

3. EXCHANGE SERVICES

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(D)

### 3. EXCHANGE SERVICES

#### 3.1 GENERAL

##### A. Service Description

Exchange Service provides a customer with the ability to connect to the Company's switching network which enables the customer to:

- Place or receive calls to any calling station in the local calling area, as defined in 2.2.C.;
- Access basic Emergency 911 service;
- Access the interexchange carrier selected by the customer for interLATA, intraLATA, interstate or international calling;
- Access operator services;
- Access directory assistance for the local calling area;
- Place or receive calls to 800 telephone numbers.

### 3. EXCHANGE SERVICES

#### 3.1 GENERAL (Cont'd)

##### B. Terms and Conditions

1. 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.
2. The rate and charges as quoted herein for exchange services entitle the customer to local calls, without toll.
3. Wire center serving areas may be revised and portions of an area transferred to other wire centers as facility requirements change.
4. A residential service may not be part of a hunting sequence that contains business lines.
5. Unless specified otherwise, the Company will follow the billing and termination requirements for residential customers set forth in Massachusetts Docket 18448.
6. Installment Billing for Residential Nonrecurring Charges

Upon approval of the Company, a residential customer may elect to pay service connection and reconnection charges associated with a service order in monthly installments for up to a three 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)

##### 3.1.1 SERVICE CONNECTION AND LINE ACTIVATION CHARGES

###### A. General

1. 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.
2. 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 3.2.5 or 3.2.6, following.
3. 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.
4. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.

3. EXCHANGE SERVICES

3.1 GENERAL

3.1.1 SERVICE CONNECTION AND LINE ACTIVATION CHARGES (Cont'd)

B. 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.

1. The Service Connection Charge applies per occurrence for the initial or subsequent installation of broadband facilities and equipment.
2. 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. 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.
4. The Service Dispatch Charge applies for any subsequent request to add or modify facilities after initial installation.

C. Rates and Charges

	<b>NONRECURRING CHARGE</b>
1. Service Connection	\$30.00
2. Primary Line Activation	30.00
3. Additional Line Activation	30.00
4. Service Dispatch (subsequent to initial installation)	45.00

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES

A. Terms and Conditions

1. 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 as specified in Section 3.

2. 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 residential service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- Complete termination of service.

3. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.

4. Nonrecurring charges are listed with each service in this Tariff, to which they apply.

3.2.1 CHANGE OF RESPONSIBILITY

A. Terms and Conditions

When both parties have shared the residence and when acceptable to the Company, an applicant may assume responsibility for the existing exchange service of the customer. An arrangement must be made by the customer and the applicant to pay all outstanding charges against the service.

B. Charge

	<b>NONRECURRING CHARGE</b>
• Change of Responsibility, per account, per occurrence	\$10.00 (I)

3. EXCHANGE SERVICES

3.2 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.2 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.

Add

The addition of a service to an existing service at one location.

Change

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

3. Custom Calling Feature Change Charge – Applies to an existing service line when the customer requests to add or change a custom calling feature. This charge is assessed per access line for each occurrence.
4. Directory Listing Change Charge – A charge applies to each customer-requested change in directory listings.

B. Charge

NONRECURRING CHARGE

- Move, Add, or Change, per order \$5.00
- Custom Calling Feature Change 5.00
- Directory Listing Change 5.00

**3. EXCHANGE SERVICES**

**3.2. MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.2.3 CHANGE OF TELEPHONE NUMBER**

A. Terms and Conditions

- 1. When a customer changes telephone numbers, the referral period for the disconnected number will be 30 days.
- 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.

(C)

B. Charge

**NONRECURRING  
CHARGE**

- Per Telephone Number Changed \$20.00



**3. EXCHANGE SERVICES**

**3.2 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.2.4 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. Charge

**NONRECURRING  
CHARGE**

- Restoral of Service, each line \$30.00

**3.2.5 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**

**3.2 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.2.6 REPAIR AND MAINTENANCE PREMISES VISIT CHARGES**

A. Description

Repair and Maintenance Premises Visit charges apply per Customer order for all work or services ordered to be provided at one time on the same premises, for the same Customer. This charge will vary depending upon the day of the week and the time of day service is requested by the Customer as follows:

1. Basic Time - Work performed Monday through Saturday between 8:00 AM and 8:00 PM.
2. Overtime - Work performed Monday through Saturday between 8:00 PM and 8:00 AM.
3. Premium Time - Work performed on Sundays and on national holidays.

B. Rates and Charges, per Premises Visit

	<b>NONRECURRING CHARGE</b>
1. Basic Time	\$19.95 (R)
2. Overtime	19.95 (R)
3. Premium Time	19.95 (R)

3. EXCHANGE SERVICES

3.2 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.7 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

A. Description

Presubscription is an arrangement whereby an end user may select and designate to the Company Inter/IntraLATA Interexchange Carriers (ICs) to access, without an access code, for long distance calls. These ICs are referred to as the end user's Primary Interexchange Carriers (PICs).

