

COMCAST PHONE OF VIRGINIA, LLC

EXCHANGE SERVICES
TARIFF V.S.C.C. No. 1

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Release 1

3. EXCHANGE SERVICES

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Issued: February 6, 2009

Effective: February 7, 2009

COMCAST PHONE OF VIRGINIA, LLC

**EXCHANGE SERVICES
TARIFF V.S.C.C. No. 1**

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3. EXCHANGE SERVICES

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3. EXCHANGE SERVICES

3.1. GENERAL

3.1.1. TERMS AND CONDITIONS

- A.. The provisions of exchange service at the rates and charges and terms and conditions shown is subject to the provisions of other sections of this Tariff.
- B. The rate and charges as quoted herein for exchange services entitle the customer to local calls, without toll.
- C. Wire center serving areas may be revised and portions of an area transferred to other wire centers as facility requirements change.
- D. A residence service may not be part of a hunting sequence that contains business lines.
- E. Customers changing from business to residence service will be assigned a different telephone number. Referral of calls to the new residence telephone number assigned will not be provided.
- F. Installment Billing for Residential Nonrecurring Charges

Upon approval of the Company, a residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

3. EXCHANGE SERVICES

3.1. GENERAL (CONT'D)

3.1.2. END USER POINTS OF CONNECTION

- A. Services terminate at a Point of Connection (POC) established by the Company. The POC will ordinarily be located in the same building as the customer's or user's premises; however, a customer may elect to be served by a POC in a different building, in which case the customer is responsible for providing or obtaining, at its own expense, the necessary wire or cable to connect its premises to the POC. In a multi-tenant building, the POC will ordinarily be established in a common area of the building such as an equipment room or wire closet. Customers may connect their transmission facilities, cabling, wiring or terminal equipment to the Company's network at the POC.

- B. The Company will establish a POC upon request within a building, campus, or other customer premises located in a Company-served exchange area if, in the Company's opinion, it can recoup its up-front capital cost, ongoing operational cost and provide a fair return to shareholders from the revenue stream derived from the new POC. A POC may be established at any location where the preceding conditions are not satisfied subject to the rates, terms, and conditions applicable to Special Construction as specified in Section 2 of this Tariff.

3. EXCHANGE SERVICES

3.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

3.2.1. GENERAL

- A. Nonrecurring charges apply to customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this Tariff.
- B. Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once it has begun, an additional charge may apply based upon the additional cost involved, as set forth in Section 3.3.6 or 3.3.7, following.
- C. All changes in location of the customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying .
- D. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.

3.2.2. DESCRIPTION OF CHARGES

A Service Connection Charge or Line Activation Charge applies when a customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

- A. The Service Connection Charge applies per occurrence for the initial or subsequent installation of broadband facilities and equipment, and to any change of location of such facilities and equipment.
- B. The Primary Line Activation Charge applies per occurrence where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies in lieu of the Primary Line Activation Charge.

3. EXCHANGE SERVICES

3.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

3.2.2. DESCRIPTION OF CHARGES (CONT'D)

- C. The Additional Line Activation Charge applies per occurrence for additional lines where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies. The Line Activation Charge will be waived if the Service Connection Charge or Primary Line Activation Charge applies.
- D. The Service Dispatch Charge applies for any subsequent request to add or modify facilities after initial installation.

3.2.3. RATES AND CHARGES

	NONRECURRING CHARGE
• Service Connection	
- Residence	\$30.00
- Business	60.00
• Primary Line Activation	
- Residence	30.00
- Business	60.00
• Additional Line Activation	
- Residence	20.00
- Business	60.00
• Service Dispatch (subsequent to initial installation)	
- Residence	[1]
- Business	[1]

[1] Service Dispatch is a non-regulated service.

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES

3.3.1. TERMS AND CONDITIONS

- A. A Nonrecurring Charge applies to the following:
 - The installation of new service
 - The transfer of an existing service to a different location
 - A change from one class of service to another at the same or a different location
 - Restoral of service after suspension or termination for nonpayment
- B. No Nonrecurring 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.
 - 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.
 - Complete termination of service.
- C. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.
- D. Nonrecurring charges are listed with each service in this Tariff to which they apply.

3.3.2. CHANGE OF RESPONSIBILITY

A. Terms and Conditions

When acceptable to the Company, an applicant may supersede exchange service of a customer where an arrangement is made by the customer and the applicant to pay all outstanding charges against the service.

