

Non-Facilities Based Competitive Local Exchange Carrier Tariff

TITLE PAGE

BCM ONE, INC.

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO END-USER COMMUNICATIONS SERVICES
WITHIN THE COMMONWEALTH OF PENNSYLVANIA

This tariff applies to the Telecommunications Services furnished by BCM One, Inc.'s ("BCM" or "Company") between one or more points in the Commonwealth of Pennsylvania. This Tariff is on file with the Pennsylvania Public Utility Commission and copies may be inspected during normal business hours at BCM's principal place of business, 521 5th Ave., 14th Floor, New York, New York 10175. The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania LLC Telephone Pa. P.U.C. Nos. 180A, 182, 182A, 185B and 185C; Verizon North LLC Telephone Pa P.U.C. Nos. 1, 3, 5, and 6; and The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink P.U.C. No. 27. (C)
(C)
(C)
(C)

The Company's tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Telecommunications Act of 1934, as amended), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

Issued: April 13, 2016
Issued by:

Francis X. Ahearn, CEO
BCM One, Inc.
521 5th Ave., 14th Floor
New York, New York 10175

Effective: May 1, 2016

CHECK SHEET

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CHECK SHEET (Contend)

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McGraw Communications, Inc.
228 East 45th Street
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LIST OF MODIFICATIONS

Title Page - Changed the Company name from McGraw Communications, Inc. to BCM One, Inc.

Updated Company Address

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this tariff for the purposes indicated below:

- C - To signify all other changes.
- D - To signify decreased rates.
- I - To signify increased rates.

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TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
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- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.

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Non-Facilities Based Competitive Local Exchange Carrier Tariff

1. DEFINITIONS

Certain terms used generally throughout this tariff are defined below.

Access Line: An arrangement, which connects the Customer's location to the Company's designated switching center or point of presence.

Advance Payment: Part or all of a payment required before the start of service.

Authorized User: A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the carrier's service.

Basic Service Area: The area intended to be serviced by the Company as defined in Section 5.1 of this Tariff.

Commission: Refers to the Pennsylvania Public Utility Commission.

Communications Services: The Company's intrastate toll and local exchange switched telephone services offered for both intraLATA and interLATA use.

Company: McGraw Communications, Inc., the issuer of this tariff.

Customer: The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

Exchange: A unit established for the administration of communication service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication services within that area.

Facilities: Equipment and/or machinery owned or leased by the Company, used in the provision of the services.

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1. DEFINITIONS (Cont'd)

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Individual Case Basis (ICB): A service arrangement in which the regulation, rates and changes are developed based on the specific circumstances of the case.

Interrupted Service: That portion of service provided to a Customer or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Joint User: A person, firm or corporation which is designated by the Customer as a user of services furnished to the Customer by McGraw and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Non-Recurring Charges: Non-Recurring Charges are applied by the Company for processing Customer requests to install, move, or change communications services.

Premises: The space occupied by a Customer or Authorized User in a building or buildings or on contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

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1. DEFINITIONS (Cont'd)

Service Order: The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Station - Allows a station line user to add, change or delete telephone numbers from a list. The list is dedicated to the individual station line user.

Three-Way Calling: Allows a station line user to add a third party to an existing conversation.

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

User: A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

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2. APPLICATION OF TARIFF

This tariff contains the rates, regulations, and conditions applicable to resold competitive local exchange services furnished by the Company to Customers within the Commonwealth of Pennsylvania. Residential service will be made available at the business rates until the Company is able to offer residential service.

This tariff is in concurrence with 52 Pa. Code §§ 63 & 64, 66 Pa. C.S., the Telecommunications Act of 1996, and the Commission's Regulations and Orders will be deemed inoperative and superseded.

2.1 Service Territory

2.1.1 Company will provide competitive local exchange services throughout the Commonwealth of Pennsylvania within the territories of the following incumbent local exchange carriers: Verizon Pennsylvania, Inc., Verizon North, Inc. and Sprint/United Telephone Company of Pennsylvania.

2.1.2 Service is available where facilities permit.

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3. GENERAL REGULATIONS

3.1 Undertaking of the Company

3.1.1 Scope

The Company's obligation to furnish Communications Services is dependent upon its ability to secure local exchange services and facilities from underlying carriers at reasonable rates, terms and conditions.

3.1.2 Allocation or Shortage of Equipment or Facilities

- A The Company reserves the right to limit or to allocate assigned transmission paths at its discretion or to limit the use of existing facilities, or of additional facilities offered by the Company, when necessary because of a lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities that the Company owns, leases or may otherwise obtain from other carriers to furnish service, as required, at the sole discretion of the Company.

3.1.3 Liability of the Company

- A. Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

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3. GENERAL REGULATIONS (Cont'd)

3.1. Undertaking of the Company (Cont'd)

3.1.3 Liability of the Company (Cont'd)

- B. The liability of the Company for damages arising out of the furnishing of Communications Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish these services, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruptions in service as set forth in Section 3.6. The extension of such allowances for interruptions in service shall be the sole remedy of the Customer or any Authorized User and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary, or punitive damages a Customer may suffer, whether or not caused by the intentional acts or omissions or negligence of the Company's employees or agents. In no event will the Company be liable for interruptions in service caused as a result of routine maintenance, testing, or adjustment of facilities.

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3. GENERAL REGULATIONS (Cont'd)

3.1 Undertaking of the Company (Cont'd)

3.1.3 Liability of the Company (Cont'd)

- C. The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrection; riots, wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- D. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with Communications Services the Company offers.
- E. The Company shall not be liable for any loss or interruptions in service or for any damages or losses due to the fault or negligence of the Customer or of an Authorized User or due to the failure or malfunction of Customer-provided or Authorized User-provided equipment or facilities due to the failure of the Customer to fulfill any obligation under this tariff.

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3. GENERAL REGULATIONS (Cont'd)

3.1 Undertaking of the Company (Cont'd)

3.1.3 Liability of the Company (Cont'd)

- F. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at the premises of the Company; nor shall the Company be liable for the performance of said vendor or vendor's equipment.
- G. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s) including Authorized Users, and for any loss, damage, or destruction of any property, whether owned by the Customer, Authorized Users or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section 3.1.3.G as a condition precedent to such installations.

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3. GENERAL REGULATIONS (Cont'd)

3.1 Undertaking of the Company (Cont'd)

3.1.3 Liability of the Company (Cont'd)

- H. The Company is not liable for any defacement of or damage to the Premises of a Customer or an Authorized User resulting from the furnishing of services or equipment on or at such Premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.
- I. The Company shall be indemnified, defended, and held harmless by Authorized Users and the end user against any claim, loss, or damage arising from the Authorized User's use of services offered under this tariff, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Authorized User's communications.
- J. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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3. GENERAL REGULATIONS (Cont'd)

3.1 Undertaking of the Company (Cont'd)

3.1.4 Claims

The Customer and each and every Authorized User, jointly and severally, indemnifies and holds the Company harmless against claims for libel, slander, or the infringement of copyright arising from or in connection with the material or subject matter transmitted over the Network; against claims for the infringement of patents arising from combining with, or using in connection with, the Communications Services or the Company's facilities, apparatus and systems furnished by the Customer or Authorized User; and against any and all other claims arising out of any act or omission of the Customer or Authorized User or a vendor or customer of the Customer or Authorized User in connection with use of the Communications Services or the Company's facilities.

3.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer with reasonable notification of service-affecting activities that may occur in normal operation of its Business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not individual Customer service specific; they affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage, notification to the Customer may not be possible.

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3. GENERAL REGULATIONS (Cont'd)

3.1 Undertaking of the Company (Cont'd)

3.1.6 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or 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.

3.2 Prohibited Uses

3.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents, and permits required to be obtained by the Customer with respect thereto.

3.2.2 The Company may require applicants for service who intend to use the Company's offerings for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.

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3. GENERAL REGULATIONS (Cont'd)

3.2 Prohibited Uses (Cont'd)

3.2.3 A Customer or Authorized User may not assign, or transfer in any manner, the service without the written consent of the Company.

3.2.4 The Company may require a Customer immediately to shut down its transmission of signals if said transmission is causing interference to others.

