

PENNSYLVANIA TELECOMMUNICATIONS TARIFF
OF

Granite Telecommunications, LLC

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(C)

LOCAL EXCHANGE
TELECOMMUNICATIONS SERVICES

**This Telephone – PA P.U.C. Tariff No. 6 Replaces
Telephone – PA P.U.C. Tariff No. 5 in its Entirety as of the effective date.**

The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone PA P.U.C. Nos. 180A, 182, 182A, 185B and 185C; Verizon North Inc. Telephone Pa P.U.C. Nos. 1, 3, 5, and 6; United Telephone Company of Pennsylvania LLC d/b/a CenturyLink; Windstream Pennsylvania, LLC P.U.C. No. 7 United Telephone Company of Pennsylvania d/b/a Embarq Pa. P.U.C. No. 27; and Consolidated Communications of Pennsylvania Company, LLC Pa P.U.C. No. 11.

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provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.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: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

LIST OF CHANGES MADE BY THIS SUPPLEMENT**List of Changes:**

First Revised Title Page	Reflects new supplement number and address*
First Revised Page No. 1	Lists changes made by this supplement.
First Revised Page No. 2	Reflects amended pages contained in this Supplement
First Revised Page No. 3	Reflects amended pages contained in this Supplement
Second Revised Page No. 59	Incorporates specific rate increases
Second Revised Page No. 60	Incorporates specific rate increase
Second Revised Page No. 61	Incorporates specific rate increases, changed condition
Second Revised Page No. 63	Incorporates new service rate group
Second Revised Page No. 65	Incorporates specific rate increases
Second Revised Page No. 67	Incorporates new service, changed condition
Second Revised Page No. 68	Incorporates specific rate increases, changed condition
Second Revised Page No. 69	Incorporates new service, changed condition
Second Revised Page No. 70	Incorporates specific rate increase
Second Revised Page No. 72	Incorporates new service, specific rate increases, changed condition
Second Revised Page No. 73	Incorporates changed condition
Second Revised Page No. 74	Incorporates new service, USOC, changed condition
First Revised Sheet No. 75	Incorporates changed condition
First Revised Sheet No. 77	Incorporates specific rate increases, changed condition
First Revised Sheet No. 81	Incorporates specific rate increases
Second Revised Page No. 82	Incorporates specific rate increases, changed condition
First Revised Page No. 83	Incorporates specific rate increases
First Revised Page No. 84	Incorporates changed condition
Second Revised Page No. 85	Incorporates specific rate increases
First Revised Page No. 86	Incorporates changed condition
Second Revised Page No. 89	Incorporates specific rate increases, changed condition
Second Revised Page No. 90	Incorporates specific rate increases
First Revised Page No. 91	Incorporates changed condition
Second Revised Page No. 92	Incorporates specific rate increases, changed condition
Second Revised Page No. 95	Incorporates specific rate increases, changed condition
Second Revised Page No. 96	Incorporates specific rate increases

*All amended pages reflect the Company's new address.

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CHECK SHEET

The Title Page and Pages inclusive of this Tariff are effective as of the date shown at the bottom of the respective page(s). Revised pages as named below contain all changes from the original filing that are in effect on the date listed. Pages submitted with this filing are designated by an asterisk (*)

<u>Page No.</u>	<u>Page Version</u>	<u>Page No.</u>	<u>Page Version</u>
Title	Second*	29	Original
1	Second*	30	Original
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Issued: February 28, 2025

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Competitive Local Exchange Carrier

CHECK SHEET, Continued

<u>Sheet No.</u>	<u>Sheet Version</u>	<u>Sheet No.</u>	<u>Sheet Version</u>
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61	Second*	90	Second*
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66	First	95	Second*
67	Second*	96	Second*
68	Second*	97	Original
69	Second*	98	Original
70	Second*	99	Original
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72	Second*	101	Original
73	Second*	102	Original
74	Second*	103	Original
75	First*	104	Original
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85	Second*		
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Issued: February 28, 2025

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EXPLANATION OF SYMBOLS

- (I) To signify an **increase** in rates.
- (D) To signify a **decrease** in rates.
- (C) To signify any other changes.

TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the Page. Pages are numbered sequentially. However, occasionally, 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 its tariff approval process, the most current Page number on file with the Commission is not always the Page in effect. Consult the Check Sheet for the Page currently in effect.
- C. **Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of code is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheet** - 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 and asterisk (*). There will be no other symbols used on this Page 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 if a particular Page is the most current on file with the Commission.

