

CHOICE ONE COMMUNICATIONS OF MAINE INC.  
d/b/a ONE COMMUNICATIONS II  
REGULATIONS AND SCHEDULE OF INTRALATA CHARGES  
APPLYING TO FACILITIES-BASED TOLL  
TELECOMMUNICATION SERVICES WITHIN  
THE STATE OF MAINE

This product guide applies to the interexchange telecommunications services furnished by Choice One Communications Inc. d/b/a One Communications ("Carrier") between one or more points within the State of Maine.

CHECK SHEET

The sheets of this product guide are effective as of the date shown at the bottom of the respective sheet. Original and revised sheets are named below comprise all changes from the original product guide and are currently in effect as of the date on the bottom of this page.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
Title	Original	22	Original
1	Third*	23	Original
2	Third*	24	Original
3	Original	25	Original
4	Original	26	Original
5	Original	27	Original
6	Original	28	Original
7	Original	29	First
8	Original	30	First
9	Original	31	Original
10	Original	32	Original
11	Original	32.1	Original*
12	Original	32.2	Original*
13	Original	33	Original
14	Original	34	Original
15	Original		
16	First		
17	Original		
18	Original		
19	Original		
20	Original		
21	First		

\* New or Revised

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Issued by: Vice President of Regulatory Compliance  
5 Wall Street  
Burlington, MA 01803

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### EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C - Change In Regulation
- D - Discontinued Rate or Regulation
- I - Increase In Rate or Charge
- M - Moved From Another Product Guide Location
- N - New Rate or Regulation
- R - Reduction In Rate or Charge
- T - Change In Text But No Change In Rate or Charge

### PRODUCT GUIDE FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the PRODUCT GUIDE. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their PRODUCT GUIDE approval process, the most current Sheet number on file with the Commission is not always the PRODUCT GUIDE page in effect.

PRODUCT GUIDE FORMAT (Cont'd)

- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.  
2.1.  
2.1.1.  
2.1.1.A.  
2.1.1.A.1.  
2.1.1.A.1.(a).  
2.1.1.A.1.(a).I.  
2.1.1.A.1.(a).I.(i).  
2.1.1.A.1.(a).I.(i).(1).

- D. Check Sheets - When a PRODUCT GUIDE filing is made with the Commission, an updated check sheet accompanies the PRODUCT GUIDE filing. The check sheet lists the sheets contained in the PRODUCT GUIDE, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The PRODUCT GUIDE user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

**TERMS AND CONDITIONS**

The State of Maine Public Utilities Commission (MPUC) requires that each telephone utility's Terms and Conditions comply with and not conflict with requirements of Maine Statutes (primarily in title 35-A) and MPUC rules. Any provision in these Terms and Conditions or rate schedules that conflicts with a Maine statute or MPUC rule is inapplicable and will not be enforceable. The following rules apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

- Chapter 204 – Basic-Service Calling Areas
- Chapter 230 – Installation, Maintenance and Ownership of Customer Premises Wire
- Chapter 250 – Coin-operated Telephone Service
- Chapter 280 – Provision of Competitive Telecommunications Services
- Chapter 294 – Lifeline and Link Up Service Programs\*
- Chapter 296 – Selection of Primary Interexchange and Local Exchange Carriers\*
- Chapter 870 – Late Payment Charges, Interest Rates to Be Paid on Customer Deposits, and Charges for Returned Check Fees  
Chapters 81 and 86 concerning application for service, billing, payment, deposit, disconnection, dispute resolution, and other credit and collection procedures.

\* These rules are expected to become final in early 1999.

In the future, a new Chapter 290, Standards for Telecommunications Billing, Credit and Collection, and Customer Information, will replace Chapters 81 and 86 for telecommunications carriers. When Chapter 290 is adopted, if there are any conflicts between these Terms and Conditions and Chapter 290, Chapter 290 will control.

In addition, the following provisions (the first two of which are required by statute) are part of this utility's Terms and Conditions:

TERMS AND CONDITIONS (Cont'd)

1. FOR INTEREXCHANGE SERVICE:

Discount for Hearing-Impaired Customers. 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 persons who must rely on teletypewriters for residential telephone communications, and others 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, the customer or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to his telephone. Upon request, customers making calls to certified persons are eligible for a 70% rate reduction for relevant billed calls made during each billing period.