3.3 Obligations Of The Customer

3.3.1 The Customer shall be responsible for:

- A. The payment of all applicable charges as set forth in this tariff;
- B. Damage to or loss of the Company's network or equipment caused by the acts or omissions of the Customer or Authorized User, or the noncompliance by the Customer or Authorized User with these regulations; or by fire or theft or other casualty on the premises of the Customer or Authorized User unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. Providing as specified from time to time by the Company any needed personnel, equipment, space, and power to operate equipment furnished by the Company and installed on the premises of the Customer or Authorized User and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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3. GENERAL REGULATIONS (Cont'd)

3.3 Obligations Of The Customer (Cont'd)

3.3.1 The Customer shall be responsible for: (Cont'd)

- D. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of equipment used to provide Communications Services to the Customer or Authorized User from the building entrance or the property line of the land on which the structure resides, wherein any termination point or origination point used by the Customer or Authorized User is placed or is located, whichever is applicable, through the point of entry into the structure, throughout the structure, to the location of the equipment space described in 3.3.1.C preceding. Any and all costs associated with obtaining and maintaining the rights-of-way described herein shall be borne entirely by, or may be charged by the Company to the Customer. The Company may require the Customer to demonstrate its compliance with this section 3.3.1.D prior to accepting an order for service;
- E. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's contractors, employees or agents are working.

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3. GENERAL REGULATIONS (Cont'd)

3.3 Obligations of the Customer (Cont'd)

3.3.1 The Customer shall be responsible for: (Cont'd)

- F. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to the location of equipment furnished under this tariff on any Premises or the rights-of-way for which the Customer or Authorized User is responsible under section 3.3.1.D and obtaining permission for Company contractors agents or employees to enter the Premises of the Customer or Authorized User at any reasonable purpose of installing, inspecting, repairing, or upon termination of service as stated herein, removing the equipment furnished hereunder;
- G. Except as provided in section 3.6.1, making equipment furnished hereunder available periodically for Company-initiated maintenance purposes at a time agreeable to both the Company and the Customer or Authorized User. No allowance will be made for the period during which service is interrupted for such purposes; and
- H. Keeping the equipment furnished hereunder located on the Customer's Premises or rights-of-way obtained by the Customer or Authorized User free and clear of any liens or encumbrances relating to the Customer's or Authorized User's use of the Company's services or from the location of such equipment.

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3. GENERAL REGULATIONS (Cont'd)

3.4 Customer Equipment And Channels

3.4.1 In General

A Customer may transmit or receive information or signals using the services provided by the Company.

3.4.2 Station Equipment

- A. Customer-provided terminal equipment on the Premises of the Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer or Authorized User.
- B. The Customer or Authorized User is responsible for ensuring that Customer-provided or Authorized User-provided equipment connected to Company equipment is compatible with such equipment. The magnitude and character of the voltages and currents impressed on equipment furnished hereunder and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as to not cause damage to the equipment furnished hereunder and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Customer or Authorized User or by the Company at the Customer's or Authorized User's expense.

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3. GENERAL REGULATIONS (Cont'd)

3.4 Customer Equipment And Channels (Cont'd)

3.4.3 Interconnection of Facilities

- C. Any special interface equipment necessary to achieve compatibility between the equipment furnished hereunder and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- D. Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

3.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer or Authorized User is complying with the requirements set forth in sections 3.4.2 and 3.4.4.

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3. GENERAL REGULATIONS (Cont'd)

3.4 Customer Equipment And Channels (Cont'd)

3.4.4 Inspections (Cont'd)

- B. If the protective requirements for Customer-provided equipment or Authorized User-provided equipment are not being complied with, the Company may take such action, as it deems necessary to protect its equipment, agents, contractors or personnel. The Company will notify the Customer or Authorized User promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer or Authorized User must take this corrective action and notify the Company of the action taken. If the Customer or Authorized User fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its equipment, and personnel from harm.

3.5 Payment Arrangements

3.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.2 Billing and Collection of Charges

- A. Non-recurring charges are due and payable within twenty (20) days after the date an invoice is mailed to the Customer by the Company.
- B. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within twenty (20) days after the invoice is mailed.
- C. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)3.5.2 Billing and Collection of Charges (Cont'd)

- E. If any portion of the payment is received by the Company more than five (5) days after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor of 1.25%. The late payment penalty will not be assessed against any outstanding security deposit.
- F. The Customer will be assessed a \$25.00 charge for each check submitted by the Customer to the Company, which a financial institution refuses to honor for insufficient funds or a non-existent account.
- G. Customers have up to one (1) month after the bill is rendered to initiate a dispute over a charge or to receive credits. A bill will not be deemed correct and binding upon the Customer by virtue of the preceding sentence if the Company or the Customer has records on the basis of which the objection may be considered. If objection results in a refund to the Customer, such refund will be with interest at the unadjusted interest rate paid on Customer deposits or the late payment penalty rate, whichever is greater.
- H. If service is disconnected by the Company and later restored, restoration of service will be subject to all applicable restoration charges.
- I. The Company complies with the requirements of Chapter 64 in Title 52 regarding billing and standard practices for residential customers. In instances where sections of the tariff may conflict with Chapter 64 requirements, the regulations in Chapter 64 will prevail.
- J. The Bureau of Consumer Service shall have primary jurisdiction over all complaints arising under this Chapter 64 of Pa Code §64.154.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.3 Billing Disputes

In the case of a billing dispute between the Customer and the Company, which cannot be settled with mutual satisfaction after an investigation and review by the Company, Customer may file an appropriate complaint with the Pennsylvania Public Utility Commission. The Commission's address is:

Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17105-3265
Telephone: 1-(800) 782-1110
717-783-5187 (In-State)

717-787-6641 (FAX)

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required of Customers in addition to a deposit. The Company reserves the right to waive Advance Payments and/or Deposits, at its sole discretion, upon a showing of adequate financial responsibility to the satisfaction of the Company.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)3.5.5 Deposits

- A. To safeguard its interests, before service is furnished, the Company may require a Customer, whose financial responsibility is not established to the satisfaction of the Company, or who is a bad credit risk or non credit rated to make a deposit to be held as a guarantee for the payment of charges in accordance with the Rules of the Pennsylvania Public Utility Commission Title 52, Chapters 64.32 and 64.35. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
- (i) the applicant's estimated two (2) months charges for a service which has a minimum payment period of one (1) month; or
 - (ii) the Customer's average two (2) months charges, including toll charges, during the preceding twelve (12) month period for a service which has a minimum payment period of one (1) month; or
- B. A deposit may be required in addition to an advance payment.
- C. When a deposit is assessed against an applicant, the Company shall require payment of only one-half of the deposit amount prior to the providing of service by the Company. The remaining balance of the deposit will be due thirty (30) days from the date of the initial deposit payment.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.5 Deposits (Cont'd)

- D. The Company may require a deposit from an existing Customer if the Customer is delinquent in payment, or if the Customer's service has been suspended or terminated for non-payment once within the preceding 6-month period. "Delinquent in payment" means that a Customer has received two consecutive telephone bills without making payment of one-half of the total of the two bills prior to the due date of the second bill. The Company will provide a Customer with written notice before it assesses a deposit, and state that the failure to make timely payment will permit the Company to require a deposit. A Customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.
- E. Customers who have a recent payment history with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. A Customer who still owes money to the Company for service on a prior account in his or her name shall be offered a deferred payment plan not to exceed three months provided that the Customer had service for three months and was not terminated for nonpayment during that period.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.5 Deposits (Cont'd)

- F. When service is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service is discontinued, the Company will, in accordance with the Rules of the Pennsylvania Public Utility Commission, Title 52, Chapter 64.37, return the deposit or credit it to the Customer's account.
- G. In accordance to 52 Pa. Code § 64.41, deposits held will accrue interest at the rate of 9% per annum without deductions for taxes. The interest will be paid annually to the Customer, or applied to the Customer's bill.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.6 Discontinuance of Service

- A. Upon nonpayment of any charges or deposits owing to the Company, the Company, after complying with the procedures described in section 3.5.2, may, by giving seven (7) days prior written notice to and attempted telephonic and/or personal contact with the Customer, discontinue or suspend service under this tariff without incurring any liability.
- B. Upon violation of any of the other terms or conditions for furnishing service under this tariff, or upon any prohibited or improper use of the Communications Services provided by the Company or upon objection to continuance of service made by or on behalf of any governmental authority, the Company may, by giving 30 days prior notice to the Customer, or such shorter notice as is required by law, discontinue or suspend service under this tariff without incurring any liability.
- C. In the event a casualty renders all or any material portion of the Company's network inoperable beyond feasible repair, the Company may discontinue or suspend service under this tariff without incurring any liability.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.6 Discontinuance of Service (Cont'd)

- D. Upon the Company's discontinuance of service to the Customer under section 3.5.6.A or 3.5.6.B, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the minimum term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).
- E. When the Company has cause to totally disconnect or has totally disconnected a residential service, it shall postpone disconnection of local service after receiving either a verbal or written notification of the existence of a medical emergency for a grace period of seven (7) business days. Written or verbal notifications should include the information listed in 52 Pa. Code § 64.103.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.6 Discontinuance of Service (Cont'd)

F. Telephone service shall not be discontinued for:

1. Nonpayment of bills rendered other than for telephone service or deposits requested in connection with telephone service;
2. Nonpayment for services for which a bill has not been rendered;
3. Nonpayment for services which have not been rendered, except the initial advance payment of new Customers;
4. Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit on: weekends, or New Year's Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, Christmas, or other Federal or State holidays proclaimed by the President or the Governor, or days on which the Company is not open for business.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.7 Fractional Charges

A. Monthly Service

When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.8 Cancellation of Application for Service

- A. Applications for business service are noncancellable unless the Company otherwise agrees. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levied against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent).
- C. Where the Company incurs any expense in connection with special arrangements and before the Company receives a cancellation notice, a charge equal to costs incurred, less net salvage, applies.
- D. The special charges described in sections 3.5.9 will be calculated and applied on a case-by-case basis.