B. Regulations

1. Pursuant to the Equal Access Plan filed with the Commission, each residential customer may select one PIC for IntraLATA long distance service and the same or another PIC for InterLATA service. A Change Charge does not apply for the initial Carrier selection(s).
2. Subsequent to the installation of Local Exchange Service, and after the end user's initial PIC selection(s), the following nonrecurring charge applies for any Carrier-selection modification. This charge is billed to the Local Exchange Service customer.

C. Charge

NONRECURRING CHARGE

- Change in IC, Per Customer Request
  - Residence \$5.00

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.1 GENERAL**

Effective May 1, 2007, all Basic Exchange Services previously found in this Section 3.3.1 are grandfathered to existing service configurations at existing locations. See Section 3.3.3 following for service descriptions and rating information applicable to grandfathered services.

(N)

(N)

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(M)

(M) Text moved to Section 3, Page 25.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

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(M) Text moved to Section 3, Pages 26.6 and 26.7.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

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(M) Text moved to Section 3, Pages 26.7 and 26.8.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.8 and 26.9.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.9 and 26.10.



**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.10 and 26.11.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.11 and 26.12.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Page 26.14.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (Cont'd)

3.3.2 RESIDENTIAL BASIC EXCHANGE SERVICE

Effective May 1, 2007, all Residence Basic Exchange Services previously found in this Section 3.3.2 are grandfathered to existing service configurations at existing locations. See Section 3.3.3 following for service description and rating information applicable to grandfathered services.

(N)

(N)

(D)

(D)

(M)

(M)

(M) Text moved to Section 3, Page 26.1.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Page 26.2.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Page 26.3.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

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(M) Text moved to Section 3, Pages 26.4 and 26.5.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.5 and 26.6.



**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 26.6, 26.12 and 26.13.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Page 28.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Pages 28 and 28.1.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

(M)

(M)

(M) Text moved to Section 3, Page 28.2

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE (Cont'd)**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

A. General

Residential Basic Exchange Service set forth in this Section is grandfathered to existing service arrangements at existing locations.

Residential 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; and
- 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).

B. Terms and Conditions

1. One nonrecurring charge applies to install one or more residential 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 3.4, following.
3. Calls to points within the local calling area are included in the monthly flat rate for service.

(M)

(M)

(M1)

(M1)

(M) Text moved from Section 3, Page 11.

(M1) Text moved to Section 3, Page 25.1.

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)**

C. Basic Exchange Service Packages [2]

(C)

1. Two-Line Deluxe Package (RightPak II) includes:
  - Two exchange access lines,
  - Two telephone numbers,
  - The following Custom Calling Features:
    - Call Forwarding
    - Call Waiting
    - Call Waiting Caller ID
    - Call Transfer [1]
    - Custom Code Restriction
    - Custom Ring
    - Call Return
    - Speed Dial 8 or 30
    - Three-Way Calling
    - Anonymous Call Rejection
    - Caller ID "Per Call" Blocking
    - Caller ID with Number/Name Delivery
    - Repeat Dialing
    - Customer Originated Trace [1]
    - Preferred Call Forwarding
    - Distinctive Ring
    - Selective Call Blocking
2. Two-Line Non-Deluxe Package (RightPak Plus) includes:
  - One exchange access line with Custom Calling features specified in 1., preceding,
  - One exchange access line without features, and
  - Two telephone numbers.

[1] Feature is grandfathered to existing service arrangements at existing locations for customers of record as of March 31, 1999.

[2] Service is withdrawn as of May 15, 2008.

(N)

### 3. EXCHANGE SERVICES

#### 3.3 BASIC EXCHANGE SERVICE

##### 3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)

###### C. Basic Exchange Service Packages (Cont'd) [1]

(C)

3. One Line Package (RightPak) includes:
  - One exchange access line with Custom Calling features specified in 1., preceding,
  - One telephone number,
4. One-Line Value Package (RightPak Value) includes:
  - One exchange access line,
  - One telephone number,
  - The following Custom Calling Features:
    - Call Waiting
    - Call Waiting Caller ID
    - Caller ID "Per Call" Blocking
    - Caller ID with Number/Name Delivery
5. Two-Line Value Package (RightPak Value Plus) includes:
  - One exchange access line with Custom Calling features specified in 4., preceding,
  - One exchange access line without features, and
  - Two telephone numbers.
6. Two-Line Full-Value Package (RightPak Value II) includes:
  - Two exchange access lines with Custom Calling features specified in 4., preceding, and
  - Two telephone numbers.
7. Two-Line RightPak/RightPak Value Package (RightPak Value Combo) includes:
  - One exchange access line with Custom Calling features specified in 1., preceding,
  - One exchange access line with Custom Calling features specified in 4., preceding, and
  - Two telephone numbers.

[1] Service is withdrawn as of May 15, 2008.

(N)

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)**

D. Local Only Offer [1][2]

(C)

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 Custom Calling Features are available for an additional monthly charge, as specified in this Tariff. The customer may add additional access lines, up to a total of four lines per account.

E. Integrated Offering

The Integrated Offering is provided in conjunction with an associated long distance service provided by the Company. Customers who order the Integrated Offering must be presubscribed to the Company for both Intrastate and Interstate long distance.

The Integrated Offering is subject to monthly recurring charges and/or per minute usage. Each of the following offers provides customers with the option of one to four access lines. The customer may add one additional line per offer, up to a total of four lines per single-family account. For each local access line a customer may subscribe to one of the following options.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of April 29, 2008.