2. FOR LOCAL EXCHANGE SERVICE:

Enhanced Universal Emergency Number Service - E911 - Surcharge

An Enhanced Universal Emergency Number Service (E911) surcharge, as provided in 25 M.R.S.A. § 2927(1-A), applies per month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly rates for these lines specified elsewhere in these schedules. The surcharge shall not be imposed upon more than 25 lines per customer billing account.

TERMS AND CONDITIONS (Cont'd)

3. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

Any provisions in these Terms and Conditions that limit liability or damages do not apply to the extent they conflict with 11 M.R.S.A. § 2-316(5) of the Maine Revised Statutes, Exclusion or Modification of Warranties.

This utility agrees that it is responsible for complying with all applicable rules of the Maine Public Utilities Commission and with the Maine Revised Statutes. It understands that if it applies or enforces any provisions of these Terms and Conditions that is in conflict with a rule of the Maine Public Utilities Commission, or the Maine Revised Statutes, the rule or statute will govern; and the utility may be subject to action by the Consumer Assistance Division of the Maine Public Utilities Commission or an investigation by the Commission pursuant to 35-A M.R.S.A § 1303.

TERMS AND CONDITIONS (Cont'd)

Definitions

1. "Carrier, "Company" or "Utility" refers to Choice One Communications of Maine Inc.
2. "Completed" call is 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.
3. "Customer" means 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.
4. "Residential" customer is 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.
5. "Service" means any telecommunications service(s) provided by the carrier under these schedules.
6. "Station" is a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
7. "Time period" means the interval of hours that distinguish day, night, and weekend rate periods. Day is from 8 a.m. up to but not including 10 p.m. local time Monday through Friday. Night is from 10 p.m. up to but not including 8 a.m. local time Monday through Friday. Weekend is from 10 p.m. Friday through the weekend hours up to 8 a.m. on Monday.
8. "Individual Case Basis 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 PRODUCT GUIDEd arrangements. Rates quoted in response to such requests may be different for PRODUCT GUIDEd 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. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this PRODUCT GUIDE within 30 days after the contract is signed by both the Company and the customer.

TERMS AND CONDITIONS (Cont'd)

General Description of Services Offered

1. These Terms and Conditions and Rate Schedules govern Company services originating and terminating at points within Maine. Specific services and rates are described in the Rate Schedules.
2. The Company's intrastate service territory is the entire state of Maine. Company services are available 24 hours per day, 7 days a week.
3. Company services are available for residential and non-residential customers.

Calculation of Rates

1. Rates for service are based on airline mileage between rate centers of the calling and called stations. The location of Rate Centers is based on information provided by Bell Operating Companies. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association PRODUCT GUIDE F.C.C. No. 4.
2. The chargeable time of a call is timed and measured by the underlying carrier. Timing of calls begins when the call is answered at the called station. Different rates may apply depending on the time of day or day of week the call is made. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

TERMS AND CONDITIONS (Cont'd)

Credit, Collection, and Dispute Resolution Procedures

1. Residential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for residential customers are governed by Chapters 81 and 870 of the Maine Public Utilities Commission's Rules.
2. Nonresidential Customers: Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for nonresidential customers are governed by Chapters 86 and 870 of the Maine Public Utilities Commission's Rules.
3. The Company does not charge a fee to establish service.
4. For billing purposes, service is established on the date the customer's local exchange carrier switches the customer's service to the reselling Company's network.
5. Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.
6. The Company charges a fee to restore service that was disconnected for non-payment of bills, violation of the Terms and Conditions, or fraudulent use of Company services.
7. 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.
8. 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.

TERMS AND CONDITIONS (Cont'd)

Credit, Collection, and Dispute Resolution Procedures (Cont'd)

9. 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 fee calculated at the maximum monthly rate allowed under Chapter 870, as updated annually by the Commission's Director of Finance, on the undisputed past due amount.
  