B. Rates and Charges

	NONRECURRING CHARGE
• Change of Responsibility	
- Residence	\$10.00
- Business	\$10.00

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.3.3. MOVES, ADDS AND CHANGES

A. Terms and Conditions

1. 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 nonrecurring charge for the underlying service will apply as if the work had been done by the Company.
2. 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 service(s) to existing equipment and/or service(s) at one location.

Change

The rearrangement or reclassification of existing service at the same location.

B. Rates and Charges

	NONRECURRING CHARGE
1. Residence	
• Move	\$ 5.00
• Add	5.00
• Change	5.00
2. Business	
• Hunting Configuration Charge	17.80
• Feature Add/Change/Remove	17.80

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.3.4. CHANGE OF TELEPHONE NUMBER

A. Terms and Conditions

1. When a customer changes telephone numbers, the referral period for the disconnected number will be 180 days for business numbers and 90 days for residential numbers.
2. The following nonrecurring charge applies to change a telephone number at the customers request. No charge applies to change the number due to annoyance calls or Company initiated number changes.

B. Rates and Charges

**NONRECURRING
CHARGE**

• Per Telephone Number Changed

- | | |
|-------------|---------|
| - Residence | \$10.00 |
| - Business | 17.80 |

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.3.5. RESTORAL OF SERVICE

A. Terms and Conditions

1. A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, or other charges, but an order providing for complete disconnection has not been completed.
2. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application of service in addition to any charges for services due up to the date of suspension.
3. The following charge will be applied unless a charge for restoral of service is included in a specific service's section of this Tariff. Additionally, all charges up to the date of the suspension are due prior to restoral of service.

B. Rates and Charges

	NONRECURRING CHARGE
• Restoral of Service, each line	
- Residence	\$11.70
- Business	35.00

3.3.6. 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.

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.3.7. PREMISES VISIT

A. General

The customer has two conditions for a Company representative to visit his/her premises: 1) the customer may require installation of, or changes to, his/her premises wiring; or 2) may report trouble on the Company provided service.

B. Customer Initiated Work Visit

The customer may ask for an estimate or a firm bid before requesting a Company technician to perform work at the customer's premises. 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 (measured in 1/2 hour increments) and materials charges incurred. When a firm bid is provided at the customer's request, the charge to be billed is the amount quoted to the customer for the work requested. Special Construction charges are specified elsewhere in the Company Tariff. The following rates apply during normal business hours. After normal business hours, the Company may charge a higher rate based on cost.

CHARGE

- Residence, per visit [1]
- Business, per visit [1]
- Labor Rate, per hour [1]

[1] Non-regulated service.

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES

3.3.7. PREMISES VISIT (CONT'D)

C. Trouble Report Visit

A maintenance visit charge may apply when a customer or authorized user requests the dispatch of the Company's personnel for the purpose of isolation and/or repair of trouble. The Company's responsibility for service extends from the serving office to the customer's premises, ending in a Company-provided point of connection (e.g., protection block, Network Interface Device (NID), etc.). Where a NID exists, if the Company is able to test for dial tone and the problem proves to be beyond the NID (within a customer's premises) a maintenance visit charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance visit charge will be assessed. In those cases where the customer has purchased an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no maintenance visit charge will be applicable regardless of the dial tone test results or whether a NID exists or not. The following rates apply during normal business hours. After normal business hours, the Company may charge a higher rate based on cost.

	CHARGE
• Residence, per visit	\$46.00
• Business, per visit	39.50

3. EXCHANGE SERVICES

3.3. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.3.8. PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

A. Description

Presubscription is an arrangement whereby an end user may select and designate to the Company an Inter/IntraLata Interexchange Carrier (IC) to access, without an access code, for long distance calls. This IC is referred to as the end user's Primary Interexchange Carrier (PIC). The end user may select any IC that orders Feature Group D Switched Access Service at the end office that serves the end user.

B. Regulations

Subsequent to the installation of Local Exchange Service, and after the end user's initial selection of a PIC, the following nonrecurring charge applies for any additional change in selection. This charge is billed to the end user which is the subscriber to the Local Exchange Service and applies only for changing to another IC which provides long distance service.

C. Charge

The following charge will apply each time the customer requests a change in their long distance carrier after the initial installation of service.