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3. GENERAL REGULATIONS (Cont'd)

3.5 Payment Arrangements (Cont'd)

3.5.8 Cancellation of Application for Service (Cont'd)

- E. In accordance to 52 Pa. Code §64.53, Customer who wishes to have service discontinued shall give at least five (5) days oral or written notice to the Company, specifying the date on which it is desired that service be discontinued. Customer shall retain responsibility for service and equipment charges until the day and time on which service is requested to be discontinued. If the Customer fails to provide the Company with proper notice or access to the premises, the Customer will continue to be responsible for equipment and service rendered

3.5.9 Changes In Service Requested

If the Customer makes or requests material changes such as service parameters or premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service

In accordance to 52 Pa Code §64.51, the Company may temporarily interrupt service when necessary to effect repairs or maintenance; to eliminate an imminent threat to life, health, safety or substantial property damage; or for reasons of local, State or National emergency. The Company will notify Customer in advance if it knows of the circumstances requiring the service interruption. Service may be interrupted only as long as necessary to protect the health or safety of the public, to protect property, or to remedy the situation which necessitated the interruption and will resume as soon as possible.

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

3.6.1 Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.1 Credit for Interruptions (Cont'd)

C. A credit allowance will be given, upon request of the Customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows

1. In accordance to 52 Pa. Code § 64.52 if interruption continues for at least 24 hours:
 - (a) One-thirtieth of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative, useless or substantially impaired for each of the first three full 24-hour periods during which the interruption continues after notice by the Customer to the Company if the out-of-service extends beyond a minimum of 24 hours.
 - (b) Two-thirtieths of the tariff monthly rate for each full 24-hour period beyond the first three 24-hour periods referred to in paragraph (a). However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered useless or impaired.

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.1 Credit for Interruptions (Cont'd)

C. (Cont'd)

2. When service is interrupted for a period of at least 24 hours due to storms, fires, floods or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.
3. The allowances described in this section are not applicable when service is interrupted by the negligence or willful act of the customer to service or where the company, under the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for another reason provided for in the filed and effective tariff.

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

D. Credit to Customer

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

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.1 Credit for Interruptions (Cont'd)

E. "Interruption" Defined

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

3.6.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the Customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities; or
- B. Interruptions due to the failure or malfunction of non-Company equipment, including service connected to Customer provided electric power;

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3. REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.2 Limitations on Credit Allowances (Cont'd)

- C. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- E. Interruptions of service due to circumstances or causes beyond the control of the Company.

3.6.3 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances previously stated in section 5, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.

- A. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator will be given as follows:

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.3 Directory Errors (Cont'd)

A. (Cont'd)

1. For free or no-charge published directory listings, credit will be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line affected, for the life of the directory or the charge period during which the error, mistake, or omission occurs.
2. For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake, or omission occurs.
3. For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the Customer, the Company will be allowed a period of three Business days to make a correction. If the correction is not made in that time, credit will be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.3 Directory Errors (Cont'd)

A. (Cont'd)

4. The total amount of the credit provided for in the preceding Paragraphs (a), (b), and (c) shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in Paragraph (c), for the line or lines in question.
5. Such allowance or credits as specified in Paragraphs (a), (b), and (c) preceding, will be given upon notice to the Company by the Customer that such error, mistake, or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company will credit without the requirement of notification by the Customer.

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3. GENERAL REGULATIONS (Cont'd)

3.6 Allowances For Interruptions In Service (Cont'd)

3.6.4 Cancellation For Service Interruption

Cancellation or termination for service interruption to Customers is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this revision applies only to the single circuit which has been subject to the usage or cumulative service credits.

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3. GENERAL REGULATIONS (Cont'd)

3.7 Use of Customer's Service by Others

3.7.1 Resale and Sharing

Any service provided under this tariff may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws or Commission regulations governing such resale or sharing. Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

3.7.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services available for resale and sharing pursuant to this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

3.8 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

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3. GENERAL REGULATIONS (Cont'd)

3.9 Taxes

The Company reserves the right to bill any and all applicable taxes in addition to any recurring, non-recurring, per call charges, usage charges or charges for special arrangements and construction, including, but not limited to any Federal Excise Tax, State Sales Tax, Municipal Taxes and Gross Receipts Tax. Unless otherwise specified in this tariff, such taxes will be itemized separately on Customer bills.

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4. APPLICATION OF RATES

4.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

4.2 Calling Plans Including an Allowance

4.2.1 The allowance is applied only towards usage charges which accumulate as set forth following unless explicitly stated otherwise.

4.2.2 When service is discontinued during a particular billing month, the allowance shall be a pro rata share of the monthly usage allowance.

4.2.3 For administrative purposes, every month is considered to have thirty (30) days.

4.2.4 No credit is given for any unused allowance during a billing month, nor is any unused allowance accumulated and/or carried over forward over billing months.

4.2.5 Allowances are not transferable between separate accounts of the same customer

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4. APPLICATION OF RATES (Cont'd)

4.3 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 4.3.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded up to the next whole unit.
- 4.3.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 4.3.4 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 4.3.5 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 4.3.6 Measured use rates do not apply to calls for DA or Verification.

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4. APPLICATION OF RATES (Cont'd)

4.4 Initial and Additional Periods

4.4.1 Initial period rates given below are for a connection of one minute or any fraction thereof except for Call Band 1 messages which are untimed.

4.4.2 Additional period rates given below are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

4.5 Time of Day Designations

4.5.1 All times refer to local time

4.5.2 Where Applicable, Day, Evening & Night calling will be based on the following:

DAY:	Monday-Friday	8am-5pm
EVENING:	Monday-Friday	5pm-10pm
NIGHT:	Monday-Friday	10pm-8am
	Friday-Monday	10pm-8am

4.5.3 Holidays – Evening rates will apply during these holidays unless superseded by a lower rate classification.

New Year's Day	Jan 1
Independence Day	Jul 4
Christmas Day	Dec 25
Labor Day	
Thanksgiving Day	

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5. DESCRIPTION OF SERVICES

5.1. Service Areas and Rate Groups

McGraw Communications Inc.'s service areas and local calling areas are identical to those defined in the tariffs of the incumbent local exchange company serving each exchange area.

McGraw provides service in the exchange areas served by the following local exchange company and concurs in its filed exchange areas, exchange rate classification criteria and exchange maps:

Verizon Pennsylvania, Inc.
Verizon North, Inc.
Sprint/United Telephone Company of Pennsylvania

5.2 Basic Local Exchange Service

Basic Local Exchange Service provides a Customer with a Connection to the Company's switching network which enables the Customer to:

- 5.2.1 receive calls from other stations on the public switched telephone network;
- 5.2.2 access the Company's Local Calling Services and other Services as set forth in this tariff;
- 5.2.3 access interexchange calling services of the Company and of other carriers;
- 5.2.4 access (at no additional charge) the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling.

Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.3 Dial Tone Line and Local Usage

Exchange Service consists of two components - the Dial Tone Line and Local Usage.

5.3.1 Dial Tone Line

The Dial Tone Line provides Customers with access to the telephone network.

5.3.2 Local Usage Options - Description and Availability

Local Usage, as defined following, is provided to Customers under options which differ in the way rates applicable to outgoing usage are charged. With any of the options, the Customer can receive at no additional rate an unlimited number of incoming calls.