10. Customer complaints are handled by a full service customer service department. Customers may call toll-free (888) 832-5801 from 9 a.m. to 5 p.m., Monday through Friday or submit a written complaint to:

Vice President of Customer Service  
Choice One Communications of Maine, Inc.  
100 Chestnut St., Suite 700  
Rochester, New York 14604-2417

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 St., Augusta, Maine 04333-0018. Telephone: (800) 452-4699 or (207) 287-3831. Facsimile (207) 287-1039.

TERMS AND CONDITIONS (Cont'd)

Interruption of Service/Liability

1. The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.
2. The Company's liability for damages arising out of mistakes, interruptions, omission, delays, errors, or defects in the transmission occurring in furnishing service or in Company facilities, and not caused by the negligence of its employees or agents, will not exceed the amount that the Company would have charged the customer for service for the period the aforementioned faults occur.
3. Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or equipment. For purposes of computing a credit for leased facilities, a month consists of 720 hours. The Company will credit the customer's account at the rate of 1/720th of the monthly charge for the facilities affected for each full hour of the interruption.
4. The Company is protected against customer claims for libel, slander, or copyright infringement arising from the material, data, information, or other content transmitted using Company services. The Company is protected against all other claims arising from any act or omission of the customer while using Company services.
5. Any provisions that limit liability or damages do not apply to the extent they conflict with Maine Statute, 11 M.R.S.A. 2-316(5), Exclusion or Modification of Warranties.

RATE SCHEDULE

1.1 Postpaid Calling Card

1.1.1 Description of Service

Carrier offers Postpaid Calling Card (non-operator assisted, direct-dial) to customers who select Carrier as their long distance carrier and request a calling card on the letter of Authorization (LOA) submitted to Carrier for activation. This product is offered to Customers through agents who have contracted with Carrier to market this service to said Customers.

Calls are subject to a one (1) minute minimum billing duration, and sixty (60) second billing increments. Calls are rated based on call duration, as measured from answer supervision to disconnect. No charge will generally apply to uncompleted calls, which include "ring busy" and "ring no answer" calls.

Customers access Postpaid Calling Card by:

- A. Dialing 1+ toll free number (800/888/887) - as indicated on reverse of card.
- B. At voice prompt, entering card number.
- C. At voice prompt, entering desired destination number by dialing It (Area Code [NPA]) + (Exchange [NXX]) + (Station [XXXX]).
- D. Calls are routed over Carrier's transmission and switching facilities to any valid domestic location served by Carrier.

RATE SCHEDULE (Cont'd)

1.1 Postpaid Calling Card (Cont'd)

1.1.1 Description of Service (Cont'd)

- E. The charges for usage on this card will be billed on the customer's Local Exchange Company. (LEC) bill using the customer's billing telephone number.
- F. All rates will be per minute of usage, twenty-four (24) hours per day, and seven days per week, 365 days per year.

1.1.2 Rates and Charges

Post Paid Calling Card	<u>Per Minute Charge</u>
30/6 Rounding	\$0.199

RATE SCHEDULE (Cont'd)

1.2 800/888/887 Service (Toll free)

This service is a direct access, incoming only, usage sensitive WATS offering. This is a service whereby a Customer can be billed at reduced rates for calls to his premises.

<u>Per Minute</u>	<u>Per Number/Month</u>
\$0.0600 (R)	\$2.00

In the event an 800/888/887 customer owes the Company more than \$1,000 in undisputed delinquent 800/888/887 service charges, the Company reserves the right to block calls to that 800/888/887 number and to block an 800/888/887 service provider change.

1.2.1 800/888 Service (Toll free) Options

A. Service Descriptions

Area Code Block - Provides customers the ability to block toll-free calls from specific area codes.

Area Code Routing – Provides customers the ability to route calls to a predetermined location based on originating area code.

Area Code Allow – Provides customers the ability to allow completion of toll-free calls from designated area codes. Toll-free calls from other area codes will be blocked.

Percent Traffic Allocation Routing - Provides customers the ability to route calls to multiple call centers based on a predetermined percentage of calls received

Time of Day Routing – Provides customers the ability to route calls to a predetermined location based on the time of day the call originates.

