide, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. The customer may dispute bills either orally or in writing. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Late payment charges do not apply to government agencies of the State of Maine. These agencies are required to make payment in accordance with applicable state law.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.4 RESERVED FOR FUTURE USE

2.5 RESERVED FOR FUTURE USE

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.6 TELEPHONE SURCHARGE/TAXES

2.6.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Product Guide, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Service, Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

All state and local taxes (i.e., sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.

2.6.2 The statewide E 911 surcharge is \$0.66 per month per line or number.

2.6.3 A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail number. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Administrator of the MUSF.

2.6.4 A surcharge for the Maine Telecommunications Education Access Fund (MTEAF) applies to all intrastate services billed to a retail number. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Universal Service Fund, or similar funds. The surcharge shall be equal to the percentage of revenues established by the Maine Public Utilities Commission pursuant to Chapter 285, § 2(B) of the Commission's Rules.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.7 BILLING DISPUTE RESOLUTION

All customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the carrier may proceed with collection activities per Chapter 81 or 860, and a late payment calculated at a monthly rate not to exceed the rate specified in Chapter 870 as updated annually by the Commission's Director of Finance, on the undisputed past due amount. Complaints should be made in writing to Lightship Telecom, LLC. (d/b/a One Communications I), 220 Bear Hill Road, Waltham, MA 02451.

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division, Maine Public Utilities Commission, 18 State House Station, 242 State Street, Augusta, ME 04333-0018. Telephone: 800-452-4699 or 207-287-3831. Facsimile: 207-287-1039.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 Suspension of Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- a. Termination shall not be made until at least 10 days after written notification has been mailed to the billing address of the customer.
- b. Suspension will not be made until at least 8 days after written notification has been mailed to the customer.

Telephone service shall only be suspended during the hours between 8:00 a.m. and 4:00 p.m., Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.2 Exceptions to Suspend and Termination

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for services which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures shall be in accordance with the Commission's Rules and Regulations.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of back-billed amounts as outlined in 2.10.11.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. The Company has verified, in a manner approved by the commission, that payment has not been rendered at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice; and
- b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment

a. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the even that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfied the indebtedness within 20 days after written notification. See Section 2.10.7 regarding Deferred Payment Agreements.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of Product Guide charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing service or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

c. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
 - a. No charge shall apply for the period during which service has been terminated, and
 - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.4 Termination For Cause Other Than Nonpayment (Cont'd)

d. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charge will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.8.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMER

2.9.1 Application of Rates

- a. Business rates as described in this Product Guide apply to service furnished:
1. In office buildings, stores, factories and all other places of a business nature;
 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 3. At any location when the listing or public advertising indicates a business or a profession;
 4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 5. At any location where the customer resells or shares exchange service;
- c. The use of business facilities and service is restricted to the customer, customers, agents and representative of the customer and joint users.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMER (Cont'd)

2.9.2 Deposits

Deposits will be collected, maintained, and returned in accordance with Chapters 86 and 870 of the Commission's Rules.

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.9.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.10 RESERVED FOR FUTURE USE

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

2.11.1 Credit for Interruptions

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. Any interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rate basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. When main service is interrupted for a period of at least 24 hours, the Company, after notice by the customer, shall apply the following schedule of allowances except in situations provided in 2.11.1.(d).

A credit allowance will be given, upon request of the customer to the business office, for interruptions of 24 hours or more. Credit allowances will be calculated as follows:

- i. $1/30^{\text{th}}$ of the monthly rate for each of the first three full 24-hour periods during which the interruption continues after notice by the customer to the Company if the out-of service extends beyond a minimum of 24 hour.
- ii. $2/30^{\text{th}}$ of the monthly rate for each full 24-hour period beyond the first three 24-hour periods referred to in 2.22.1(c)(i).

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

- d. When service is interrupted for a period of at least 24 hours due to storms, fires, floods or other conditions beyond the control of the Company, an allowance of 1/30 of the monthly rate as outlined in the tariff or product guide for all services and facilities furnished by the Company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Company.