A) Budget Usage Option

With the Budget Usage Option, the Customer is charged the applicable rate for each completed outgoing local call. The rate is based upon the Measured Use Rates. This option is available to both Residential as well as Business Customers at the same rate.

B) Local (or Metropolitan) Area Standard Usage Package

With the Local Area Standard Usage Package, the Customer pays as stipulated monthly rate for up to a specified amount of outgoing measured use - the Standard Allowance - within a specified measured local calling Area. Additional charges accrue for outgoing measured use in excess of the Standard Allowance. Accumulations of usage are based upon the Measured Use Rates. This option is available to both Residential as well as Business Customers.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.3 Dial Tone Line and Local Usage (Cont'd)

5.3.2 Local Usage Options - Description and Availability (Cont'd)

C) Local (or Metropolitan) Area Business Valu-Pak Option

With the Valu-Pak Usage Option, the Customer pays a stipulated monthly rate for up to a specified amount of outgoing measured use - the Valu-Pak Allowance - within a specified measured local calling Area. Additional charges accrue for outgoing measured use in excess of the Valu-Pak Allowance. Accumulations of usage are based upon the Measured Use Rates. This option is available to all Business Customers.

5.3.3 Budget Option, Standard Usage Package, and Valu-Pak Allowances

The monthly Standard Usage Package and Valu-Pak rates include an allowance.

When Budget, Standard or Valu-Pak service is established or discontinued during a billing month, the allowance is a pro rata share of the monthly usage allowance. No credit is given for any unused allowance during a billing month, nor is any unused allowance accumulated and/or carried forward over billing months.

Where a customer subscribes to more than one Budget Usage Option, Standard Usage Package and/or Valu-Pak at the same premises, any allowances are combined and the total is applied to the total usage accumulated over all lines except those lines associated with Unlimited Usage Packages. A customer may purchase only one Standard Usage Package or Value-Pak per Dial Tone Line. Allowances are not transferable between separate accounts of the same customer.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.3 Dial Tone Line and Local Usage (Cont'd)

5.3.4 Rate Schedules

Two components are used in determining exchange service rates – the Dial Tone Line and the Local Usage Options.

A. Dial Tone Line Rates

A customer's Dial Tone Line rate is based upon the Exchange Area cell classification, and the grade of service – individual or multi-line for Business Customers.

B. Local Usage Option Rates

Customers choose one of the following usage options:

- Local Area Business Valu-Pak Usage Option
- Local Area Standard Usage Option
- Budget Usage Option

A customer's Local Usage Option rate is based upon the option chosen and the Usage Rate Group of the customer's Exchange Area.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.3 Dial Tone Line and Local Usage (Cont'd)

5.3.4 Rate Schedules (Cont'd)

C. Measured Use Charges

In all exchange areas of Pennsylvania, except Philadelphia, Philadelphia Suburban, Pittsburgh, and Pittsburgh Suburban (the "Non-Metropolitan exchange areas"), measured use is accumulated based upon the rates shown in Section 6 below, for each completed call to points within the Measured Local Calling Area. Charges are applicable to local messages placed on a Dial Station-to-Station basis.

In the exchange areas of Philadelphia, Philadelphia Suburban, Pittsburgh, and Pittsburgh Suburban, measured use accumulations are based upon rates shown in Section 6 below and are applicable to completed Metropolitan messages placed on a Dial Station-to-Station basis.

Measured local use rates accumulate on a monthly basis by rate application periods commencing on the billing date of the exchange designation.

Measured local use rates do not apply to messages placed to official numbers located on Company premises within the local calling area that the general public calls to transact Company business. Measured local use rates do not apply to calls for Directory Assistance or calls for Verification.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.3 Dial Tone Line and Local Usage (Cont'd)

5.3.5 Dial Tone Line Connection Charges

A) Description

The Dial Tone Connection Charge is the non-recurring charge that applies for arranging an exchange line to provide voice grade service between the Central Office and the Rate Demarcation Point ("DEMARC"). The Dial Tone Line Connection Charge includes, but is not limited to, making or changing connections in a Central Office, and making or changing connections in distribution facilities, necessary cross connections, normal placement of the Network Interface if necessary and line transfers between the Central Office and the DEMARC.

The Dial Tone Connection Charge applies for the connection of the following:

- 1) Exchange Dial Tone Lines
- 2) Trunk Lines

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5. DESCRIPTION OF SERVICES (Cont'd)

5.4 Directory Assistance Service

The Company furnishes Directory Assistance Service ("DA") for the purpose of aiding Customers in obtaining telephone numbers. When a party in Pennsylvania requests assistance in obtaining telephone numbers of Customers who are located within the same local calling area as the number the party is calling from, the charges as set forth in Section 6 apply.

In order to make allowance for a reasonable need for local calling area DA service, including numbers not in the directory, directory inaccessibility and other conditions, no charge applies for the first three calls for telephone numbers of Customers who are located within the calling area of the calling party per month per station access line. The allowance is cumulative for all group billed services furnished on the same premises or as part of the same system within an exchange. Charges for DA are not applicable to inquiries received from public and semipublic telephones, nor from telephone service furnished for the use of handicapped persons.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.5 Operator Assisted Local Calls

Operator Assisted Charges: All types of local exchange service have local calling areas within which local calls can be made on a flat rate basis, on a local coin call rate basis, on a Message rate basis, or on a measured service basis.

Local Dial Call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.

The following operator-assisted local calls are exempted from the service charge:

- Calls to designated Company numbers for official telephone business
- Emergency calls to recognizable authorized civil agencies
- Those cases where a Company operator provides assistance to re-establish a call which has been interrupted after the calling number has been reached, reach the calling number where facility problems prevent customer dial completion, and/or place a non-coin, sent paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of said handicap.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.6 Verification and Emergency Interrupt Service

5.6.1 Application of Rates and Charges:

No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situation. Such agencies include the local police, state police, fire department, etc. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in Section 6.5 of this tariff apply in addition to the applicable verification and emergency interrupt charges.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges

5.7.1 Nonrecurring Charges Apply to the Following

- A. Telephone Number Change Charge - Customers requesting a change of their Dial Tone Line telephone number will incur a Telephone Number Change Charge (except when the Dial Tone Line Connection Charge is applied). This charge applies for each telephone line number changed.
- B. Temporary Suspension Charge - Customers requesting temporary suspension of their service will incur this charge at the time of the suspension. There will be no charge upon the subsequent restoral of service.
- C. Transfer of Billing Name Charge - This charge applies: 1) when one party contracts for the service that was previously contracted for by a second party for the use of the first party; 2) when one party contracts for the service for a second party, which had previously been contracted for by the second party in his/her own name; 3) when a business concern (i.e., individual, partnership, syndicate or corporation) with unchanged personnel contracts for its existing service under a new name; or 4) when one or more members of a business concern continue the business of the old concern and contract for the service of the old concern under a new name. (No Exceptions).
- D. Service Restoral Charge - Where a customer's local exchange service has been suspended because of non-payment of charges, a Service Restoral Charge is applicable. This charge applies for each Dial Tone Line restored. In the event that local exchange service is terminated following suspension, the Dial Tone Line Connection Charge is applicable in lieu of the Service Restoral Charge to reestablish service. Premises Work Charges may also be applicable. McGraw may require payment of the Service Restoral Charge in advance of the actual restoral of local exchange service.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges (Cont'd)

5.7.1 Nonrecurring Charges Apply to the Following (Cont'd)

- E. 900 Blocking Option - This option is provided at the customer's request and gives the customer the ability to restrict calls from his/her exchange access line to 900 service access codes. This service is provided for use with individual business lines where facilities permit. The initial blocking of a customer's line or lines will be provided at no charge to the customer. Subsequent blocking (after an intervening elimination of the Blocking Option at the customer's request) will be subject to a nonrecurring charge. There is no charge for unblocking. This option blocks access to all calls dialed as 1+900-NXX-XXXX and 0+900-NXX-XXXX from the customer's exchange access line. These blocked calls will be directed to a central office announcement.

This option does not prevent customers from placing operator assisted 900 calls from their exchange access line using Operator Service Providers other than McGraw. In addition, this option does not prevent customers from placing operator-assisted or credit card calls to 900 services from a line which is not blocked.