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RATE SCHEDULE (Cont'd)

1.2 800/888/887 Service (Toll free)

1.2.1 800/888 Service (Toll free) Options (Cont'd)

B. Rates and Charges

The following minimum and maximum rate bands apply to these options:

	<u>Monthly Recurring Charges</u>
Area Code Block	\$10.00
Area Code Routing	\$10.00
Area Code Allow	\$10.00
Percent Traffic Allocation Routing	\$10.00
Time of Day Routing	\$10.00

In addition, the monthly recurring charges listed above, the following non-recurring charges will apply to additions or changes to the customer's toll-free options.

	<u>Non-Recurring Charges</u>
Routing Add Charge - Applies to any new toll-free option ordered by the customer	\$50.00
MAC Charge – Applies to any changes in an existing toll-free option currently used by the customer	\$25.00

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Burlington, MA 01803

RATE SCHEDULE (Cont'd)

1.3 1+ Long Distance Telecommunications Services

1+ long distance telecommunications services ("1+") consist of flat-rated direct dialed long distance services that allow Customers to place direct dialed calls to terminating locations within the State. Calls are placed by dialing "1" and the destination telephone number, including the area code. Services are available only in equal access areas. Calls are billed in 60 second initial and 60 additional billing increments.

Per Minute  
\$0.099

1.4 Specialized Pricing Arrangements

Customized service packages and competitive pricing packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers to the Company for proposals or for competitive bids. Service offered under this PRODUCT GUIDE provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the PRODUCT GUIDE. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis. Any such specialized pricing arrangements will be filed with the Commission for prior approval.

RATE SCHEDULE (Cont'd)

1.5 Operator Assisted Services

The Company's Long Distance Operator Assisted Services are available for use by presubscribed Customers of the Company's Outbound/Inbound Long Distance Service. Calls are billed in six (6) second increments, after an initial minimum period of eighteen (18) seconds, with additional per call charges reflecting the level of operator assistance and billing arrangement requested by the Customer. Each call is rounded up to the nearest one-tenth of a minute after the first minute.

1.5.1 Operator Services Call Types and Billing Arrangements

- A. Person-to-Person : A per call charge that applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. This charge does not apply unless the specified party or an acceptable substitute is available.

RATE SCHEDULE (Cont'd)

1.5 Operator Assisted Services (Cont'd)

1.5.1 Operator Services Call Types and Billing Arrangements (Cont'd)

- B. Station-to-Station (also referred to as "sent paid"): A per call charge that applies in addition to long distance usage charges for non-Person-to-Person calls placed with the assistance of a Company operator. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party.
- C. Third Party Billed: A billing arrangement whereby charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements for Third Party Billed calls.
- D. Collect Billed: A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements for Collect Billed calls.

RATE SCHEDULE (Cont'd)

1.5 Operator Assisted Services (Cont'd)

1.5.1 Operator Services Call Types and Billing Arrangements (Cont'd)

- E. 0+ Mechanized Calls: Calls made by dialing zero plus the desired telephone number, where the call is interrupted by a mechanized operator (i.e., a recorded announcement) requesting the caller to enter the billing information.
- F. 0+ Time Out Calls: Calls made by dialing zero plus the desired telephone number, where the call is interrupted by a live operator or mechanized operator (i.e., recorded announcement) requesting the caller to enter the billing information.
- G. 0- Calls: Calls made by dialing zero only and the caller then waits for the operator to pick up the line and assist to the caller in placing and/or billing for the call.
- H. Time Charge Calls: Calls made by dialing 0- or 0+, where the caller asks the operator to place the call, and return to the line at the end of the call and provide the customer with the cost for the completed call.

Operator Services

\$0.55 + Per minute cost of call

Directory Assistance

\$1.50 per Call

RATE SCHEDULE (Cont'd)

1.6 Payphone Surcharge

Pursuant to FCC regulations, the Carrier compensates payphone owners where calls originate at a payphone. A \$0.55 per call charge is applicable to non-coin calls that originate from any domestic payphone used to access Carrier's services. This surcharge will either be applied directly to customer's bill or will be deducted from customer's debit card in rounded up minute increments. This charge is applied in addition to standard PRODUCT GUIDEd usage charges and any applicable surcharges associated with Carrier's services, and is not eligible to receive discounts or contribute to minimum usage requirements.