(N)



3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)

E. Integrated Offering (Cont'd)

1. Block of Time Offers

The following Block of Time plans provide the customer with unlimited calls within their Local Calling Area and a specified amount of long distance calling for a flat monthly fee. The following types of calls do not apply towards minutes included in any of the block-of-time plans listed below: Operator Assisted calls, Calling Card calls, Information Service Provider calls (i.e., 976, 900), international calls, or calls to toll free dialing numbers. Block of Time usage is measured per month, based on all applicable usage on all lines associated with the account. Unused portions of the monthly allowance will not be credited to a subscriber's account, carried over to another month, or transferred to another account.

a. 180 Minute Block of Time Offer [1][2]

(C)

The 180 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 180 minutes of domestic long distance calling per monthly billing period. Additional Intrastate long distance calling will be rated on a per minute basis as specified in Section 4.2.1, following. Optional Custom Calling features are available for an additional monthly charge, as specified in this Tariff.

b. 300 Minute Block of Time Offer [1][2]

(C)

The 300 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 300 minutes of domestic long distance calling per monthly billing period. Additional Intrastate long distance calling will be rated on a per minute basis as specified in Section 4.2.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in this Tariff.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of April 29, 2008.

(N)

**3. EXCHANGE SERVICES****3.3 BASIC EXCHANGE SERVICE****3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

## E. Integrated Offering

## 1. Block of Time Offers (Cont'd)

## c. 600 Minute Block of Time Offer [1][3] (C)

The 600 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 600 minutes of domestic long distance calling per monthly billing period. Additional intrastate long distance calling will be rated on a per minute basis as specified in Section 4.2.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in this Tariff.

## d. 1000 Minute Block of Time Offer [1][3] (C)

The 1000 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 1000 minutes of domestic long distance calling per monthly billing period. Additional intrastate long distance calling will be rated on a per minute basis as specified in Section 4.2.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in this Tariff.

## 2. "By the Minute" Offer [2][3] (C)

The "By the Minute" offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and intrastate long distance calling rated on a per minute basis as specified in Section 4.2.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in this Tariff.

## F. Additional Lines [2][3] (C)

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 per line.

[1] Service is grandfathered to customers of record as of August 25, 2003.

[2] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[3] Service is withdrawn effective April 29, 2008. (N)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)

G. Optional Long Distance Calling Plans [1][3] (C)

- 1. \$.12 Per Minute Plan provides the customer with a \$.12 per minute rate for long distance calling as set forth in Section 4.2.1.
- 2. The 5 Cent Off-Peak Calling Plan provides peak and off-peak period calling at per-minute rates set forth in Section 4.2.1.

H. Service Packages [2][3] (C)

1. Comcast Connections™ Plus

Provides a local access line in combination with the Value Pack optional feature package and the By-the-Minute usage component (as described in E.2 preceding).

2. Comcast Connections™ 180

Provides a local access line in combination with the Value Pack optional feature package and the 180 Minute Block of Time usage component (as described in E.1.a, preceding).

3. Comcast Connections™ 300

Provides a local access line in combination with the Value Pack optional feature package and the 300 Minute Block of Time usage component (as described in E.1.b, preceding).

4. Comcast Complete™ Plus

Provides a local access line in combination with the Premium Pack optional feature package and the By-the-Minute usage component (as described in E.2 preceding).

5. Comcast Complete™ 180

Provides a local access line in combination with the Premium Pack optional feature package and the 180 Minute Block of Time usage component (as described in E.1.a, preceding).

™ Trademark of Comcast

[1] Service is grandfathered to customers of record as of August 25, 2003.

[2] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[3] Service is withdrawn as of April 29, 2008.

(N)  
(N)

**3. EXCHANGE SERVICES****3.3 BASIC EXCHANGE SERVICE****3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

## H. Service Packages [1][2] (Cont'd)

(C)

## 6. Comcast Complete™ 300

Provides a local access line in combination with the Premium Pack optional feature package and the 300 Minute Block of Time usage component (as described in E.1.b, preceding).

## 7. Comcast Connections Any Distance™ Plan

- a. The Comcast Connections Any Distance plan provides the residential customer with one access line, unlimited local calling, the Value Pack Optional Feature Package described in 3.3.3.J.3, following, and unlimited direct-dialed domestic long distance calling. Additional access lines and custom calling features may be ordered by the customer on an ala carte basis at an additional charge.
- b. To enroll in the Comcast Connections Any Distance plan, the customer must subscribe to Comcast as their primary interLATA carrier, primary intraLATA carrier, and local exchange carrier.
- c. Service is limited to residential voice applications and the use of service is limited to the customer, members of the customer's household, and occasional guests. The use of the service for commercial applications, resale, internet access or telemarketing is prohibited. In addition, the use of auto dialers, polling devices, remote access to call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited.
- d. The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this calling plan. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not residential in nature, the customer will be contacted and invited to amend their use of the service or select a service more appropriate to their needs. Subsequent to that notification, if a customer continues to use the service in an inappropriate manner, the Company will temporarily restrict the customer's ability to place offending calls until a mutually agreeable resolution can be reached.