NONRECURRING
CHARGE

• Change in IC, Per Customer Request

- | | |
|-------------|--------|
| - Residence | \$5.00 |
| - Business | 5.00 |

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.1. GENERAL

A. Description

1. Basic Exchange Service provides a connection to the Company's switching network which enables the customer to:
 - Place and receive calls from other access lines on the public switched telephone network;
 - Access the Company's local calling service;
 - Access the operator service and business office for service related assistance; access toll-free telecommunications services such as 800/888 NPA; and access 911 service for emergency calling;
 - Access the service of providers of Interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800/888 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX); and
 - Originate calls to the Telecommunications Relay Service (TRS) which enables hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate not using TDDs and vice versa. A customer will be able to access the state provider to complete such calls.

2. Exchange Access Line Characteristics

Each exchange access line corresponds to a single, flat rated analog, voice-grade channel that can be used to place or receive one call at a time. Characteristics of each line include:

- Terminal Interface 2-wire
- Signaling Type..... Loop Start
- Pulse Type Dual Tone Multi-Frequency (DTMF)
- Touch-Tone

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.1. GENERAL (CONT'D)

B. Terms and Conditions

1. One nonrecurring charge applies to install one or more residence exchange access lines on the same order, at the same time.
2. Miscellaneous exchange services are available at additional rates and charges as specified in Section 3.5, following.
3. Calls to points within the local calling area are included in the monthly flat rate for service.
4. Business service is offered to customers at business locations and residence service is offered to customers at residence locations.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE (CONT'D)

3.4.2. RESIDENTIAL BASIC EXCHANGE SERVICE

Basic Exchange Services previously found in this Section 3.4.2 are grandfathered to existing service configurations at existing locations as of March 31, 2007. See Section 3.4.3 following for service descriptions and rating information applicable to grandfathered services.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE (CONT'D)

3.4.3. GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE [1]

A. General [1]

Grandfathered Basic Exchange Service is offered as a flat rated service allowing unlimited local calling with no usage charges. Service is grandfathered to existing service arrangements at existing locations for customers of record as of the date shown. Service is discontinued effective April 21, 2008.

B. Basic Exchange Service Packages [1,2]

1. One-Line Package includes:

- One exchange access line,
- One telephone number,
- The following Custom Calling features:
 - Call Forwarding
 - Call Return *69
 - Call Transfer [3]
 - Call Waiting
 - Caller ID with Call Waiting [3]
 - Custom Code Restriction
 - Custom Ring
 - Speed Dial 8 or 30
 - Three-Way Calling, and
- The following CLASS features:
 - Anonymous Call Rejection
 - Call Forward Selective
 - Call Screening
 - Caller ID Blocking [3]
 - Caller ID
 - Customer Originated Trace [3]
 - Distinctive Ring
 - Repeat Dialing *66

[1] Service is discontinued effective April 21, 2008.

[2] Service is grandfathered to existing service arrangements at existing locations as of August 7, 2001.

[3] Feature is grandfathered to existing service arrangements at existing locations for customers of record as of April 19, 1999.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.3. GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE [1]

B. Basic Exchange Service Packages (Cont'd) [1,2]

2. Two Line Package includes:

- One exchange access line with Custom Calling and CLASS features as specified in 1., preceding
- One exchange access line without features, and
- Two telephone numbers.

3. Two-Line, Fully-Featured Package includes:

- Two exchange access lines with Custom Calling and CLASS features as specified in 1., preceding, and
- Two telephone numbers.

4. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE [1]
• One-Line Package (RightPak), each	\$38.50	\$26.95
• Two-Line Package (RightPak Plus), each	38.50	37.95
• Two-Line, Fully-Featured Package (RightPak II), each	38.50	49.95

C. Additional Basic Exchange Lines [1,2]

1. Additional Basic Line

- Available in conjunction with One- or Two-Line Packages.
- Includes one exchange access line without features, and
- One telephone number.

2. Additional Fully-Featured Line

- Available in conjunction with Two-Line Packages only.
- Includes one exchange access line with Custom Calling and CLASS features as specified in B.1., preceding, and
- One telephone number.

[1] Service is discontinued effective April 21, 2008.

[2] Service is grandfathered to existing service arrangements at existing locations as of August 7, 2001.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.3. GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE [1] (CONT'D)

C. Additional Basic Exchange Lines [1,2] (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE
3. Rates and Charges [1]		
• Basic Line, each [3]	\$20.00	\$12.00
• Fully-Featured Line, each [3]	20.00	20.00

[1] Service is discontinued effective April 21, 2008.

[2] Service is grandfathered to existing service arrangements at existing locations as of August 7, 2001.