1.7 Minimum Monthly Usage

Beginning with bills rendered on or after August 15, 2008, the minimum monthly amount that will be charged for long-distance usage by Customers subscribing for Choice One long distance service will be \$9.99. Qualified usage includes interstate, intrastate and intralata direct dialed domestic usage, international long distance usage and toll free (incoming) usage. Usage in the form of Operator Assisted Services, Calling Card calls and conference calls does not contribute toward the minimum monthly amount. If a customer's actual qualifying long distance usage charges for the month (before any applicable taxes, surcharges or similar items) are less than \$9.99, such Customer will be billed such actual charges plus an amount equal to the difference between such actual charges and \$9.99.

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Notwithstanding the preceding paragraph, no minimum monthly amount will apply to Customers subscribing to a long distance calling plan with a monthly recurring charge or Customers subscribing to an unlimited 1+ calling plan.

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Issued by:

Vice President of Regulatory Compliance  
220 Bear Hill Road  
Waltham, MA 02451

SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES, AND CHARGES

2.1 One Communications Operator Services and Directory Assistance

2.1.1 Operator Services

See the Company's ME Product Guide No. 1 for One Communications Operator Services rates and charges.

SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES, AND CHARGES

2.1 One Communications Operator Services and Directory Assistance

2.1.1 Directory Assistance

See the Company's ME Product Guide No. 1 for One Communications Operator Services rates and charges.

SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES, AND CHARGES

2.2 One Communications Toll-Free Service

2.2.1 Description of Services

One Communications Toll-Free Service offers Customers inbound calling where a toll-free number is provided for the purpose of receiving calls at no expense to the calling party.

OneSolutions service packages provide Customers with a bundled number of toll and toll-free minutes per line for a flat monthly fee. Customers who exceed their allotted number of minutes in any given month will be billed a per minute rate on their overage minutes. One Communications Toll-Free service is not available on a standalone basis. A monthly recurring charge does not apply to the first toll-free number ordered, but does apply to additional toll-free numbers. Toll-free numbers must terminate to a valid phone number assigned in connection with a OneSolutions Essential or OneSolutions Enhanced service package.

Toll-free numbers are reserved and assigned at random to each Customer from a general pool of available toll-free numbers provided to the Company.

Vanity numbers may be requested by the Customer; however, the Company does not guarantee the availability of any vanity numbers. Requests for vanity numbers are subject to a non-recurring charge.

## SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES, AND CHARGES

### 2.2 One Communications Toll-Free Service (Cont'd)

#### 2.2.2 One Communications Toll-Free Service Features

The following features are available in conjunction with the Company's toll free service. Features can be ordered separately or in combination. A non-recurring charge applies when features are ordered, changed or disconnected subsequent to installation of the initial service:

##### Info Digit Blocking

Info Digit Blocking blocks calls based on the type of telephone from which the call originates, such as calls originating from payphones or prison phones.

##### Info Digit Routing

Info Digit Routing routes and controls calls based on telephone line type.

##### Point of Origination Blocking (3/6/10 Digit Blocking)

Point of Origination Blocking allows or blocks calls based on originating NPA, NPA-NXX or 10 digit numbers.

##### Point of Origination Routing (3/6/10 Digit Routing)

Point of Origination Routing routes calls to a predetermined location based on originating NPA, NPA-NXX or 10 digit numbers.

##### Time of Day Routing (Time and Day of Week Routing)

Time of Day Routing routes calls to different locations based on the time and day of the week.

##### Day of Year Routing

Day of Year Routing routes calls to a different location based on day of the year.

##### Percent Call Allocation Routing

Percent Traffic Allocation routing provides Customers with the ability to route calls to different locations based on a predetermined percentage of calls received.

##### Pre-Defined Alternative Routing Profiles

Pre-Defined Alternative Routing establishes alternate routing profiles, which can be activated in various predefined situations.