- F. Service Change Charge - This charge applies when a customer moves Dial Tone Line service on the customer's side of the Telephone Company-Rate Demarcation Point (RDP), to a location within the same property. The Service Change Charge applies when the customer-performed move requires a change in the customer's main telephone service address. This charge applies on a per order basis.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges (Cont'd)

5.7.1 Nonrecurring Charges Apply to the Following (Cont'd)

- G. Voluntary Toll Restriction Option - At the customer's request, a single or multi-line business Dial Tone Line will be restricted from access to Message Toll Telephone Service. A nonrecurring charge will apply for each line restricted. This charge will not apply if a customer whose toll service was suspended for non-payment (toll denied) of toll charges pays all out outstanding charges and requests the Voluntary Toll Restriction option. A description of those services which will be allowed to be completed and those which will be blocked is listed below. The Voluntary Toll Restriction Option allows the customer the option to restrict Collect and Calling Card Calls from being billed to the restricted line.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges (Cont'd)

5.7.1 Nonrecurring Charges Apply to the Following (Cont'd)

G. (Cont'd)

CALLS WHICH WILL BE COMPLETED

0 (Includes Collect and Calling Card
Calls with a valid number)
0+ 10 digit local
7 digit local
1 + 7 digit local
1 + 10 digit local
N11 (Service Codes, i.e., 911)
1 + 800
555-1212
950 (Feature Group B)

CALLS WHICH WILL BE BLOCKED

00 (Includes 00-/00+)
01+
011 +
101XXXX
0+ 7 digit toll
0 + 10 digit
1 + NPA + 555-1212
1+ 900
1 + 700
7 digit toll
1 + 7 digit toll
1 + 10 digit toll
556 + 976
Connect ReQuest™
Busy Line Verification
Emergency Interrupt
Time of Day (0)
Third Number Billing Requests

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges (Cont'd)

5.7.1 Nonrecurring Charges Apply to the Following (Cont'd)

- H. Toll Service Restoral Charge - When a customer Message Toll Telephone Service is suspended or terminated due to non-payment of toll charge (toll denied), a Toll Service Restoral Charge is applicable when the customer requests that toll service be restored. This charge applies per dial tone line restored. The Toll Service Restoral Charge does not apply when a customer restores both Basic and Toll service simultaneously; in such cases, only the Service Restoral Charge applies. McGraw may require payment of the Toll Service Restoral Charge in advance of the actual restoral of toll service.

5.7.2 Nonrecurring Charges Do Not Apply to the Following

- A. Change of billing name due to divorce, marriage or court order, where the customer remains the same person.
- B. Complete or partial disconnection of service or equipment unless a premises visit is required.
- C. A change from one class or grade of individual or party-line service to another with no equipment changes.
- D. Change of party line.
- E. Separation or combination of billing accounts.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.7 Miscellaneous Nonrecurring Charges (Cont'd)5.7.3 Presubscription Services

The Company will afford end user customers the opportunity to designate a carrier for intraLATA toll call traffic. IntraLATA toll calls will automatically be directed to the designated carrier without the customer having to dial an access code via deployment of two-PIC (Primary Interexchange Carrier) technology in the Company's switches enabling the customer to, a) presubscribe to the same or a different carrier for intraLATA and/or interLATA service and b) access all participating carriers by dialing the appropriate access code (101XXXX). All eligible McGraw end user telephone line numbers will be presubscribed and must have an associated PIC. Carriers will have the option of (a) offering intraLATA service only or intraLATA and interLATA service, and (b) participating in all market areas or in a specific market area. McGraw will not participate in billing disputes for intraLATA service between alternative competing carriers and their customers. Provided that carriers have Feature Group D trunks in place, all originating intraLATA traffic will initially be routed via the incumbent Local Exchange Carrier (LEC) Access Tandem(s). Direct trunks between the McGraw's switch and the carrier location(s) may be provisioned where traffic volumes warrant. McGraw customer contact representatives will process customers initiated PIC selections to or to an alternative intraLATA carrier as designated by the customer. Carriers will have the option of allowing McGraw representatives to process PIC requests on their behalf. McGraw will accept as a bona fide PIC a selection of "NO PIC" as a choice. "NO PIC" customers will have access code dialing capability to reach participating intraLATA carriers. McGraw will provide customers with a confirmation notification of their PIC (McGraw or an alternative carrier) selection. A five dollar PIC change charge will be incurred and billed to the customer for each eligible line where a PIC change is made. In an effort to reduce unauthorized PIC changes, McGraw will offer intraLATA PIC Freeze service to all customers at no charge. PIC Freeze can only be initiated (or removed) by the customer requesting it through their McGraw representative.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.8 TOUCH-TONE Calling Service

TOUCH-TONE calling service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial. The service is furnished for use with Business individual and two-party exchange access Dial Tone Lines and Dial Tone Lines arranged as trunks. It may be furnished to either one or both Customers on a two party line. TOUCH-TONE calling service requires special central office equipment and will be provided only from central offices where facilities are available.

5.8.1 Rates and Charges

TOUCH-TONE calling service rates and charges shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type signaling and where the special central office facilities exist the following rates and charges apply for TOUCH-TONE calling service and are in addition to all other applicable rates and charges for the facilities and service furnished.

5.9 Optional Central Office Services

The following monthly rates apply to subscription Optional Central Office Services and are in addition to the rates and charges applicable to the associated service.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.10 Branch Exchange Services

5.10.1 Automatic Identified Outward Dialing (AIOD) General

This service provides automatic identification of station line numbers for each outgoing dialed message toll call and the total charges for measured local use calls. Subsequent billing of these messages is provided through central office facilities at the serving central office. Each station line associated with this service requires a seven-digit telephone number.

AIOD service requires special central office equipment and is furnished only where facilities permit, in accordance with currently available list of central office codes.

The monthly and non-recurring charges specified are in addition to the rates shown elsewhere in this Tariff for the services with which this offering is associated.

The Suspension of Service provisions shown elsewhere in this Tariff do not apply.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.10 Branch Exchange Services (Cont'd)

5.10.1 Automatic Identified Outward Dialing (AIOD) (Cont'd)

A. General

This service provides automatic identification of station line numbers for each outgoing dialed message toll call and the total charges for measured local use calls. Subsequent billing of these messages is provided through central office facilities at the serving central office. Each station line associated with this service requires a seven-digit telephone number.

AIOD service requires special central office equipment and is furnished only where facilities permit, in accordance with currently available list of central office codes.

The monthly and non-recurring charges specified are in addition to the rates shown elsewhere in this Tariff for the services with which this offering is associated.

The Suspension of Service provisions shown elsewhere in this Tariff do not apply.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.10 Branch Exchange Services (Cont'd)

5.10.1 Automatic Identified Outward Dialing (AIOD) (Cont'd)

A. General (Cont'd)

The regulations governing the provision of telephone numbers furnished in connection with Automatic Identified Outward Dialing are:

Whenever possible McGraw will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of telephone numbers.

McGraw accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate Telephone Number changes, standard Tariff charges specified elsewhere in this Tariff apply.

Where Automatic Identified Outward Dialing is furnished on more than one group of dial tone lines, each such group shall be considered as a separate service and changed accordingly, and the service must be provided on all dial tone lines in a dial tone line group. A dial tone line group is any quantity of central office lines bearing the same Central Office Code.

Outgoing dialed calls which originate from stations equipped with the Automatic Identified Outward Dialing feature but cannot be identified are charged to the main listed number.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.10 Branch Exchange Services (Cont'd)

5.10.2 Direct Inward Dialing Service (DID)

A. General

This service permits incoming dialed calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven-digit number.

DID service requires special central office equipment and is furnished only where facilities permit, in accordance with currently available list of central office codes.

The monthly and non-recurring charges specified are in addition to the rates shown elsewhere in this Tariff for the services with which this offering is associated.

The Suspension of Service provision shown elsewhere in this Tariff do not apply.

The regulations governing the provision of telephone numbers furnished in connection with Direct Inward Dialing are:

Direct Inward Dialing Service telephone numbers are only furnished in groups of 20 numbers. Whenever possible the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement.

The Company accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate telephone number changes, Tariff charges specified elsewhere in this Tariff apply.

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5. DESCRIPTION OF SERVICES (Cont'd)

5.10 Branch Exchange Services (Cont'd)

5.10.2 Direct Inward Dialing Service (DID) (Cont'd)

A. General (Cont'd)

DID is furnished upon the condition that the customer contract for adequate facilities, i.e., dial tone lines, circuit packs or equivalent, etc., to permit the use of the service without injurious effect on general telephone service. Certain conditions, such as transmission limitations, may require the provision of additional switching equipment on customer's premises in order to furnish DID service. McGraw may refuse to furnish, or refuse to continue to furnish, service for failure to comply with this regulation.