APPLICATION OF TARIFF

- A. This Tariff sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of resold and facilities-based competitive local exchange services offered by Company to Customers located in the service territories listed below. Company provides Services exclusively to commercial subscribers.
- B. The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone PA P.U.C. Nos. 180A, 182, 182A, 185B and 185C; Verizon North Inc. Telephone Pa P.U.C. Nos. 1, 3, 5, and 6; United Telephone Company of Pennsylvania LLC d/b/a CenturyLink; Windstream Pennsylvania, LLC P.U.C. No. 7 United Telephone Company of Pennsylvania d/b/a Embarq Pa. P.U.C. No. 27; and Consolidated Communications of Pennsylvania Company, LLC Pa P.U.C. No. 11.
- C. This Tariff is in concurrence with all applicable state laws, including but not limited to, 52 Pa. Code, 66 Pa. C.S., and the Commission's applicable rules, regulations and orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superceded. The rates, rules, terms and conditions contained herein are subject to change pursuant to the rules and regulations of the Commission.
- D. The rates and regulations contained in this Tariff apply to resold and facilities-based competitive local exchange services to Customers located in the service territories listed in Paragraph B., above. The rates and regulations do not apply, unless otherwise specified, to the lines, facilities, or services provided by a Local Exchange Carrier or other common Carrier for use in accessing the Services of Company. This Tariff does not cover any information service or other unregulated service offered by Company. Company will offer any information or other unregulated service in accordance with Company's current price list or contract, whichever applies to the particular Customer.
- E. Company may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Tariff (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Company at variance with the terms hereof, or any failure, refusal or neglect of Company to exercise any right under this Tariff or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Company to exercise any right, power or option hereunder.
- F. The Company's Services may be connected with services or facilities of other carriers or may be provided over facilities provided by carriers other than Company. However, service provided by Company is not a part of a joint undertaking with any other carrier providing telecommunications channels, facilities, or services.
- G. This Tariff is governed by and interpreted according to applicable laws and regulations in the Commonwealth of Pennsylvania.
- .

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Authorized User:

A person, firm, corporation or other entity that either is authorized by the Customer to use Service or is placed in a position by the Customer, either through acts or omissions, to use Service.

Business Service:

A Service that conforms to one or more of the following criteria:

- A. the Service is primarily for paid commercial, professional or institutional activity; or
- B. the Service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. the Service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. the Service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of Service, without compensation or reimbursement, for a charitable or civic purpose will not constitute business use of Service unless other criteria apply.

Called Station:

The terminating point of a call (i.e., the called number).

Carrier:

A company authorized by the Pennsylvania Public Utility Commission to provide telecommunications services.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Channel:

A communications path between two or more points of termination.

Collect Call:

A billing arrangement where a call is billed to the called station.

Commission:

The Pennsylvania Public Utility Commission

Company:

Granite Telecommunications, LLC ("Granite")

Customer:

The person, firm, corporation, or other entity which orders or uses Service and is responsible for payment of charges and compliance with tariff regulation.

Customer Premises:

A location(s) designated by the Customer for the purposes of connecting to Company's Services.

Disconnect or Disconnection:

The termination of a circuit connection between the Originating Station and the Called Station or Company's operator.

Emergency Number Service:

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911. The 911 Services includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Facility:

Includes, in the aggregate or otherwise, but is not limited to, the following:

channels	lines
apparatus	devices
equipment	accessories
communications paths	systems

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

Force Majeure:

Causes beyond Company's control, including but not limited to: acts of God, fire, flood explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over 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, fraudulent acts of a third party, or other labor difficulties.

Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.

Individual Case Basis ("ICB" also referred to as Customer Specific Pricing):

Aa Service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**Interruption:**

The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for Service difficulties such as slow dial tone, Circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a Common Carrier or other entity other than the Company. Any Interruption allowance provided within this Tariff by the Company shall not apply where Service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Tariff, terminates Service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or breach of the provisions of this Tariff, or as required by applicable law.

LATA:

Local Access and Transport Area ("LATA"). A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Exchange Carrier:

A company which furnishes local exchange telecommunications service.

Local Telephone or Local Exchange Service:

Public switched communication service between points within an Exchange Area.

Measured Rate Service:

Measured rate service is a classification of Local Exchange Service in connection with which local exchange usage is calculated on a per-minute, time of day, and distance-called basis for the purpose of charging for the service. For this service the dial tone line is offered with a limited monthly usage option, with an Exchange Flat/Measured Rate monthly usage option or without a monthly usage option.