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.2 One Communications Toll-Free Service (Cont'd)

2.2.3 Rates

	<b>NRC, per request</b>
Info Digit Blocking	
Info Digit Routing	
Point of Origination Blocking (3/6/10 Digit Blocking)	
Point of Origination Routing (3/6/10 Digit Routing)	
Time of Day Routing (Time and Day of Week Routing)	
Day of Year Routing	
Percent Call Allocation Routing	
Pre-Defined Alternative Routing Profiles	
Vanity Number	

	<b>MRC</b>
Toll-Free Number, per number	

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.3 OneSolutions Essential

2.3.1 General

This section is applicable only to Customers that subscribe to One Communications OneSolutions Essential local service in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No. 1. Customers that order OneSolutions Essential must pre-subscribe to the Company's toll and Long Distance service.

Customers selecting OneSolutions Essential will receive 250 domestic toll and toll-free minutes per line. Minutes will be aggregated across all voice grade DS0 channels included in the OneSolutions Essential service package (limit of 6 DS0s per service package). Included minutes not used within the billing cycle are lost.

A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Essential maximum of 250 minutes per DS0 channel (minutes aggregated across all lines that are part of OneSolutions Essential).

2.3.2 Application of Rates

Domestic Toll and Toll-Free Usage

Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes.

2.3.3 Rates

<b>Domestic Toll and Toll-Free Usage</b>	<b>Per Minute Rate</b>
Domestic Toll and Toll-Free Usage, overage rate	\$0.0390

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.4 OneSolutions Enhanced

2.4.1 General

This section is applicable only to Customers that subscribe to One Communications OneSolutions Enhanced local service in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No 1. Customers that order OneSolutions Enhanced must pre-subscribe to the Company's toll and Long Distance service.

Customers selecting OneSolutions Enhanced will receive 500 domestic toll and toll-free minutes per line. Minutes will be aggregated across all channels included in a OneSolutions Enhanced service package (limit of 15 channels per service package). Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.

A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Enhanced maximum of 500 minutes per line (minutes aggregated across all lines that are part of OneSolutions Enhanced).

2.4.2 Application of Rates

Domestic Toll and Toll-Free Usage

Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes.

2.4.3 Rates

<b>Domestic Toll and Toll-Free Usage</b>	<b>Per Minute Rate</b>
Domestic Toll and Toll-Free Usage, overage rate	\$0.0390

SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.5 One Communications Basic Business Line

(N)

2.5.1 General

This section is applicable only to Customers that subscribe to One Communications Basic Business Line local service in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No. 1. Customers that order One Communications Basic Business Line service must pre-subscribe to the Company's toll and Long Distance service.

Customers may purchase One Communications Basic Business Line service as Unlimited Business Lines. The Unlimited Business Line includes local, local toll and domestic toll service. Usage rates will apply to lines not ordered as Unlimited Business Lines.

2.5.2 Application of Rates

Domestic Toll Usage

Domestic toll usage rates will apply to lines not ordered as Unlimited Business Lines. Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate under one, two or three year term contracts.

2.5.3 Rates

<b>Domestic Toll Usage</b>	<b>1 year term</b>	<b>2 year term</b>	<b>3 year term</b>
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.6 One Communications Digital Voice Service

(N)

2.6.1 General

This section is applicable only to Customers that subscribe to One Communications Digital Voice Service in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No. 1. Customers that order One Communications Digital Voice Service must pre-subscribe to the Company's toll and Long Distance service.

Long distance service offered in connection with One Communications Digital Voice Service is furnished on a usage sensitive basis and is subject to a per minute rate.

Customers may purchase lines bundled with packages of domestic toll minutes and domestic toll-free minutes. Customers who exceed their allotted number of minutes in any given month will be billed a per minute rate on their overage minutes.

2.6.2 Application of Rates

Domestic Toll Usage

Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate under one, two or three year term contracts. Domestic toll usage rates will apply to lines not ordered with a package of domestic toll minutes. Customers who exceed their allotted domestic toll usage package of minutes in any given month will be billed a per minute rate on their overage minutes (domestic toll – overage rate will apply).