A note following the main service listing may be provided without additional charge calling attention to the fact that stations may be dialed directly if the number is known. Additional listings may be furnished subject to the rates and regulations specified elsewhere in this Tariff.

Where Direct Inward Dialing is furnished on more than one group of incoming dial tone lines, each such group shall be considered as a separate service and charged accordingly, and the service must be provided on all dial tone lines in a dial tone line group. A dial tone line group is any quantity of central office lines bearing the same Central Office Code.

Where Direct Inward Dialing is furnished and all numbers in a number group have not been connected for service, the customer shall be responsible for providing interception of calls to vacant or nonworking assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service.

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6. RATES & CHARGES

6.1 Basic Local Exchange Service

Dial Tone Line and Usage Option Rate Schedule

Dial Tone Line	Monthly Rate By Cell ^{1/}			
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Individual	\$ 9.41	\$11.71	\$14.01	\$16.31
Multi-line, each	\$ 7.59	\$ 9.78	\$12.08	\$14.38
<u>Monthly Rate By Weighted Line Rate Group</u>				
Usage Packages ^{2/}	<u>A, B or C</u>	<u>D or E</u>	<u>F or G</u>	
Local Area Valu-Pack Option ^{3/}	\$8.46	\$12.70	\$12.70	
Local Area Standard Usage Option ^{3/}	\$6.35	\$ 6.35	\$ 6.35	
<u>Monthly Rate By Weighted Line Rate Group</u>				
	<u>A, B or C</u>	<u>D or E</u>	<u>F or G</u>	
Local Area Valu-Pack Option ^{3/}	\$11.04	\$16.56	\$16.56	
Local Area Standard Usage Option ^{3/}	\$ 7.36	\$ 7.36	\$ 7.36	

^{1/} Dial Tone Line Cell	Classification Criteria	
1	All Philadelphia and Pittsburgh City Exchange Areas or Zones with working pairs per square mile greater than 9,000.	
2	All remaining Philadelphia and Pittsburgh city Exchange Areas or Zones.	
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones with more that 500 working pairs per square mile.	
4	All remaining Exchange Areas.	
^{2/} Usage Rate Group	Weighted Lines in Local Calling Area	
A	0 -	6,000
B	6,001 -	12,000
C	12,001 -	27,000
D	27,001 -	46,000
E	46,001 -	83,000
F	83,001 -	170,000
G	170,001 -	350,000
Non-Metropolitan exchange areas only.		

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6. RATES & CHARGES

6.1 Basic Local Exchange Service (Cont'd)

	<u>Monthly Rate</u>	<u>Monthly Allowance</u>
Local Area Valu-Pak Option ^{1/}	\$16.93	\$22.08
Local Area Standard Usage Option ^{4/}	\$ 6.35	\$ 7.36

6.2 Measured Use Charges

6.2.1 Customers – Non-Metropolitan Exchange Areas

The rate for dialed local messages originated by Customers is as follows:

<u>Initial Minute</u>	<u>Additional Minute</u>
\$0.0644	\$0.0258

6.2.2 Customers – Philadelphia and Pittsburgh Metropolitan Exchange Areas

The rate and discount period for dialed local messages originated by s Customers for Metro Call Bands 1-5 messages is as follows:

	<u>Rate Schedule</u>	
<u>Metro Call Band</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
1	\$0.0644	\$0.0258
2	0.0828	0.0276
3	0.1104	0.0368
3	0.1380	0.0552
4	0.1666	0.0644

^{4/} Philadelphia and Pittsburgh exchange area only.

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6 RATES & CHARGES

6.3 Dial Tone Line Connection Charges

The Dial Tone Line Connection Charge for each line is as follows:

<u>Service</u>	\$69.00
----------------	---------

6.4 Directory Assistance Service

Residential customers receive two (2) free directory assistance calls per month. Thereafter, customers are charged per directory assistance inquiry as identified below.

Charge for each inquiry:	\$0.52
--------------------------	--------

6.5 Operator Assisted Local Calls

The following service charges for operator-assisted local calls apply in addition to the local dial rate applicable:

Station-to-Station customer dialed calling card call:

Each (non-recurring charge):	\$0.70
------------------------------	--------

Station-to-Station operator-assisted sent-paid, collect, third number and non-customer-dialed credit card calls:

Each (non-recurring charge):	\$1.59
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Person-to-Person operator-assisted local call:

Each (non-recurring charge):	\$3.22
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6 RATES & CHARGES

6.6 Verification and Emergency Interrupt Service

Nonrecurring Charge

Verification request, Each: \$1.29

Emergency Interrupt request, Each: \$1.84

6.7 Miscellaneous Nonrecurring Charges

- | | | |
|----|---|-----------|
| 1. | Telephone Number Change Charge | \$39.93 |
| 2. | Temporary Suspension Charge | \$32.64 |
| 3. | Transfer of Billing Name Charge | \$25.54 |
| 4. | Service Restoral Charge | \$18.40 |
| 5. | 900 Blocking Option | |
| | - Initial blocking (per line) | no charge |
| | - Subsequent blocking (per line) | \$92.00 |
| 6. | Service Change Charge (per order) | \$ 6.44 |
| 7. | Voluntary Toll Restriction (per line) | \$36.8 |
| 8. | Toll Service Restoral Charge (per line) | |
| | (Except for customers who are | |
| | voluntarily toll restricted) | \$18.40 |

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6 RATES & CHARGES

6.8 TOUCH-TONE Calling Service

Individual line service:

Business (per line) \$0.00

Exchange Access Trunk (each) \$0.00

6.9 Optional Central Office Services

Individual Monthly Rates

Business

Call Block, per line \$4.60

Call Forwarding-Busy line, per line 1.84

Call Forwarding-Busy Line and
Don't Answer, per line 1.84

Call Forwarding-Don't Answer, per line 1.84

Call Forwarding Variable, per line 4.60

Call Waiting, per line 4.60

Home Intercom, per line 2.08

Identa Ring Service,
First Dependent Number 5.95

Second Dependent Number 5.95

Intercom Extra Service, per line 5.95

Priority Call, per line 2.54

Return Call, per line 3.68

Select Forward, per line 3.22

Three-Way Calling, per line 4.60

Ultra Forward Service, per line 6.44

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6 RATES & CHARGES**6.10 Automatic Identified Outward Dialing (AIOD)**

<u>Automatic Identified Outward Dialing Services</u>	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
Common Equipment	\$46.00	\$23.00
AIOD Termination per each Dial Tone Line	\$ 4.91	\$ 4.60

Dial Tone Lines equipped for AIOD service are charged for at the regular Tariff Dial Tone Line rate.

Charges shown are for central office facilities associated with AIOD.

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6 RATES & CHARGES

6.11 Direct Inward Dialing Service (DID)

<u>Charges</u>	Product/ Service	<u>Charge</u>	<u>Monthly Rate</u>
Direct Inward Dialing Services for:			
Each group of 20 DID Station Numbers (1)		\$13.80	\$ 5.15
DID Termination per 1 each Dial Tone Line (2)		\$23.00	\$28.06

NOTES:

- (1) A service establishment charge of \$115.00 is applicable to the initial installation of the first group of 20 DID Station Numbers.
- (2) In addition, Dial Tone Lines equipped for DID service are charged for at the regular Tariff Dial Tone Line rate and charges.

6.12 Directory Listings

At a Customer's option, the Company will arrange for additional listings at the following rates:

	<u>Monthly Rate</u>
Additional Listing - Business	
i) Each	\$ 1.89
ii) 800 service	\$ 1.89

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7. SPECIAL ARRANGEMENTS

7.1 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different from those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

7.2 Temporary Promotional Programs

The Company, in the Commonwealth of Pennsylvania may establish temporary promotional programs wherein it may waive or reduce non-recurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customers. The Company will provide written notice to the Commission at least one (1) day in advance of commencing a promotional offering. Promotional offerings shall have a duration of no longer than six (6) months in any twelve (12) month period.

7.3 Minimum Use Contracts (MUC)

The Company may offer contracts which require a minimum guaranteed volume of use per period or a minimum term of use for the Company's offered telecommunications services at rates which are discounted from those set forth in this tariff. Customers falling below their volume or term commitment for such minimum use contracts ("MUC") shall be billed for the minimum amount due per period pursuant to the MUC. Should the Customer choose to terminate the MUC prior to expiration of the term of the agreement, Customer shall be liable for the minimum usage requirements contained therein, unless Customer enters into another MUC agreement with equal or greater term and use commitments.