- e. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

f. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruptions" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Product Guide, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Product Guide. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Product Guide, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.2 Limitations on Credit Allowances

No credit allowance will be made for:

- a. interruptions due to negligence of, or non-compliance with the provisions of this Product Guide, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to or providing service connected, the service of the Company or to the Company's facilities.
- b. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements
- e. interruptions of service due to circumstances or cause beyond the control of the Company.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.12.1 Regulations

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

- a. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- b. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- c. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the proceeding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

Section 2 – GENERAL RULES AND REGULATIONS (Cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.12.1 Regulations (Cont'd)

- d. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- e. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.12.2 Terms and Conditions

Violations of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

Section 3 – CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

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

The connection Charge is comprised of two charges:

- a. Service Order;
- b. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- a. A Service Order charge applies per customer order for all work or services orders to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.

Rates for this service are located in Section 8.

Section 3 – CONNECTION CHARGES (Cont'd)

3.1 CONNECTION CHARGE (Cont'd)

3.1.1 General (Cont'd)

- b. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. Only one charge applies per customer order.

Rates for this service are located in Section 8.

3.1.2 Exceptions to the Charge

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

Section 3 – CONNECTION CHARGES (Cont'd)

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

Rates for this service are located in Section 8.

3.3 MOVES, ADDS AND CHANGES

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

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

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

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

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

Rates for this service are located in Section 8.

Section 3 – CONNECTION CHARGES (Cont'd)

3.4 RESERVED FOR FUTURE USE

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at a customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Inside Wire charges apply per service call when billable premises is performed on noncomplex premises wire and jacks. Residence and business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

Section 3 – CONNECTION CHARGES (Cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

First

Additional

Trouble Isolation Charge

Rates for this service are located in Section 8.

Section 3 – CONNECTION CHARGES (Cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

3.5.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install inside wire.

a. Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when a customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

b. Inside Wire Maintenance Charge

No inside wire maintenance service option is available.

3.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

Business

Rates for this service are located in Section 8.

Section 4 - BUSINESS NETWORK SWITCHED SERVICES

4.1 GENERAL

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

- a. receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

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

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS

The following Business Access Service Options are offered:

Basic Business Line Service

Basic Business Line Service are offered with measured or unmeasured rate local service.

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

The following features are available with Business Line Service for an additional charge:

- Three Way Conference, Consultation, Transfer
- Return Call "69"
- Repeat Dialing
- Call Forwarding (Variable, Basic, Busy Line, Don't Answer, Busy/No Answer)
- Call Waiting
- Speed Calling 8 codes
- Speed Calling 30 codes
- Distinctive Ringing (one or two additional numbers)
- Caller ID
- Caller ID using Call Waiting
- Caller ID with Name & Call Waiting
- Non-Verified Accounting Codes
- Verified Accounting Codes
- Accounting Codes Provided up to 4 Digit Capability
- Call Connect Following Directory Assistance

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

The following features are available with Business Line Service at an additional charge.

HUNT GROUP CHANGES

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement
Per Queue Set

HUNTING LINE CHANGES

Sequential Hunting
Circular Hunting
Uniform Hunting

4.2.1 Basic Business Line Service

a. General

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

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.1 Basic Business Line Service (Cont'd)

a. General (Cont'd)

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multi frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

b. Measured Rate Basic Business Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in accordance with the local calling areas as outlined in the Bell Atlantic Tariff and supported by the local telephone directory.

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.1 Basic Business Line Service (Cont'd)

b. Measured Rate Basic Business Line Service (Cont'd)

2. Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and charge for completed calls originated from the customer's line. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Product Guide.

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.2 Description of Features

a. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group.

b. Call Hold

The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

c.. Call Forwarding

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

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.2 Description of Features (Cont'd)

b. Call Forwarding (Cont'd)

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

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

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

c. Call Waiting/Cancel Call Waiting

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

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.2 Description of Features (Cont'd)

d. Distinctive Ringing

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

e. Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group. Circular and uniform hunting can also be selected.