™ Trademark of Comcast

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of April 29, 2008.

(N)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

H. Service Packages [1][2]

(C)

7. Comcast Connections Any Distance Plan (Cont'd)

- e. Customers who subscribe to the Eastern LATA Unlimited Calling Plan set forth in 3.4.8, following, or the Metropolitan Plus Calling Plan set forth in 3.4.9, following, may not subscribe to the Comcast Connections any Distance Plan.
- f. Unused minutes are not transferable and may not be accumulated from one month to another. Such unused minutes in any month revert to the Company, and in no event shall Comcast be obligated to provide any credit or monetary sum to the customer.
- g. Due to the bulk nature of the Any Distance Plan usage, call detail is not automatically provided on the monthly billing statement. Upon customer request, such detail will be provided under separate cover.

I. Custom Calling Features [1][3]

Optional Custom Calling Features are available with Residence Basic Exchange Service. Customers may order features individually or as part of a feature package. Monthly recurring charges associated with features are applied in addition to any other applicable charges.

• 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

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

[1] Service is grandfathered to existing service configurations at existing locations as May 1, 2007.

[2] Service is withdrawn as of April 29, 2008.

[3] Service is withdrawn as of May 15, 2008.

(N)

(N)

### 3. EXCHANGE SERVICES

#### 3.3 BASIC EXCHANGE SERVICE

##### 3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

###### I. Custom Calling Features [1][2] (Cont'd)

(C)

- 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 Selective

Allows a customer to forward only select calls to another telephone number. The customer assumes responsibility for all calling charges generated by the use of this feature.

- Call Forwarding Variable

Enables the customer to forward all incoming calls to another number by dialing a code plus the number to receive the call. The customer assumes responsibility for all calling charges generated by the use of this feature.

- Call Return

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 Screening

Allows a customer to dial a code enabling the customer to not receive calls from a pre-assigned list of telephone numbers

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

I. Custom Calling Features [1][2] (Cont'd)

(C)

• Call Trace

Allows the Customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the Customer initiated trace. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel. Call Trace is available on a per use basis only.

• 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. Call transfer is grandfathered to existing service arrangements at existing locations for customers of record as of March 31, 1999.

• 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

Allows a Caller ID display unit to display the name and telephone number of incoming calls.

• 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. Customers subscribing to Caller ID and to Call Waiting receive the Caller ID Call Waiting feature at no additional charge.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

I. Custom Calling Features [1][2] (Cont'd)

(C)

- Caller ID Blocking Per Call

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.

- Caller ID Blocking Per Line

Enables a customer to control the disclosure of the customer's name and/or telephone number to a subscriber of Caller ID on all calls made from the customer's line. This feature may be de-activated at any time by the customer.

- Custom Code Restriction

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

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

- Custom Ring

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

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of May 15, 2008.

(N)



**3. EXCHANGE SERVICES****3.3 BASIC EXCHANGE SERVICE****3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

## I. Custom Calling Features [1][2] (Cont'd)

(C)

## • 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 March 31, 1999.

## • Distinctive Ring

Differentiates incoming calls from a list of pre-selected telephone numbers by signaling the customer with a distinctive ringing pattern.

## • 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.

## • Preferred Call Forwarding

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.

## • Prohibit Billed to Third Number Calls

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

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of May 15, 2008.

(N)

### 3. EXCHANGE SERVICES

#### 3.3 BASIC EXCHANGE SERVICE

##### 3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

I. Custom Calling Features [1][2] (Cont'd) (C)

• Prohibit Collect Calls (C)

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

• Prohibit Billed to Third Number and Collect Calls

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

• Repeat Dialing

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.

• Selective Call Blocking

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.

• Speed Dial 8

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by dialing one digit instead of seven to ten digits. Up to 8 numbers may be stored in memory.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of May 15, 2008. (N)

### 3. EXCHANGE SERVICES

#### 3.3 BASIC EXCHANGE SERVICE

##### 3.3.3 GRANDFATHERED RESIDENTIAL SERVICE

I. Custom Calling Features [1][3] (Cont'd) (C)

• Speed Dial 30

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished by dialing one digit instead of seven to ten digits. Up to 30 numbers may be stored in memory.

• Three-Way Calling

Enables a customer to add a third party on an established local or long distance connection without operator assistance. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

J. Optional Feature Packages [3] (C)

1. Value Pack [1]

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

2. Premium Pack [1]

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

3. Two Feature Pack [2]

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

4. Multi Feature Pack [2]

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 30 and Three-Way Calling.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is grandfathered to customers of record as of August 25, 2003.

[3] Service is withdrawn as of May 15, 2008. (N)

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)**

**K. Multi-Product Discounts**

**1. Bottom of the Bill Discount**

The Bottom of the Bill Discount will be discontinued for Comcast Digital Phone subscribers on bill cycles issued between July 1, 2007 and July 31, 2007.