[3] Nonrecurring charge does not apply if installed on the same order, at the same time as an associated Service Package.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.3. GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE [1] (CONT'D)

D. Local Only Offer [1,2]

1. General

The Local Only Offer is provided as a stand-alone local offer not associated with a long distance service. The Local Only Offer is subject to monthly recurring charges on a per access line basis.

The Local Only Offer provides customers with a local access line, touch-tone service, and unlimited calling within the customer's local calling area. Optional features are available for an additional monthly charge, as specified in Section 3.5.2. Regulations and rates for incidental long distance usage are described in the Company's Interexchange Services Tariff V.S.C.C. No. 2, Section 3.3.

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE [1]
- Local Only, each	[3]	\$13.00

E. Additional Lines [1,2]

1. General

The customer may add additional access lines, up to a total of four lines per account. A monthly charge for each additional line will be assessed.

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE [1]
- Additional Lines, each	[3]	\$9.00

[1] Service is discontinued effective April 21, 2008.

[2] Service is grandfathered to existing service arrangements at existing locations as of March 31, 2007.

[3] Nonrecurring charges apply as set forth in 3.2, preceding.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.3. GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (CONT'D) [1]

F. Optional Local Package [1]

1. Comcast Complete™ Value [1,2]

The Comcast Complete Value is an optional service plan that provides the residential customer with one access line, unlimited local calling, and the Premium Package of Custom Calling Features and domestic long distance* service at a special usage rate. Additional access lines and Custom Calling features may be ordered by the customer on an a la carte basis at an additional charge.

To be eligible for the Comcast Complete Value Plan, the customer must select Comcast as their local exchange carrier, primary intraLATA carrier, and primary interLATA carrier, interstate provider, and retain these selections for the duration of service under this plan. Customers who subsequently select an alternate intraLATA, interLATA, or interstate provider lose their eligibility for Comcast Complete Value Plan, and will be converted to local exchange service and Custom Calling features at regular tariff rates found in Section 3 of this tariff. Any remaining long distance service will convert to regular subscription service rates as found in Comcast's interexchange service tariffs

The Comcast Complete Value plan is offered subject to the availability of existing facilities and systems.

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE[1]
- Comcast Complete Value, each	[3]	\$31.95

* Domestic Long Distance under this plan is billed at \$0.05 per minute, and is regulated and rated under Comcast's tariff VSCC No.2 Section 3.3.2., and applicable interstate tariffs.

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[1] Service is discontinued effective April 21, 2008.
[2] Service is grandfathered to existing service arrangements at existing locations as of March 31, 2007.
[3] Nonrecurring charges apply as set forth in Section 3.2, preceding.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE (CONT'D)

3.4.4. GRANDFATHERED BROADBAND BUSINESS SERVICE [1,2]

Broadband Business Service provides the customer with an access line and usage within a Local Calling Area for the transmission of two-way interactive switched voice or data communications. The Company's services are furnished where facilities and equipment are available, and are subject to the terms and conditions of this Price List.

Broadband Business Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company, as defined in Section 4.3, following. Broadband Business Service is subject to monthly recurring charges, usage rates, and, for certain call types, service charges on a per access line basis.

A. Broadband Business Basic [1]

1. Flat Rate Offer [1]

The Broadband Business Basic offer provides the customer with an access line, touch-tone service, one commercial white page listing, one simple yellow page listing, 900/976 call blocking, and unlimited calling within the customer's Local Calling Area. Customers may also select optional features for an additional monthly charge as shown in Section 3.5.2.

2. Message Service Offer [1]

The Broadband Business Basic Message Service offer provides the customer with an access line, touch-tone service, one commercial white page listing, one simple yellow page listing, 900/976 call blocking, and calling within the customer's Local Calling Area for a per-message charge. Customers may also select optional features for an additional monthly charge as shown in Section 3.5.2.

[1] Service is discontinued effective April 21, 2008.

[2] Service is grandfathered to existing service arrangements at existing locations for customers of record as of April 23, 2003.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE

3.4.4. GRANDFATHERED BROADBAND BUSINESS SERVICE (CONT'D) [1,2]

B. Optional Features

The customer may choose to subscribe to optional custom calling features, as defined in Section 3.5.2. Monthly recurring charges associated with optional features are applied per access line, and are in addition to any other applicable charges. Customers who subscribe to two or more features will receive a discount on the monthly recurring charge, as specified in Section 3.5.2.D.2.b.

C. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE [1]
1. Broadband Business Basic		
a. Flat Rate Offer	[3]	\$31.95
b. Message Service Offer Monthly Charge	[3]	10.95
c. Message Service Offer Usage Charge per Message	-	0.08

[1] Service is discontinued effective April 21, 2009.