Hunt group charges apply to sequential, circular and uniform hunting and queuing with announcement per queue slot.

f. Speed Calling

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

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.3 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.4 Lightship Direct Dial-Tone Services

Lightship Direct is a unique facilities based dial-tone offering to the business customer via digital facilities within specific cities and towns where the Company's network is built out. A second qualification of Lightship Direct is that customers must have a need for a minimum of 10 voice lines to qualify for Lightship Direct. Installation time for Lightship Direct will be a maximum of 45 days assuming the Bell Atlantic facilities are available to the customer's business location. Information of available locations can be acquired by calling the Company's headquarters at 1-603-883-4477.

a. Local Unmeasured Business Line Services

Customers can choose to deploy Lightship Direct as a standard POTS Line Unmeasured service. Each line can be provisioned with the host of value added services as outlined on page 78 (custom calling services) of this Product Guide.

b. Centrex Services

Centrex will be provisioned to locations requiring a minimum of 10 Centrex lines unless the main location and any sister location is served out of the Portland Bell Atlantic office. In this case, sister locations can receive Centrex without meeting the minimum 10 line requirement. Each Centrex line can be provisioned with the following custom calling features at no additional charge:

Call Forwarding Variable	Call Waiting	Caller ID & Name
Call Forwarding Basic	3-Way Calling	Repeat Dial
Consultation Transfer	Direct In Dialing	Speed Call 30

Section 4 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

4.2 SERVICE DESCRIPTIONS (Cont'd)

4.2.4 Lightship Direct Dial-Tone Services (Cont'd)

c. Flexpath Services

Flexpath is a digital service designed to interface with a digital PBX where DID and DOD services are required and the location is within a city or town where Lightship Direct service is available. Flexpath will be provisioned to any single location where a minimum of 10 measured or unmeasured channels are required.

d. Digital 56k circuits to the Lightship POP

When a customer requires Lightship Direct for their voice calling needs and when the maximum number of available channels are not being utilized, Lightship Direct can be provisioned with a single or multiple 56k channels to accommodate interconnection to other sister locations of the business or interconnection to any other type of service provider. It will be the responsibility of the customer to coordinate with the Company the additional circuit requirements and fees to accommodate for additional interconnection to outside service providers.

e. Frame Relay Services

Lightship Direct channels can be provisioned to accommodate access to a frame relay service offering by the Company. Those locations outside the Lightship Direct serving cities or towns will be provisioned via an independent Frame Relay circuit operating independently from the Lightship Direct Facility.

Section 5 - SPECIAL ARRANGEMENTS

5.1 SPECIAL CONSTRUCTION

5.1.1 Basis for Charges

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

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a., b., and c.

5.1.2 Basis for Cost Computation

The costs referred to in 5.1.1 preceding may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - (1) equipment and materials provided or used;
 - (2) engineering, labor, and supervision;
 - (3) transportation; and
 - (4) rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

Section 5 - SPECIAL ARRANGEMENTS (Cont'd)

5.1 SPECIAL CONSTRUCTION (Cont'd)

5.1.2 Basis for Cost Computation (Cont'd)

- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff or Product Guide preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

5.1.3 Termination Liability

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

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

Section 5 - SPECIAL ARRANGEMENTS (Cont'd)

5.1 SPECIAL CONSTRUCTION (Cont'd)

5.1.3 Termination Liability (Cont'd)

b. (Cont'd)

(1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:

- (a) equipment and materials provided or used;
- (b) engineering, labor, and supervision;
- (c) transportation; and
- (d) rights of way and/or any required easements;

(2) license preparation, processing, and related fees;

(3) tariff or Product Guide preparation, processing and related fees;

(4) cost of removal and restoration, where appropriate; and

(5) any other identifiable costs related to the specially constructed or rearranged facilities.

c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 5.1.3.b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 5.1.3.b. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Section 5 - SPECIAL ARRANGEMENTS (Cont'd)

5.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

5.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from arrangements outlined in the tariff or Product Guide. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in this Product Guide. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

Section 6 - DIRECTORY

6.1 ALPHABETICAL DIRECTORY

6.1.1 Main Listings

- a. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- b. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- c. Listings provided without charge are as follows:
 1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 2. One listing for each PBX or interconnecting system.
- d. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

Section 6 – DIRECTORY (Cont'd)

6.1 ALPHABETICAL DIRECTORY (Cont'd)

6.1.2 Composition of Listings

- a. Listings are limited to information essential to the identification of the listed party.
- b. Addresses
 - 1. Each listing normally includes the number and street name location where the telephone service is furnished. the name of a building may be shown in case of buildings commonly known by name.
 - 2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- c. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 6.1.1.a above.