(N)

(N)

(D)

(D)

(D)

(D)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)

L. Customer Assistance Programs

1. Lifeline Service [1][2]

(C)

- a. Lifeline Service offers a credit on monthly local service bills to qualified customers who receive state or federal assistance from one of the following programs: Transitional Aid to Families With Dependent Children (TAFDC), Emergency Aid to the Elderly, Disabled and Children (EAEDC), Supplemental Security Income (SSI), MassHealth (Medicaid), Food Stamp Benefits, or Fuel Assistance.
- b. Eligibility is determined by the relevant government agency in accordance with guidelines on file with the agency. For fuel assistance recipients, eligibility will be determined by the designee of the relevant government agency. Upon receipt of eligibility by said agency or its designee, the Company will provide a reduction in accordance with the following provisions.
- c. The Company will pass through to the customer the available federal and state credits for Lifeline service. The amount of such credits will not exceed the charge for local service.
- d. Lifeline Service is available only with the Company's Local Only Offer and is limited to one service per qualified customer or household. A Lifeline customer may subscribe to standard features and services at the applicable rates, charges and regulations for each feature and service provided, as set forth in this Tariff. Nonrecurring service connection charges will apply as specified in Section 3.1, preceding.
- e. Service for a customer qualifying for Lifeline may not be disconnected for non-payment of toll charges unless a waiver of this prohibition is granted by the DTC. Blocking of toll calls is available to Lifeline customers at no charge.

[1] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[2] Service is withdrawn as of April 29, 2008.

(N)

**3. EXCHANGE SERVICES****3.3 BASIC EXCHANGE SERVICE****3.3.3 GRANDFATHERED RESIDENTIAL SERVICE (Cont'd)**

## M. Rates and Charges

## 1. Packages [1][2]

	NONRECURRING CHARGE	MONTHLY RATE
• One-Line Package (RightPak)	\$30.00	\$33.94
• Two-Line Non-Deluxe Package (RightPak Plus)	30.00	42.94
• Two-Line Deluxe Package (RightPak II)	30.00	49.94
• One-Line Value Package (RightPak Value)	30.00	26.24
• Two-Line Value Package (RightPak Value Plus)	30.00	35.25
• Two-Line Full-Value Package (RightPak Value II)	30.00	40.24
• Two-Line Combination Package (RightPak Value Combo)	30.00	47.94

(C)

[1] Service is grandfathered to customers of record as of October 14, 2001.

[2] Service is withdrawn as of May 15, 2008.

(N)

**3. EXCHANGE SERVICES****3.3 BASIC EXCHANGE SERVICE****3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

## M. Rates and Charges (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE	
2. Local Only [2][4]			(C)
- Local Only	[1]	\$21.03	
3. Integrated Offer [4]			(C)
a. Line Component			
- Primary Access Line [3]	-	21.03	
b. Usage Component			
- 180 Minute Block of Time, each [2]	-	14.00	
- 300 Minute Block of Time, each [2]	-	21.00	
- 600 Minute Block of Time, each [3]	-	26.95	
- 1000 Minute Block of Time, each [3]	-	43.95	
- By-The-Minute, each [2]	-	0.95	
4. Additional Exchange Access Lines [2][4]			(C)
- Additional Line, each	[1]	9.00	
5. Service Packages [2][4]			(C)
- Comcast Connections Plus, each	[1]	27.98	
- Comcast Connections 180, each	[1]	41.03	
- Comcast Connections 300, each	[1]	48.03	
- Comcast Complete Plus, each	[1]	30.98	
- Comcast Complete 180, each	[1]	44.03	
- Comcast Complete 300, each	[1]	51.03	
- Comcast Connections Any Distance, each	[1]	53.98	

[1] Nonrecurring charges apply as set forth in 3.1.1, preceding.

[2] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[3] Service is grandfathered to customers of record as of August 25, 2003.

[4] Service is withdrawn as of April 29, 2008.

(N)

**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

M. Rates and Charges (Cont'd)

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
6. Optional Long Distance Calling Plans [1][7]			(C)
- \$.12 Per Minute Offer [2]	[3]	N/A	
- 5 Cent Off-Peak Pricing Plan [2]	[3]	2.95	
7 Optional Feature Packages [7]			(C)
- Two Feature Pack, each [1]	[3]	6.00	
- Multi Feature Pack, each [1]	[3]	9.00	
- Value Pack, each [4]	[3]	6.00	
- Premium Pack, each [4]	[3]	9.00	
8. Features [5][7]			(C)
	<b>NONRECURRING CHARGE</b>	<b>USAGE CHARGE</b>	
- Customer Originated Trace [6]	[3]	\$1.00	

[1] Service is grandfathered to customers of record as of August 25, 2003.

[2] Usage rate applies as set forth in 4.2.1, following.

[3] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See 3.2.2, preceding, for applicable nonrecurring charges.

[4] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[5] Service is grandfathered to customers of record as of October 14, 2001.

[6] Usage charge applies per use.

[7] Service is withdrawn as of May 15, 2008.