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.6 One Communications Digital Voice Service (Cont'd)

2.6.3 Rates

<b>Domestic Toll Usage</b>	<b>1 year term</b>	<b>2 year term</b>	<b>3 year term</b>
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

<b>Domestic Toll - Overage Rate</b>	<b>Per Minute Rate</b>
Domestic Toll, overage rate	\$0.0390

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**SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)**

**2.7**    **One Communications Remote Call Forward (RCF) Service**

**2.7.1**    **General**

This section is applicable only to Customers that subscribe to One Communications Remote Call Forward (RCF) Service in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No. 1. Customers that order One Communications Remote Call Forward (RCF) Service must pre-subscribe to the Company's toll and Long Distance service.

**2.7.2**    **Application of Rates**

**RCF Domestic Toll**

Domestic toll usage furnished in connection with RCF service is provided on usage sensitive basis and subject to a per minute rate under one, two or three year term contracts.

**2.7.3**    **Rates**

<b>Domestic Toll Usage</b>	<b>1 year term</b>	<b>2 year term</b>	<b>3 year term</b>
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.8 OneSolutions Complete

2.8.1 General

This section is applicable only to Customers that subscribe to One Communications OneSolutions Complete in accordance with the rates, terms and conditions set forth in the Company's ME Product Guide No. 1.

Long distance service offered in connection with One Communications OneSolutions Complete is furnished on a usage sensitive basis and is subject to a per minute rate.

Customers will also have the option to purchase Call Packs of Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free). Customers who exceed their allotted number of minutes in any given month will be billed a per minute rate on their overage minutes.

2.8.2 Application of Rates

Domestic toll service (includes Local Toll, Domestic Toll and Domestic Toll-Free) is furnished on a usage sensitive basis and is subject to a per minute rate. Domestic toll usage rates will apply to service not ordered with a Call Pack of domestic toll minutes. Customers who exceed their allotted domestic toll usage Call Pack of minutes in any given month will be billed a per minute rate on their overage minutes.

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SECTION 2 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd)

2.8 OneSolutions Complete (Cont'd)

2.8.3 Rates

<b>Domestic Toll – OneSolutions Complete Call Packs</b>	<b>1 Year MRC</b>	<b>2 Year MRC</b>	<b>3 Year MRC</b>	<b>Overage Rate</b>
1000 Package	\$39.00	\$39.00	\$39.00	\$0.0420
2500 Package	\$95.00	\$95.00	\$95.00	\$0.0420
5000 Package	\$185.00	\$185.00	\$185.00	\$0.0420
7500 Package	\$270.00	\$270.00	\$270.00	\$0.0420
10000 Package	\$350.00	\$350.00	\$350.00	\$0.0350
15000 Package	\$525.00	\$525.00	\$525.00	\$0.0350
25000 Package	\$875.00	\$875.00	\$875.00	\$0.0350
35000 Package	\$1,225.00	\$1,225.00	\$1,225.00	\$0.0350
50000 Package	\$1,600.00	\$1,600.00	\$1,600.00	\$0.0320
75000 Package	\$2,400.00	\$2,400.00	\$2,400.00	\$0.0320
100000 Package	\$2,800.00	\$2,800.00	\$2,800.00	\$0.0280

<b>Domestic Toll</b>	<b>Per Minute Rate</b>
Domestic Toll	\$0.0390

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SECTION 3 – PRESUBSCRIBED INTEREXCHANGE LONG DISTANCE CARRIER (PILD) CHARGE

(M)

3.1 General

The Presubscribed Interexchange Long Distance (PILD) Charge is a monthly charge applicable to multi-line business, ISDN-PRI and T-1 Customers' lines or line equivalents that are presubscribed to the Company's long distance service . For ISDN-PRI and T-1 Customers, the Company will assess five (5) PICC charges per circuit. The aggregate of these PILD charges will not be prorated for a partial month of service, are not subject to any discounting and do not contribute to any monthly minimums. Customers subscribed to the Company for both their interLATA and intraLATA long distance service will be subject to a single PILD charge per line.

3.2 Rates

Monthly Recurring Charge

Per multi-line business Customer subscribed line	\$4.31
Per ISDN-PRI or T-1 facility	\$21.55
Per Centrex line	\$0.47

*Presubscribed Interexchange Long Distance (PILD) Charge moved from page 29 of this product guide.*

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