6.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

Section 6 – DIRECTORY (Cont'd)

6.1 ALPHABETICAL DIRECTORY (Cont'd)

6.1.3 Types of Listings (Cont'd)

a. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

b. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

Section 6 – DIRECTORY (Cont'd)

6.1 ALPHABETICAL DIRECTORY (Cont'd)

6.1.3 Types of Listings (Cont'd)

c. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.

Section 6 – DIRECTORY (Cont'd)

6.1 ALPHABETICAL DIRECTORY (Cont'd)

6.1.4 Non-Published Service

a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

b. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

Section 6 – DIRECTORY (Cont'd)

6.1 ALPHABETICAL DIRECTORY (Cont'd)

6.1.4 Non-Published Service (Cont'd)

b. Regulations (Cont'd)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

Section 6 – DIRECTORY (Cont'd)

6.2 [RESERVED FOR FUTURE USE]

6.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

6.4 LIABILITY OF THE COMPANY FOR ERRORS

6.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Product Guide, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

6.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

Section 6 – DIRECTORY (Cont'd)

6.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

6.4.2 Allowance for Errors (Cont'd)

- a. Free Listings
For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.
- b. Charge Listings
For each additional or charge published directory listing, credit shall be given at the monthly rate identified in the Product Guide for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.
- c. Operator Records
For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

Section 7 - RESERVED FOR FUTURE USE

Section 8 - RATES & CHARGES

8.1 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

Busy Line Verify Service (each request) \$3.55

Busy Line Verify and Busy Line Interrupt Service (each request) \$4.55

8.2 DIRECTORY ASSISTANCE

Business Customers Local
Per Number Requested \$0.40

8.3 SERVICE IMPLEMENTATION

Non-Recurring
Per service order \$20.00

8.4 RESTORATION OF SERVICE

Non-Recurring
Per occasion \$45.00

Section 8 - RATES & CHARGES (Cont'd)

8.5 CONNECTION CHARGES

Service Order Charge:

	<u>Business</u>
First	\$49.50
Additional	\$49.50

Premises Visit Charge:

	<u>Business</u>
Monday - Friday (8am - 5 pm)	
First (per 15 min. increment)	\$38.00
Add'l. (per 15 min. increment)	\$16.00
All Other Time Periods	\$80.00

8.6 MOVES, ADDS AND CHANGES

Business Charge per order:	\$49.50
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8.7 CHARGES ASSOCIATED WITH PREMISES VISIT

Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Business: (per 15 min. increment)	\$38.00	\$18.00

8.8 PRIMARY INTEREXCHANGE OR INTRALATA TOLL CARRIER CHANGE CHARGE

Charge: per phone line/number	<u>Business</u> \$5.00
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Section 8 - RATES & CHARGES (Cont'd)

8.9 CUSTOM CALLING SERVICE

	<u>Monthly</u>	<u>Nonrecurring Set-Up Fee</u>
<u>Standard Features - Per Line:</u>		
Three-Way Conference, Consultation	\$6.00	\$00.00
Return Call "69"	\$3.00 or \$.75/activation	\$00.00
Repeat Dialing	\$3.00 or \$.75/activation	\$00.00
Call Forwarding Variable	\$6.00	\$00.00
Call Forwarding Basic	\$6.00	\$00.00
Call Forwarding Busy Line	\$2.75	\$00.00
Call Forwarding Don't Answer	\$2.75	\$00.00
Call Forwarding Busy/No Answer	\$4.00	\$00.00
Call Waiting	\$6.30	\$00.00
Speed Calling 8 codes	\$5.00	\$00.00
Speed Calling 30 codes	\$7.50	\$00.00
Distinctive Ringing		
1 additional number	\$6.00	\$00.00
2 additional numbers	\$10.00	\$00.00
Caller ID	\$5.95	\$00.00
Caller ID using Call Waiting	\$5.95	\$00.00
Caller ID with Name	\$6.95	\$00.00
Caller ID with Name & Call Waiting	\$6.95	\$00.00
Non-Verified Accounting Codes	\$5.00	\$00.00
Verified Accounting Codes	\$10.00	\$20.00
Accounting Codes Provided up to 4 Digit Capability		
Call Connect Following Directory Asst.	\$0.35	
<u>HUNTING LINE CHARGE</u>		
Sequential Hunting	\$00.00	\$24.32
Circular Hunting	\$00.00	\$24.32