(N)



**3. EXCHANGE SERVICES**

**3.3 BASIC EXCHANGE SERVICE**

**3.3.3 GRANDFATHERED RESIDENTIAL SERVICE**

M. Rates and Charges (Cont'd)

9. Optional Custom Calling Features [3][4]

(C)

	NONRECURRING CHARGE	USAGE CHARGE
a. Individual Features		
- Anonymous Call Rejection	[1]	\$2.75
- Call Forwarding Remote Access	[1]	2.00
- Call Forwarding Selective	[1]	3.00
- Call Forwarding Variable	[1]	2.50
- Call Return	[1]	2.00
- Call Return Blocking	[1]	0.00
- Call Screening	[1]	1.00
- Call Waiting	[1]	3.50
- Caller ID	[1]	5.50
- Caller ID Blocking – Per Call	[1]	0.00
- Caller ID Blocking – Per Line	[1]	0.00
- Custom Code Restriction	[1]	0.00
- Custom Ring	[1]	2.75
- Distinctive Ring	[1]	2.75
- LD Alert [2]	[1]	2.25
- Prohibit Billed to Third Party Calls	[1]	0.00
- Prohibit Collect Calls	[1]	0.00
- Prohibit Billed to Third Party and Collect Calls	[1]	0.00
- Repeat Dialing	[1]	2.00
- Repeat Dialing Restrict	[1]	0.00
- Speed Dial 8	[1]	2.00
- Speed Dial 30	[1]	3.75
- Three-Way Calling	[1]	3.50

b. Per Use Features

	NONRECURRING <u>CHARGE</u>	PER <u>USE</u>	MONTHLY <u>CAP</u>
- Call Return	[1]	\$0.50	\$3.00
- Call Trace	[1]	3.00	-
- Repeat Dialing	[1]	0.50	3.00

[1] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See 3.2.2, preceding, for applicable nonrecurring charges.

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

[3] Service is grandfathered to existing service configurations at existing locations as of May 1, 2007.

[4] Service is withdrawn as of May 15, 2008.

(N)

### 3. EXCHANGE SERVICES

#### 3.4 MISCELLANEOUS EXCHANGE SERVICES

##### 3.4.1 GENERAL

###### A. Terms and Conditions

1. This section lists the miscellaneous exchange services offered by the Company. All listed premium services shall be offered on a non-discriminatory basis, in compliance with all rules and regulations issued by the Department.
2. The features in this section are made available on an individual basis or as part of multiple feature packages.
3. All features are provided subject to availability

##### 3.4.2 VOICE MAIL SERVICE

Voice Mail is an enhanced service and is considered by the M.D.T.E. to be a non-tariffed and non-regulated service in Massachusetts.

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES**

**3.4.3 INFORMATION SERVICE BLOCKING**

A. Description

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

B. Terms and Conditions

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

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)**

**3.4.4 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 or 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. The rates and regulations governing the service are subject to changes instituted by the service provider. This service will be provided by an operator or a mechanized response system. (T)  
(T)
- b. Directory Assistance will provide telephone numbers or other information as described in a., preceding, for a maximum of three number requests per call. (T)
- c. Charges specified in 3, following, apply to Directory Assistance Service furnished by the Company for listings obtained within the state when the customer's calls exceed the allowance specified in 2, following.
- 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. Charges specified in 3, following, do not apply to an exchange line registered in the name of an individual aged 65 years or older. The company may require proof of age of the registered user to establish their qualification for a waiver of Directory Assistance charges.

2. Call Allowance

An allowance of 10 free calls per month for each line (not transferable) is provided for each end user Local Exchange access line.

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES**

**3.4.4 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.

**CHARGE**

- Each call dialed directly by the Customer **\$0.60 (I)**

- 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. The customer shall notify the Company when the need for an exemption no longer exists.

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**

**3.4 MISCELLANEOUS EXCHANGE SERVICES**

**3.4.4 OPERATOR SERVICES (Cont'd)**

B. Directory Assistance Call Completion Service

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

1. Regulations

- a. Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges and applicable usage charges apply in addition to a Directory Assistance Call Completion Service charge. (C)
- (D)
- (D)
- b. When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested. (T)
- c. The Directory Assistance Call Completion Service charge applies only to calls actually completed. (T)
- d. Charges will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission. (C)
- e. The Directory Assistance Call Completion Service charge does not apply to disabled persons who are exempt from the Directory Assistance charge pursuant to this price list. (T)

2. Charges

	USAGE CHARGES	
• Directory Assistance Call Completion Service		(T)
- each call completed	\$0.35	(T)
- non-local usage, per minute	0.12	(N)

(D)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.4 OPERATOR SERVICES (Cont'd)

C. Local Operator Service

1. Terms and Conditions

- Local calls may be completed or billed with the live or mechanical assistance by the operator center.
- 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 (see Person-to-Person), or designated alternate.
- Operator Station service charges apply to any call involving an operator unless specifically excluded in this Tariff.

(N)  
(N)

2. Charge

CHARGE

- |  |        |
|--|--------|
| • Operator-handled Collect, each request | \$2.49 |
| • Mechanized Collect, each request       | 2.49   |
| • Person-to-Person, each request         | 2.49   |
| • Station-to-Station, each request       | 2.49   |
| • Third Number Billed, each request      | 2.49   |

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES**

**3.4.4 OPERATOR SERVICES (Cont'd)**

D. Reserved for Future Use

(T)

(D)

(D)



**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES**

**3.4.4 OPERATOR SERVICES (Cont'd)**

E. Operator Assisted Local Calls

1. Description

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 call due to a handicap.