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8. SPECIAL SERVICES AND PROGRAMS

8.1 Lifeline Telephone Service

8.1.1 Description

Lifeline Service is a Residence offering for low-income Customers who qualify for this service in accordance with the following Regulations. **NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.**

8.1.2 Regulations

- A. Lifeline Service is available to qualified residential Customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
- B. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
 - 1. One-Party Residence Unlimited Service and Local Measured Service, if available.
 - 2. Directory Listing (standard only).
 - 3. Non-Published or Non-Listed Telephone Number Service.
 - 4. Access to Directory Assistance Service.
 - 5. Touch Tone Calling Service.
 - 6. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)

8.1.2 Regulations (Cont'd)

B. (Cont'd)

7. Access to Operator Services.
8. Voluntary Toll Restriction Option.
9. Link Up America (if eligible).
10. Access to 800/888 Services.
11. Access to Call Trace.
12. Access to Alerting and Reporting Systems (9-1-1 dialing).
13. Access to the Pennsylvania Telecommunications Relay Service.
14. Caller ID Per-call and Per-line Blocking.
15. One optional vertical service. (1)

(1) When a Lifeline customer subscribes to the Company's or a private vendor's voice mail service as the optional vertical service, a second vertical service may be added if necessary to make the voice mail service function.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)8.1.2 Regulations (Cont'd)

- C. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by the Company.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (*i.e.*, participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)8.1.2 Regulations (Cont'd)

- D. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 8.1.2 (c) above. At the time of initial establishment of Lifeline Service, the Customer agrees to have his or her eligibility recertified as determined by the Company. When the Company is notified by the Customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 8.1.2 (c) above or otherwise low-income eligible, the Customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the Customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the Customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the Customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.
- E. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- F. Only services listed in 8.1.2 (b) above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)8.1.2 Regulations (Cont'd)

- G. Lifeline Service customers are required to apply for the Link Up America benefit when applicable.
- H. Customer requested temporary suspension of Lifeline Service is not permitted.
- I. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- J. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- K. Lifeline customers are subject to all Residence service regulations in this and other McGraw Communications, Inc. tariffs.
- L. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- M. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.
- N. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)8.1.2 Regulations (Cont'd)

- O. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- P. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service Customers, to the extent that they are offered.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 Lifeline Telephone Service (Cont'd)8.1.3 Dial Tone Line – Monthly Rate

- a. Applicable Residence Dial Tone monthly rate minus \$1.75 (1).
- b. Lifeline Service customers will be billed the applicable Subscriber Line Charge monthly rate and will be given credit for the same amount of the Subscriber Line Charge as prescribed by the Federal Communications Commission at Docket Nos. 00-256, 96-45, 98-077, 98-166 and 00-193.
- c. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

The Dial Tone Line and Customer Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 Link Up America8.2.1 Description

Link-Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. **NOTE: Customers who qualify for Link Up America Service may also qualify for Lifeline Service.**

8.2.2 Regulations

Link Up America is available to residential customers who meet the following eligibility criteria:

- A. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirement set out in 8.2.2 A.

- B. An applicant for Link Up America Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by the Company.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 Link Up America (Cont'd)8.2.2 Regulations (Cont'd)

B. (Cont'd)

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (*i.e.*, participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

C. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence.

D. Link Up America applicants are not exempt from the Company's Deposit requirements.

E. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link UP America discount.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 Link Up America (Cont'd)

8.2.2 Regulations (Cont'd)

- F. The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

8.2.3 Rates

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Company's tariffs.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.3 Special Equipment For The Hearing Or Speech Impaired Customer

- 8.3.1 The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the Commonwealth of Pennsylvania.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 Pennsylvania Telecommunications Relay Service8.4.1 General

The Pennsylvania Telecommunications Relay Service is a relay telecommunication service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between deaf, hearing, and/or speech disabled individuals who must use a Text Telephone and individuals with normal hearing and speech as provided in the AT&T Communications of Pennsylvania, Inc. Tariff PA. P.U.C. No. 13.

8.4.2 Surcharge

In addition to the charges provided in this tariff and other interstate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service. This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Telecommunications Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 Pennsylvania Telecommunications Relay Service (Cont'd)

8.4.2 Surcharge (Cont'd)

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

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

The following surcharge rates apply to all bills issued on or after July 1, 2002.

Per residence access line, per month	\$0.07
Per business access line, per month	\$0.15

Centrex-type lines will be charged on an equivalency basis as determined by the Commission.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 Pennsylvania Telecommunications Relay Service (Cont'd)8.4.3 Rates

Local calls will be charged at the applicable local flat rate or local measured service rate, except for calls originating from Pay Telephones, which shall be completed free of charge. All intraLATA toll calls, placed through the Pennsylvania Telecommunications Relay Service will be rated according to the Rates Applicable on Messages Place by Certified Speech and/or Hearing Disabled rates in the Pennsylvania Telephone Association Toll Tariff PA. P.U.C. No. 10. This Company concurs in this tariff.

The Company will make available to the Telecommunications Relay Service (TRS) user either a calling card or a prepaid debit card. The rates for either option will not exceed those that would apply to identical calls for non-TRS users of coin-sent-paid services.

Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 Emergency 9-1-1 Service8.5.1 Glossary of Terms

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

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

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

1. Tax area record
2. Locality
3. Street
4. Thoroughfare
5. Directional [where required]
6. Even (E), odd (O), or all (A) [applied to house numbers]
7. Low-high range of house numbers
8. PSAP (Public Safety Answering Point)
9. LAT/LONG (Latitude/Longitude) [where required]

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 Emergency 9-1-1 Service (Cont'd.)8.5.1 Glossary of Terms (Cont'd.)

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

8.5.2 Regulations

- A. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in Pa. P.U.C. No. 1, Section 1, General Regulations.
- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 Emergency 9-1-1 Service (Cont'd.)8.5.2 Regulations (Cont'd.)

- E. The service provider will not use the country's/municipality MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- G. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the Telephone Company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting changes does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 Emergency 9-1-1 Service (Cont'd.)8.5.2 Regulations (Cont'd.)

- H. The service provider will not sell, lease, rent , loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- I. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 Universal Emergency Telephone Number Service8.6.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 Universal Emergency Telephone Number Service (Cont'd)8.6.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one-year
- C. 911 service is furnished for incoming calls only.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 Universal Emergency Telephone Number Service (Cont'd)8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 Enhanced Universal Emergency Telephone Number Service8.7.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.7.2 Regulations

- A. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- B. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 Enhanced Universal Emergency Telephone Number Service (Cont'd)8.7.2 Regulations (Cont'd)

- C. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- D. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 Enhanced Universal Emergency Telephone Number Service (Cont'd)8.7.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription

- A. IntraLATA Presubscription is a procedure whereby a Customer designates to the Company the IntraLATA Toll Provider (ITP) which the Customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a Customer, who has presubscribed to an IntraLATA toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

Each carrier will have on or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred intraLATA toll provider only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGD) Switched Access Service to qualify as an intraLATA toll provider unless prior arrangements have been made with or by the Telephone Company. IntraLATA toll providers must submit an Access Service Request (ASR) prior to the intraLATA toll presubscription conversation date or prior to the date on which the carrier proposes to begin participating intraLATA toll presubscription, unless prior arrangements have been made with the Telephone Company.

Selection of an intraLATA toll provider by an end user is subject to the terms and conditions following:

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

- B. At the option of the ITP, the nonrecurring charge for a change in intraLATA toll presubscription, as provided, here in, may be billed to the ITP, instead of the end user. This may involve charges resulting from end-user initial free choice PIC changes, as specified herein.

This option for the ITP to be billed for the PIC change charge instead of the end user is not available for orders placed directly via the Telephone Company's Business Offices.

C. Presubscription Charge Application

1. Existing end users may exercise an initial free presubscription choice, either by contacting the Telephone Company or by contacting the ITP directly. The initial free choice must be made within 90 days following implementation of intraLATA toll presubscription. The charge for the initial free choice change will be billed to the new ITP at the discretion of the Telephone Company. End users' choices which constitute exercising the free initial choice are:

- * Designating an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101XXXX, or other required codes.
- * Choosing no carrier as a primary carrier thus requiring 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's initial free selection, any subsequent selection made during the first 90 days after presubscription or any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge as set forth herein.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

C. Presubscription Charge Application (Cont'd)

2. New end users who subscribe to service after the presubscription implementation date (including an existing customer who orders an additional line) will be asked to select a primary ITP when they place an order to Telephone Company Exchange Service. If a customer cannot decide upon an intraLATA toll carrier at the time, the Telephone Company may extend a 30 day period following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make intraLATA toll calls.