Section 8 - RATES & CHARGES (Cont'd)

8.10 STAND ALONE VOICE MAIL SERVICE

Recurring and Nonrecurring Charges

Per Individual Mail Address:

	<u>Business</u>
Nonrecurring Charge	\$10.00
Recurring Charges 4 Boxes	\$12.00
Each Additional Box	\$ 3.00

8.11 PROMOTIONAL OFFERINGS

Periodically, the Company may engage in promotional offerings or demonstrations of its services in order to retain existing customers, to win back former customers, or to increase awareness of the Company's services. Such offerings will be limited to certain dates, times and/or locations. The Company may from time to time, waive or vary the rates, terms and charges associated with certain services for promotional, marketing research, or other similar purposes. In no case shall the resulting rates and charges exceed the rates and charges listed in this Product Guide for the same services. Should participants of a promotional offering, at the end of the promotional period choose to continue the service, and the company offers it as a standard Product Guide offering, the participants(s) shall order the service under the terms and conditions as specified in the Product Guide.

Section 8 - RATES & CHARGES (Cont'd)

8.12 BUSINESS NETWORK SWITCHED SERVICES

BASIC BUSINESS LINE SERVICE

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Monthly Recurring Charges: (Measured Rate)</u>		
Measured Rate Basic	\$33.02	\$60.00
Unmeasured Service	\$36.21	\$60.00
Foreign Exchange (measured each message unit)	\$22.58	\$60.00
	\$0.1280/minute	
Per Line FCC Charge	\$8.25	\$0.00
<u>PBX Trunk Lines:</u>		
Toll Access Trunk Lines	\$19.00	\$55.00
Excess Toll Access Trunk Lines	\$69.50	\$55.00
Arrangement (For toll access trunk lines to operate with a call rating system per central office)	\$12.50	\$220.00
Toll Diversion Trunk Lines	\$11.75	\$39.00
Maximum Charge for install at one time		\$170.00
Trunk Multiplying Arrangements	\$1.50	\$12.00
<u>Rates for local measured lines:</u>		
Local calling area	\$.25/call	

Section 8 - RATES & CHARGES (Cont'd)

8.13 ALTERNATE TELEPHONE NUMBER LISTINGS

	<u>Monthly</u>	<u>Nonrecurring</u>	
Non-Published Listing Business	\$6.19	\$14.00	(1)
Additional Listing Business	\$5.00	\$00.00	(1)
Non Directory Listed Service	\$3.75	\$14.00	(1)

8.14 TERM PLAN OPTIONS

A term plan option is available to customers choosing either one of The Company's service (Local or Toll Service) or both services and receive a term discount:

	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
One Service	4%	6%	8%
Two Services	6%	8%	10%
Three Services	8%	10%	12%

Term plan discounts do not apply to Operator Assisted Calls, Directory Assistance, One-Time installation charges, or premises visits.

Section 8 - RATES & CHARGES (Cont'd)

8.13 Lightship Direct Dial-Tone Services

Type of Line	Installation Per Line	Monthly Charge Per Line
Unmeasured Business Lines	\$25.00	\$29.95
Centrex Unmeasured (no mileage limitations)	\$45.00	\$24.00
Flexpath Measured Per Channel	\$45.00	\$45.00
Flexpath Unmeasured Per Channel	\$45.00	\$65.00
DID Numbers (Blocks of 100)	\$35.00/block	\$35.00
56K Channel to the Lightship POP	\$45.00	\$50.00
56K Channels for Frame Relay	\$45.00	\$125.00