[2] Service is grandfathered to existing service arrangements at existing locations for customers of record as of April 23, 2003.

[3] Nonrecurring charges apply as set forth in Section 3.2, preceding.

3. EXCHANGE SERVICES

3.4. BASIC EXCHANGE SERVICE (CONT'D)

3.4.5. EXTENDED LOCAL CALLING

A. General

1. Extended Local Calling is available to customers who are subscribed to an Comcast Business Local Service as set forth in Section 3.3.4 or Section 4.3. Extended Local Calling provides calling to specified exchanges located outside of the customer's local service area for a flat monthly charge.
2. The charge for Extended Local Calling is in addition to the customer's local exchange service rates.
3. Extended Local Calling is provided in the following exchanges as specified below.

Exchange	Extended Local Calling Service Exchanges
Ashland	Dawn (ICO), Doswell (ICO), Old Church (ICO)
Chester	Dinwiddie, Disputanta (ICO), McKenney, Waverly
Mechanicsville	Dawn (ICO), Doswell (ICO), King William (ICO)
Richmond	Dawn (ICO), Disputanta (ICO), Doswell (ICO), King William (ICO)

4. Rates and Charges

	MONTHLY CHARGE
Per Business Line	\$20.00

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.1. GENERAL

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

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.5.2. OPTIONAL FEATURES

Optional Custom Calling and CLASS Features are available with Company-provided Local Service. Customers may order features individually or as part of a feature package. Features may not be available with all classes of service. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges.

A. Custom Calling Features

- Call Forwarding Remote Access

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

- Call Forwarding Variable

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call.

- Call Return *69

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

- Call Return Blocking

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

- Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES

A. Custom Calling Features (Cont'd)

- Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. The customer can alternate between calls by flashing the switchhook.

- Caller ID with Call Waiting

Allows the customer to control the disposition of incoming calls while in an off-hook condition, via a visual display unit. A customer provided visual display unit is required to interact with this feature.

- Custom Code Restriction (Toll Restriction)

Allows a customer to block any of the following types of calls:

- Operator assisted calls,
- International and direct-dialed long distance calls,
- N11 calls (e.g. 411 and 511), and
- 900/976 calls.

- Custom Ring

Custom Ring provides a second telephone number for each access line. Each number has a distinctive ring.

- Repeat Dialing Restriction

This feature blocks the customer's capability to use the Repeat Dialing pay-per-use feature.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. CUSTOM CALLING FEATURES

A. Custom Calling Features (Cont'd)

- Speed Dialing 8 or 30

Offers the customer storage of frequently called numbers, with the ability to dial the stored numbers by depressing one or two digits, rather than entire telephone numbers. Speed Dialing is customer programmable, for either 8 or 30 telephone numbers, offering the customer access to change the stored list whenever it is convenient for the customer, and without service order activity.

- Three-Way Calling

Offers the capability to add a third party to an existing call, by depressing the switchhook.

- LD Alert

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

- Hunting

For Business multi-line customers, this feature provides the ability to have calls route to another line instead of reaching a busy signal. The customer must have at least two Business lines and determine the order of call routing. Hunting is included on all multi-line accounts at no additional monthly charge. Changes to the hunt sequence after initial installation will require a change in service request and will incur a service change charge as set forth in Section 3.2, preceding.

- Integrated Hunting/Messaging

This feature will forward incoming calls to another telephone number or to voicemail when the customer does not answer the phone. To utilize this feature the customer must subscribe to both Hunting and Voicemail.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES (CONT'D)

B. CLASS Features

- Anonymous Call Rejection

Enables a customer to reject call attempts from callers who have a privacy feature or calling number delivery blocking activated. The caller will receive a message stating that the customer does not accept calls from callers who block delivery of their name and telephone number. The caller is asked to call again without blocking the delivery of their name and number.

- Call Forwarding Selective

Allows a customer to specify a special list of telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

- Call Screening

Enables a customer to reject call attempts from up to 12 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party.

- Call Trace

Allows a called party to initiate an automatic trace of the last call received. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The company is not liable for damages if, for any reason, the Call Trace attempt is not successful.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES

B. CLASS Features (Cont'd)

- Customer Originated Trace

Allows a called party to initiate an automatic trace of the last call received. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The company is not liable for damages if, for any reason, the Call Trace attempt is not successful. Customer Originated Trace is grandfathered to existing service arrangements at existing locations for customers of record as of April 19, 1999.