Initial free selections available to new end users are:

- * Designate an ITP as their primary carrier thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101XXXX or other required codes.
- * Choose no carrier as a primary carrier thus requiring 101XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company. In addition, new end users that do not select a preferred carrier will be assigned a "No-PIC".

Following a new end user's initial free selection, any subsequent selection made following implementation of intraLATA toll presubscription is subject to a nonrecurring charge as set forth herein.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

C. Presubscription Charge Application (Cont'd)

3. If an ITP elects to discontinue Feature Group D service after implementation of the intraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred intraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP, and state that the canceling ITP will be the PIC change charge as provided herein. The ITP must provide written notification to the Telephone Company that this activity has taken place.

Following the ITP's discontinuance of service, the Telephone Company will bill the canceling ITP the change charge for each end user that is currently designated to the ITP at the time of discontinuance.

4. An authorized PIC change is a change in the presubscribed intraLATA toll provider that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in intraLATA presubscription occurs, the ITP making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided herein. In addition, the ITP will be assessed the applicable charge for returning the end user to their preferred intraLATA toll provider.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

C. Presubscription Charge Application (Cont'd)

4. (Cont'd)

If an unauthorized change in intraLATA toll presubscription and interLATA presubscription occurs at the same time, on the same Business/Residence line, and the presubscribed ITP is the same carrier for intraLATA and interLATA, presubscription change charges as provided herein and the Telephone Company's corresponding F.C.C. Access Tariff apply. In addition, the ITP will be assessed the applicable charges for returning the end user to their preferred intraLATA toll provider as herein and in the Telephone Company's corresponding F.C.C. Tariff.

D. Equal Access Recovery Charge

The Equal Access Recovery Charge is a charge to recover the costs that the Company has directly incurred in connection with the implementation of intraLATA toll presubscription. The Equal Access Recovery Charge is billed to intraLATA toll providers.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

E. End User Charge Discrepancy

1. When a discrepancy is determined regarding an end user's designation of a preferred intraLATA toll carrier, the following applies depending upon the situation described:

- * A signed letter to authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
- * When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
- * If an end user denies requesting a change in intraLATA toll presubscription as submitted by an ITP, and the ITP is unable to produce a letter to authorization, signed by the end user, the ITP will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The ITP will also be assessed the intraLATA toll presubscription change charge as specified herein, which was previously billed to the end user.

2. Verification of Orders for Telemarketing

Neither the ITP or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

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8. SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 IntraLATA Toll Presubscription (Cont'd)

F. Rates and Charges

	<u>Rate</u>
1. The charge for a change in IntraLATA Toll Presubscription	\$5.00 per line
2. The charge for an unauthorized Business or Residential service Change in intraLATA Toll Presubscription	\$35.65 per line

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9. EXCHANGES AND LOCAL CALLING AREAS (Cont'd)

McGraw 's service areas and local calling areas are identical to those defined in the tariffs of the incumbent local exchange company serving each exchange area.

McGraw provides service in the exchange areas served by the following local exchange company:

Verizon Pennsylvania, Inc.

Verizon North, Inc.

Sprint/United Telephone Company of Pennsylvania.

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9. EXCHANGES AND LOCAL CALLING AREAS (Cont'd)

Alexandria	Bradford	Collegeville
Aliquippa	Bridgeville	Connellsville
Allentown	Bristol	Conshohocken
Altoona	Broomal	Coraopolis
Ambler	Brownsville	Coudersport
Ambridge	Bryn Mawr	Cresco
Ardmore	Buckingham	Cresson
Ashland	Burgettstown	Curwensville
Austin	Bushkill	Cynwyd
Avella	California	Danville
Avis	Canonsburg	Dauphin
Avondale	Carbondale	Dawson
Baden	Carnegie	Derry
Barnesboro	Carrolltown	Donora
Bath	Carversville	Dormont
Beaver Falls	Catasauqua	Dorseyville
Bedminster	Catawissa	Downingtown
Bellefonte	Center Point	Doylestown
Belle Vernon	Centre Hall	Dublin
Bellview	Charleroi	DuBois
Bellwood	Cherry Tree	Eagle
Bethayres	Chester	East Liberty
Berwick	Chester Heights	East Palestine
Bessemer	Chester South	Easton
Bethlehem	Chester Springs	Edensburg
Bethel Park	Churchville	Eddington
Big Run	Clairton	Eldred
Black Lick	Clarion	Elizabeth
Blairsville	Claysville	Ellwood City
Bloomsburg	Clearfield	Elysburg
Boalsburg	Clymer	Endeavor
Bolivar	Coatesville	Exton

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9. EXCHANGES AND LOCAL CALLING AREAS (Cont'd)

Fairchance	Hollidaysburg	Leeper
Farmington	Homer City	Lehighton
Fayette City	Homestead	Lenape
Finleyville	Honesdale	Levittown
Fleetwood	Honey Brook	Lewistown
Flourtown	Hookstown	Ligonier
Frackville	Houtzdale	Line Lexington
Freeland	Hummelstown	Lock Haven
Frenchville	Huntingdon	Lords Valley
Galeton	Imperial	Lowellville
Girardville	Indiana	Ludlow
Glen Campbell	IrwinJeannette	Mahaffey
Glenmoore	Jenkintown	Mahoney City
Glenolden	Jermyn	Marchand
Glensaw	Jersey Shore	Marienville
Glenwillard	Jim Thorpe	Marion Center
Green Lane	Kane	Masontown
Greensburg	Kemblesville	McAdoo
Greenville	Kennett Square	McClellandtown
Grove City	Kingston	McDonald
Halifax	Kirklyn	McKees Rocks
Hamburg	Kulpmont	McKeesport
Hamlin	Kutztown	McMurray
Harleysville	Lake Como	McVeytown
Harrisburg	Lancaster	Mechanicsburg
Hastings	Landensberg	Media
Hatboro	Landisville	Mendenhall
Havertown	Langhorne	Mercer
Hawley	Lansdale	Middletown
Hazleton	Lansdowne	Midland
Hellertown	Latrobe	Millersville
Herminie	Lebanon	

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9. EXCHANGES AND LOCAL CALLING AREAS (Cont'd)

Millheim	Northside	Perkasie
Millvale	Northumberland	Perryopolis
Millville	North Wales	Perrysville
Milton	Numidia	Philipsburg
Minersville	Oakdale	Phoenixville
Monessen	Oakmont	Pittston
Monongahela	Olyphant	Pleasant Hills
Monroesville	Orwigsburg	Plumsteadville
Moosic	Osceola Mills	Plymouth
Morrisville	Oxford	Point Marion
Mortonville	Palmyra	Portage
Moscow	Paoli	Port Allegany
Mountaintop	Paris	Pottstown
Mount Carmel	Parkesburg	Pottsville
Mount Gretna	Parkwood	Pughtown
Mount Jewett	Patton	Punxsutawney
Mount Pleasant	Penn Hills	Quakertown
Mount Pocono	Schwenksville	Reading
Mount Union	Scottdale	Renovo
Nanticoke	Scranton	Republic
Nazareth	Sewickley	Rew
Nesquehoning	Shamokin	Sharon
New Castle	Saxton	Sharpesville
New Florence	Schuylkill Haven	Shenandoah
Newfoundland	Reynoldsville	Slatington
New Hope	Riegelsville	Smethport
New Kensington	Rochester	Smithfield
New Philadelphia	Roulette	Smiths Ferry
New Salem	Royersford	Smock
Newtown	Russell	Snow Shoe
Norristown	Saint Clair	Souderton
Northampton	Pennsburg	Springdale

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9. EXCHANGES AND LOCAL CALLING AREAS (Cont'd)

Spring Mills	West Middlesex
Springfield	West Newton
Springtown	Westtown
State College	White Haven
Strasburg	Wilkesburg
Stroudsburg	Wilkes-Barre
Suger Grove	Williamsport
Sunbury	Willowgrove
Sykesville	Winburne
Tamaqua	Woolrich
Tarentum	Wycombe
Taylor	Wyoming
Tidioute	Yardley
Tionesta	Youngsville
Trooper	Youngwood
Tullytown	Zelienople
Turtle Creek	Zone 1
Tyrone	Zone 2
Ulyssis	Zone 3
Uniontown	Zone 4
Unionville	
Upper Black Eddy	
Wallenpaupack	
Wampum	
Warren	
Warrington	
Washington	
Washingtonville	
Wayne	
Weatherly	
West Alexander	
West Chester	
West Grove	

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