Message Rate Service:

Message rate service is a classification of Local Exchange Service in connection with which local exchange message usage is calculated in terms of message units for the purpose of charging for the service. For this service the dial tone line is offered with or without a limited monthly usage option.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Monthly Recurring Charges (MRC):

Monthly charges to the Customer for Services, that continue for the agreed upon duration of the service.

Non-Recurring Charge (NRC):

A one-time charge assessed to initiate and establish a Service or in connection with other work performed by the Company.

Network Interface Device (NID)

A device that readily permits the disconnection of all Customer Premises Wiring from the Company's network and provides access to the company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes.

Premises:

A building or buildings or contiguous property, not separated by a public highway or right-of-way.

Price List:

A document that sets forth Company's intrastate Service rates for Services provided in the jurisdiction where applicable, used in conjunction with this Tariff.

Public Safety Answering Point (PSAP)

The answering point for a 911 call. A PSAP may be designated as Primary or Secondary, which refer to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. Any person dialing 911 from a telephone number that is used for local exchange telephone network access and arranged to provide 911 service will be automatically connected to the appropriate PSAP for that telephone.

Service(s):

The intrastate telecommunications Services that Company offers pursuant to this Tariff and jurisdiction specific Price List.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**Station:**

Each telephone on a line where no telephone number associated with the line is provided on the same premises and in the same building; the first termination in station key equipment or a jack for use with a portable telephone.

Station-to-Station:

Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Telecommunications Relay Service (TRS):

Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

V & H Coordinates:

Geographic Points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

White Pages Directory Listing:

A directory listing found in the local White Pages telephone directory.

Written; In Writing:

Both “written” and “in –writing” describe materials intended to be read, either in hardcopy document form (including fax) or transmitted through electronic media. For purposes of these rules, whenever anything is required to be provided “in writing” or “in written” form” (e.g., a disclosure, a notice, or a confirmation), the requirement may be satisfied through the use of electronic media if both the Company and Subscriber parties to the communication have agreed to do so. If they have not, a tangible, hardcopy document is required. (The Company’s electronic communications with customers and agreements to use electronic communications must satisfy the requirements of the federal Electronic Signatures Act, 15 USCA §§ 7001 et seq. and/or state law, as applicable.)

SECTION 2 - RULES AND REGULATIONS

2.1. UNDERTAKING OF COMPANY

- 2.1.1. Company undertakes to provide Services subject to the terms and conditions of this Tariff.
- 2.1.2. Company's Services are furnished for telecommunications originating and/or terminating in any area within the Commonwealth of Pennsylvania.
- 2.1.3. Company offers Services to Customers for the transmission and reception of voice, data, and other types of communications.
- 2.1.4. Company does not transmit messages pursuant to this Tariff, but its Services may be used for that purpose.
- 2.1.5. Company's Services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.6. Company may, at Company's sole discretion, elect to employ third parties to perform any of its obligations under this Tariff.

SECTION 2 - RULES AND REGULATIONS, Continued**2.2. CUSTOMER'S USE OF SERVICE**

- 2.2.1. Service may be used for any lawful purpose consistent with this Tariff and with the transmission and switching parameters of the telecommunications facilities utilized in the provision of Services.
- 2.2.2. Equipment Company provides or installs at the Customer's premises for use in connection with the Services Company offers may not be used for any other purpose other than for which Company provided it. Customer may not, and may not permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the Services or equipment installed by Company or Company's agent, except upon the consent of Company.
- 2.2.3. The Services Company offers may 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 Customer with respect thereto.
- 2.2.4. Service may not be used for any purpose for which the Customer receives any payment or other compensation, except when the Customer is a duly authorized and regulated common carrier, receives any payment or other compensation. This provision does not prohibit an arrangement between the Customer or Authorized User to share the cost of Service.
- 2.2.5. Service may not be used in any manner, which interferes with other persons in the use of their Service, prevents other persons from using their Service, otherwise impairs the quality of Service to other Customers, or impairs the privacy of any communications over any Service provided by Company. Company may require a Customer to shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.6. Service may not be used in any manner so as to annoy, abuse, threaten, or harass other persons.
- 2.2.7. The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.8. The Customer obtains no property right or interest in the use of any specific type of facility, Service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with Company.
- 2.2.9. Customer's use of any resold service obtained from other service providers is also subject to any applicable restrictions in the underlying provider's publicly available tariffs.