- Caller ID

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

- Caller ID Blocking

Enables a customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the name and/or telephone number. "Private status" prevents delivery of the name and/or telephone number.

- Distinctive Ring

Allows the customer to recognize a specific calling telephone number by a special ring generated from a customer list of telephone numbers.

- Repeat Dialing *66

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES (CONT'D)

C. Feature Packages

1. Two Feature Pack [1]

Includes Call Waiting, Caller ID and Caller ID with Call Waiting

2. Multi Feature Pack [1]

Includes Anonymous Call Rejection, Call Forwarding Remote Access, Call Forwarding-Selective, Call Forwarding-Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID with Call Waiting, Distinctive Ring, Repeat Dial, Speed Dial 8 and Three-Way Calling.

3. Value Pack [2]

Includes Call Waiting, Caller ID, Call Waiting with Caller ID, Call Return, and LD Alert.

4. Premium Pack [2]

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

[1] Service is grandfathered to existing service arrangements at existing locations as of August 12, 2003.

[2] Service is grandfathered to existing service arrangements at existing locations as of March 31, 2007.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES (CONT'D)

D. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
1. Individual Features		
a. Residential		
- Anonymous Call Rejection	[1]	\$3.00
- Call Forwarding Remote Access	[1]	4.00
- Call Forwarding Selective	[1]	3.50
- Call Forwarding Variable	[1]	3.00
- Call Return	[1]	3.60
- Call Return Blocking	[1]	0.00
- Call Screening	[1]	3.00
- Call Transfer	[2]	3.00
- Call Waiting	[1]	3.25
- Caller ID [3]	[1]	6.75
- Caller ID Blocking - Per Line	[1]	0.00
- Caller ID with Call Waiting	[2]	6.00
- Custom Ring	[1]	4.00
- Customer Originated Trace	[2]	4.00
- Distinctive Ring	[1]	2.75
- LD Alert [4]	[1]	2.25
- Repeat Dialing	[1]	1.75
- Repeat Dialing Restrict	[1]	0.00
- Speed Dialing 8	[5]	[5]
- Speed Dialing 30	[5]	[5]
- Three-Way Calling	[1]	3.00
- Toll Restriction	[5]	[5]
	CHARGE PER USE	MONTHLY CAP
Usage Sensitive Features		
- Call Return	\$0.50	\$4.00
- Call Trace	1.00	-
- Caller ID Blocking - Per Call	0.00	0.00
- Repeat Dialing	0.50	2.00

- [1] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See Section 3.3.3 for applicable nonrecurring charges.
- [2] Feature is grandfathered to existing service arrangements at existing locations for customers of record as of April 19, 1999.
- [3] Caller ID includes Name and Number.
- [4] Monthly rate does not apply if Call Waiting is provisioned on the same line.
- [5] Speed Dialing and Toll Restriction are deregulated services.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES

D. Rates and Charges

	NONRECURRING CHARGE	MONTHLY
1. Individual Features (Cont'd)		
b. Business		
- Anonymous Call Rejection	[1]	\$4.00
- Call Forwarding Remote Access	[1]	4.00
- Call Forwarding Selective	[1]	4.00
- Call Forwarding Variable	[1]	4.00
- Call Return	[1]	4.00
- Call Screening	[1]	4.00
- Call Waiting	[1]	4.00
- Caller ID	[1]	4.00
- Caller ID with Call Waiting	[1]	[2]
- Caller ID Blocking - Per Line	[1]	0.00
- Custom Ring	[1]	4.00
- Distinctive Ring	[1]	4.00
- Integrated Hunting/Messaging [3]	[1]	2.00
- LD Alert [4]	[1]	4.00
- Repeat Dialing	[1]	4.00
- Speed Dialing 8	[5]	[5]
- Speed Dialing 30	[5]	[5]
- Three-Way Calling	[1]	4.00
	CHARGE PER USE	MONTHLY CAP
Usage Sensitive Features		
- Call Return	\$0.50	\$4.00
- Call Trace	1.00	-
- Caller ID Blocking - Per Call	0.00	0.00
- Repeat Dialing	0.50	4.00

[1] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See Section 3.3.3 for applicable nonrecurring charges.

[2] The customer must subscribe to both Call Waiting and Caller ID.

[3] May not be included as a feature selection in the Optional Feature Packages described in 3.5.2.D.2.b, following. The customer must subscribe to both Hunting and Voicemail to receive this feature.