3. Charge

**CHARGE**

- Operator Dialed Surcharge, each request[1] \$0.00 (R)

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

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)**

**3.4.5 LISTING SERVICES**

A. General

The Company does not publish a directory of customer listings. The Company, however, does arrange for the customer's main billing number to be placed in the directory or directories of another local exchange carrier. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory.

Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

B. Regulations

1. The listings of customers (either without charge or at the rate specified within this Tariff for other listings) are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
2. The length of any listing may be limited to one line in the directory by use of abbreviations when the clearness of the listing and the identification of the customer is not impaired.
3. The Company is not liable for damages arising from errors or omissions in the making up or printing directories or in accepting listings as presented by the customer.
4. The customer will receive one free standard listing in the alphabetical section of the directory that serves the customer's location.

(N)

(N)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (T)

3.4.5 LISTING SERVICES (Cont'd) (T)

C. Additional Listings (T)

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
• Each additional listing	\$5.00	\$3.00

D. Nonlisted Service (T)

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
• Each	\$5.00	\$3.00

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.5 LISTING SERVICES (Cont'd)

E. Nonpublished Service

(T)

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. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Each	\$5.00	\$4.95

**3. EXCHANGE SERVICES****3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)****3.4.6 TEMPORARY SUSPENSION OF EXCHANGE SERVICE - CUSTOMER INITIATED**

## A. Terms and Conditions [1]

Upon the request of the customer, all or a portion of their Exchange Service may be temporarily suspended for not less than one month nor more than six months in any twelve month period.

## B. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Suspension, per customer	\$15.00	\$15.00

**3.4.7 NUMBER REFERRAL SERVICE**

(T)

## A. Description

(N)

Customers who disconnect or change their telephone number may request Referral Service, which will provide a recorded announcement that refers calls to the customer's new number for 30 days from the date of disconnect or change at no charge.

The customer may also request Extended Referral service, which will extend the announcement for an additional 30 days.

## B. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• Initial 30 days	-	-
• Additional 30 days	\$2.00	-

(N)

[1] Temporary Suspension of Exchange Service is grandfathered to existing service arrangements at existing locations for customers of record as of March 1, 2001.

**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)**

**3.4.8 EASTERN LATA UNLIMITED CALLING PLAN SERVICE [1][2]**

(C)

A. Terms and Conditions

Eastern LATA Unlimited Calling Plan Service (calling plan) provides unlimited calling for customer-dialed calls to designated exchanges and localities within the 508/617 LATA subject to the following limitations:

1. The calling plan is provided in connection with Basic Exchange Service as set forth in 3.3, preceding. The rate applicable for the calling plan is in addition to applicable rates for Basic Exchange Service.
2. Use of the service is restricted to the customer, members of the customer's household and persons temporarily leasing a customer's residential premises. Service may be used on an occasional or incidental basis by social guests or visitors.
3. Eastern LATA Unlimited Calling Plan Service is restricted to residential customers for residential voice purposes. The use of this service for resale, telemarketing, internet access or other commercial purposes is prohibited. In addition, the use of auto dialers, polling devices, call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited.
4. The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this calling plan. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not residential in nature, the customer will be contacted and invited to amend their use of the service or select a service more appropriate to their needs. Subsequent to that notification, if a customer continues to use the service in an inappropriate manner, the Company will temporarily restrict the customer's ability to place offending calls until a mutually agreeable resolution can be reached.

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of September 1, 2004.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.8 EASTERN LATA UNLIMITED CALLING PLAN SERVICE [1][2]

(C)

A. Terms and Conditions (Cont'd)

5. Eastern LATA Unlimited Calling Plan Service is offered in the following Company service areas subject to facility, equipment and/or systems availability:

- Achusnet
- Andover
- Arlington
- Ashland
- Attleboro
- Avon
- Bellingham
- Belmont
- Berkeley
- Beverly
- Blackstone
- Bolton
- Boxford
- Braintree
- Bridgewater
- Brockton
- Burlington
- Cambridge
- Canton
- Chelmsford
- Chelsea
- Clinton
- Cohasset
- Dartmouth
- Dedham
- Dighton
- E. Bridgewater
- Easton
- Everett
- Fairhaven
- Fall River
- Foxboro
- Franklin
- Freetown
- Hamilton
- Hanover
- Hanson
- Hingham
- Holbrook
- Holliston
- Hopedale
- Hopkinton
- Hull
- Ipswich
- Lakeville
- Lancaster
- Lawrence
- Lowell
- Lynn
- Malden
- Mansfield
- Marblehead
- Marion
- Marlborough
- Mattapoisett
- Medford
- Medway
- Melrose
- Mendon
- Methuen
- Middleboro
- Middleton
- Milford
- Millis
- Milton
- Nahant
- Natick
- Needham
- New Bedford
- Newbury
- Newburyport
- Newton
- North Andover
- North Attleboro
- North Reading
- Norton
- Norwell Plainville
- Quincy Randolph
- Raynham
- Reading

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of September 1, 2004.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.8 EASTERN LATA UNLIMITED CALLING PLAN SERVICE [1][2] (C)

A. Terms and Conditions

5. (Cont'd)

- Revere
- Rehoboth
- Rochester
- Rowley
- Salem
- Scituate
- Seekonk
- Sharon
- Sherborn
- Somerville
- Somerset
- Sterling
- Stoneham
- Stoughton
- Swampscott
- Swansea
- Taunton
- Topsfield
- Tyngsboro
- Wakefield
- Waltham
- Wareham
- Watertown
- Wayland
- Wellesley
- Wenham
- West Bridgewater
- West Newbury
- Weston
- Weymouth
- Whitman
- Wilmington
- Winchester
- Winthrop
- Woburn
- Wrentham

6. The Company adopts and incorporates by reference the same calling areas for the above-mentioned service areas as established by New England Telephone and Telegraph Company for its like-named service in MDPU No. 10.

B. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• per line arranged	\$7.50	\$27.95

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of September 1, 2004.

[2] Service is withdrawn as of May 15, 2008. (N)



**3. EXCHANGE SERVICES**

**3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)**

**3.4.9 METROPOLITAN PLUS CALLING PLAN SERVICE [1][2]**

(C)

A. Terms and Conditions

Metropolitan Plus Calling Plan Service (calling plan) provides unlimited calling for customer-dialed calls to designated exchanges and localities subject to the following limitations:

1. The calling plan is provided in connection with Basic Exchange Service as set forth in 3.3, preceding. The rate applicable for the calling plan is in addition to applicable rates for Basic Exchange Service.
2. Use of the service is restricted to the customer, members of the customer's household and persons temporarily leasing a customer's residential premises. Service may be used on an occasional or incidental basis by social guests or visitors.
3. Customers who utilize Metropolitan Plus Calling Plan Service must remain presubscribed to the Company for IntraLATA long distance calling.
4. Metropolitan Plus Calling Plan Service is restricted to residential customers for residential voice purposes. The use of this service for resale, telemarketing, internet access or other commercial purposes is prohibited. In addition, the use of auto dialers, polling devices, call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited.
5. The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this calling plan. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not residential in nature, the customer will be contacted and invited to amend their use of the service or select a service more appropriate to their needs. Subsequent to that notification, if a customer continues to use the service in an inappropriate manner, the Company will temporarily restrict the customer's ability to place offending calls until a mutually agreeable resolution can be reached.

B. Calling Area

1. The calling plan provides unlimited calling within the customer's local calling area, to all of the metropolitan Boston exchanges, and to designated additional exchanges outside metropolitan Boston for each exchange where the calling plan is offered.

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of January 1, 2005.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.9 METROPOLITAN PLUS CALLING PLAN SERVICE (Cont'd) [1][2]

(C)

B. Calling Area

1. The calling plan provides unlimited calling within the customer’s local calling area, to all of the metropolitan Boston exchanges, and to designated additional exchanges outside metropolitan Boston for each exchange where the calling plan is offered.
  - a. Metropolitan Plus Calling Plan Service provides unlimited calling from the customer’s exchange to the following exchanges: Abington, Arlington, Ashland, Avon, Bedford, Belmont, Beverly, Billerica, Boston Central, Braintree, Brighton, Brockton, Brookline, Burlington, Cambridge, Canton, Carlisle, Charlestown, Chelsea, Cohasset, Concord, Danvers, Dedham, Dorchester, Dover, East Boston, Everett, Framingham, Hanover, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Lynn, Lynnfield, Malden, Marblehead, Medfield, Medford, Melrose, Middleton, Milton, Nahant, Natick, Needham, Newton, North Reading, Norwell, Norwood, Peabody, Quincy, Randolph, Reading, Revere, Rockland, Roxbury, Salem, Scituate, Sharon, Sherborn, Somerville, South Boston, Stoneham, Stoughton, Sudbury, Swampscott, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, West Bridgewater, Weston, Westwood, Weymouth, Winchester, Wilmington, Winthrop and Woburn.
  - b. Metropolitan Plus Calling Plan Service is offered in the following exchanges subject to facility, equipment and/or systems availability:
 

- Arlington	- Malden	- Sherborn
- Ashland	- Milton	- Somerville
- Avon	- Marblehead	- Stoughton
- Belmont	- Medford	- Stoneham
- Beverly	- Melrose	- Swampscott
- Braintree	- Middleton	- Wakefield
- Brockton	- Nahant	- Waltham
- Burlington	- Natick	- Watertown
- Cambridge	- Needham	- Wayland
- Canton	- Newton	- Wellesley
- Chelsea	- North Reading	- W. Bridgewater
- Cohasset	- Norwell	- Weston
- Dedham	- Quincy	- Weymouth
- Everett	- Randolph	- Wilmington
- Hanover	- Reading	- Winchester
- Hingham	- Revere	- Winthrop
- Holbrook	- Salem	- Woburn
- Hull	- Scituate	
- Lynn		

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of January 1, 2005.

[2] Service is withdrawn as of May 15, 2008.

(N)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.9 METROPOLITAN PLUS CALLING PLAN SERVICE (Cont'd) [1][2]

(C)

C. Rates and Charges

	NONRECURRING CHARGE	MONTHLY RATE
• per line arranged	\$7.50	\$12.95

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of January 1, 2005.

[2] Service is withdrawn as of May 15, 2008.

(N)