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

[5] Speed Dialing is a deregulated service.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.2. OPTIONAL FEATURES

D. Rates and Charges (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE
2. Feature Packages		
a. Residential		
- Two Feature Pack, each [1]	[2]	\$ 9.00
- Multi Feature Pack, each [1]	[2]	14.00
- Value Pack, each [5]	[2]	16.00
- Premium Pack, each [5]	[2]	20.00
b. Business [6]		
- One Feature Selected	[2]	[3]
- Two Features Selected	[2]	6.50
- Three Features Selected	[2]	9.00
- Four or More Features Selected	[2]	[4]

- [1] Grandfathered to existing service arrangements at existing locations for customers of record as of August 12, 2003.
- [2] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See Section 3.3.3 for applicable nonrecurring charges.
- [3] Price for one feature selected is as specified in D.1.b. for the feature selected.
- [4] If the customer has selected the Broadband Business Basic offer, feature charges over the third selection are free; if the Broadband Business Bundle is selected, the customer will be automatically upgraded to the Broadband Business Bonus Bundle that includes all features in the monthly charge.
- [5] Service is grandfathered to existing service arrangements at existing locations for customers of record as of March 31, 2007.
- [6] Service is grandfathered to existing service arrangements at existing locations for customers of record as of April 23, 2003.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.5.3. BLOCKING SERVICE

A. General

Custom Code Restriction, as set forth in Section 3.4.2, preceding, is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

1. 900 and 700 Blocking allows the subscriber to block all calls without additional charge beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed. 900, 971, 974 and 700 Blocking allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
2. Third Number Billed and Collect Call Restriction provides the subscriber with a method of denying all third number billed and collect calls to their own telephone number provided the transmitting operator checks their validation data base.
3. Toll Restriction (1+ and 0 Blocking) provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and calls made by utilizing an Operator Services provider or a Directory Assistance Call Completion provider that may be accessed via a local number.

B. Regulations

The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls. Blocking Service is available where equipment and facilities permit.

C. Charges

Nonrecurring charges do not apply for Custom Code Restriction if ordered at the same time as the customer is placing his or her initial order.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.5.4. OPERATOR SERVICES

A. Directory Assistance Service

1. Description

- a. Directory Assistance Service provides the calling party with telephone numbers available from the Company's contractor's Directory Assistance records and with notification that a customer has requested that the customer's number not be provided, or that the requested party has no telephone listing. Directory Assistance Service will be provided by a third party under contract with the Company and the rates and regulations governing the service are subject to changes instituted by the service provider.
- b. The Directory Assistance operator will provide telephone numbers or other information as described in a., preceding, for a maximum of three number requests per call.
- c. Charges specified in 3, following, apply to Directory Assistance Service furnished in Virginia by the Company within the Number Plan Area (NPA) served by the customer when the customer's calls exceeds the allowance specified in 2, following. It does not apply to directory assistance calls for points outside the NPA in which the caller is located.
- d. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges. The exemption procedure is specified in 3.b, following.
- e. All calls to Directory Assistance Service will be billed directly to the Customer's account. No alternate billing options are applicable.

2. Call Allowances

A free call allowance per month for each line (not transferable), as set forth in 3.c, following, is provided for each end user Local Exchange access line.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.4. OPERATOR SERVICES

A. Directory Assistance Service (Cont'd)

3. Charges

a. Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for directory assistance information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

b. Charges do not apply for calls for Directory Assistance from users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption records shall be treated as confidential by the Company. A similar exemption from the Directory Assistance Call Completion service charge is also available to qualifying Customers. The customer shall notify the Company when the need for these exemptions no longer exists.

c. Rates and Charges

	CHARGE
• Residence	
- Calls in excess of 3 per month, each	\$0.29
- Call Completion	
- Service Charge, per call	0.30
- Usage Charge, per minute for non-local calls	0.12
- Operator completed call to 411, each	0.58
• Business	
- Calls in excess of 3 per month, each	0.29
- Call Completion	
- Service Charge, per call	0.30
- Usage Charge, per minute for non-local calls	0.12
- Operator completed call to 411, each	0.58

4. Directory Assistance Credit

a. A credit applies when the customer experiences poor transmission, is cut-off during the call, given an incorrect telephone number, or inadvertently dials an incorrect telephone number.

b. To receive a credit, the customer must notify the Company Customer Care Center of the problem.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.4. OPERATOR SERVICES (CONT'D)

B. Local Operator Service

1. Operator services are provided by the Company for assistance to its Customers or authorized end users for the completion of certain types of calls as described herein and for emergency assistance.
2. Local calls may be completed or billed with live or mechanical assistance by the Company's operator center.
3. Calls may be billed collect to the called party, to an authorized third party number, or to the originating line. Local calls may be placed on a station to station basis or to a specified party (Person-to-Person), or designated alternate.
4. Non-emergency calls made to the Operator for the purpose of obtaining information or assistance not pertinent to call completion and prank calls may be billed the Station-to-Station charge as described below.

5. Rates and Charges

CHARGE

- Station-to-Station, per call
(Sent Paid, Collect, Third Number Billed,
and all other operator assistance)
 - Residence \$0.75
 - Business 0.75
- Person-to-Person, per call
 - Residence 1.50
 - Business 1.50

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.4. OPERATOR SERVICES (CONT'D)

C. Busy Verification and Interrupt Service

1. General

Upon request of a calling party, the Company will verify a busy condition on a called line where network capability is available. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will interrupt an existing call on the called line if the calling party indicates an emergency and requests interruption.

2. Rate Application

a. A Verification Charge will apply when:

- The operator verifies that the line is busy with a call in progress, or
- The operator verifies that the line is available for incoming calls.

If the customer requests that the operator connect him or her to the verified telephone number, the operator assistance charge in 3.5.4.B, preceding, applies. This charge does not cover completion of the call by the operator, if the customer requests, when the line is available.

b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

3. Charges

	CHARGE
• Verification, each request	
- Residence	\$0.68
- Business	0.68
• Verification with interrupt, each request	
- Residence	1.40
- Business	1.40

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.4. OPERATOR SERVICES (CONT'D)

D. Operator Assisted Local Calls

1. Descriptions

The Operator Dialed Surcharge applies to Station-to-Station or Person-to-Person operator assisted calls where the operator dials the called number.

2. Terms and Conditions

a. The following operator assisted calls are exempt from the Operator Dialed Surcharge:

- Calls to designated Company numbers for official Company business.
- Emergency calls to authorized civil agencies.
- Operator dialed calls to:
 - re-establish a call which has been interrupted due to a service failure;
 - establish a call where Company service problems prevent completion;
 - complete a call for a calling party who identifies that they are unable to dial a call due to a disability.

3. Charge

CHARGE

- Operator Dialed Surcharge, each request [1] \$0.75

[1] Operator Dialed Surcharge is applied in addition to any applicable Operator Assisted charges.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES (CONT'D)

3.5.5. LISTING SERVICES

A. Additional Listings

1. Description

A listing provided in addition to the main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing.

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Additional listing		
- Residence	\$5.00 [1]	\$1.12
- Business	8.00 [1]	1.25

B. Foreign Listings

Customers may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the customer is regularly listed.

2. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Foreign listing		
- Residence	N/A	N/A
- Business	\$8.00 [1]	\$1.25

[1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.5. LISTING SERVICES (CONT'D)

C. Nonlisted Service

1. Description

At the request of the customer, any one or all of the customer's listings normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

2. Terms and Conditions

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Nonlisted Service.

3. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Residence	\$5.00 [1]	\$1.06
• Business	8.00 [1]	1.25

[1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.5. LISTING SERVICES (CONT'D)

D. Nonpublished Service

1. Description

- a. The telephone numbers of Nonpublished Service are not listed in the telephone directory or in the information records available to the general public.
- b. Nonpublished information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

2. Terms and Conditions

- a. Incoming calls to Nonpublished Service will be completed only when the calling party places the call by telephone number. The Company will adhere to this condition notwithstanding any claim made by the calling party.
- b. No liability for damages arising from publishing the telephone number of Nonpublished Service in the telephone directory or disclosing the telephone number to any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the Nonpublished Service.
- c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a Nonpublished Service in the telephone directory or disclosing of such number to any person.

3. EXCHANGE SERVICES

3.5. MISCELLANEOUS EXCHANGE SERVICES

3.5.5. LISTING SERVICES

D. Nonpublished Service (Cont'd)

3. Lines Dedicated to Data Usage

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

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

4. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Residence	\$5.00 [1]	\$1.71
• Business	8.00 [1]	1.25

E. Extended Referral

1. Description

Upon disconnection of a line the customer may request an extended announcement referring the caller to the customer's new number for up to three months from the date of disconnect.

2. Rates and Charges

	NONRECURRING CHARGE
• Residence	\$2.00
• Business	2.00

[1] Nonrecurring Charge does not apply if ordered at the same time as the associated exchange access line.