SECTION 2 - RULES AND REGULATIONS, Continued**2.3. APPLICATION FOR SERVICE**

- 2.3.1. A Customer desiring to obtain Service must complete the appropriate service order form and submit the service order in compliance with Company subscription requirements as may be established from time to time.
- 2.3.2. The name(s) of the Customer(s) desiring to use the Service must be set forth in the application for Service.
- 2.3.3. Company reserves the right to refuse an application for Service made by a present or former Customer who is indebted to Company for Service previously rendered pursuant to this Tariff until the indebtedness is satisfied. Company may also refuse an application when, in Company's sole discretion, provision of Service is precluded as set forth in this Tariff.
- 2.3.4. Request for Service under this Tariff will authorize Company to conduct a credit search on the Customer. Company reserves the right to refuse Service on the basis of credit history and to refuse further Service due to late payment or nonpayment by the Customer.
- 2.3.5. Where the Customer cancels an application for Service, a cancellation charge will apply as specified in the Cancellation or Modification of Service by Customer Section of this Tariff.
- 2.3.6. Company may require an applicant for Service, who intends to use Company's offerings for resale and/or for shared use, to file a letter with Company confirming that the applicant's use of Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.

SECTION 2 - RULES AND REGULATIONS, Continued**2.4. DEPOSITS**

- 2.4.1. Company may require a deposit from an applicant for new Service. A deposit may be waived if, according to Company's assessment, the applicant is a satisfactory credit risk.
- 2.4.2. Company may require a deposit from an existing Business Customer as a condition to the further provision of Service if, according to Company's assessment, the Customer has become a credit risk.
- 2.4.3. The amount of cash deposit to be collected by the Company will not exceed the estimated average two (2) month bill for basic service plus the average two (2) month toll charges for existing customers in the Applicant's exchange during the immediately preceding twelve (12) month period.
- 2.4.4. Customer's may satisfy deposit requirements as follows:
- A. In cash;
 - B. By an acceptable bank letter of credit; or,
 - C. Other forms of security acceptable to Company.
- 2.4.5. Deposits will be refunded to Business Customers at the sole discretion of Company.
- 2.4.6. When Service has been terminated or disconnected, Company will deduct any and all unpaid amounts from the deposit, and the difference will be refunded, if applicable.
- 2.4.7. Interest rates applied to Business Customers' deposits held by the Company are based on the average of 1-year US Treasury Bills for the months of September, October and November of the previous year.

SECTION 2 - RULES AND REGULATIONS, Continued**2.5. CREDIT**

2.5.1. In order to ensure payment of its charges for Service or for loss of or damage to Company property, Company may require Applicants and Customers to establish and maintain credit pursuant to 52 Pa. § 64.32. The establishment or re-establishment of credit as provided in this Section does not relieve an applicant or Customer from compliance with other provisions of this Tariff as to the payment of bills and in no way modifies the Sections regarding disconnection and termination of Service for failure to pay bills due for Service furnished.

2.5.2. Company may require an Applicant or Customer to establish and maintain credit in one of the following ways:

- A. Demonstrating credit satisfactory to Company by providing information pertinent to the applicant's or Customer's credit standing
- B. Providing a suitable guarantee in writing, in a form presubscribed by Company; or
- C. Paying a cash deposit as set forth above.

Company may determine, in its sole discretion, whether a particular reference or guarantee in writing would be acceptable as a substitute for demonstrating satisfactory credit.

2.5.3. Company will extend credit to an applicant for new Service without a deposit if the applicant has verifiable previous or existing telephone service with any telephone company in the United States for at least twelve (12) months, and the payment record is made available, and the account history is satisfactory. The payment record of an account will be deemed satisfactory if all the following are met:

- A. The previous or existing service was not discontinued for nonpayment, and was not abandoned, within the past twelve (12) months; and
- B. The applicant has not been sent denial notices for previous or existing service within the past twelve (12) months; and
- C. The applicant has paid for all previous and existing service without referral to a collection agency and without a declaration of uncollectibility; and
- D. The applicant provides accurate credit information as appropriate.

SECTION 2 - RULES AND REGULATIONS, Continued**2.5. CREDIT, Continued**

- 2.5.4. To safeguard its interests, 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 nonrecurring charge(s) and one (1) month's recurring charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges for a period to be set between Company and the Customer (if any). The advance payment will be credited to the Customer's initial bill. An advance payment will be required in addition to a deposit. Payments may be required in advance of furnishing any of the following services: 1) seasonal service, 2) the construction of facilities and furnishing of special equipment; and, 3) temporary service for short-term use.
- 2.5.5. Customer credit information may be exchanged between telecommunications companies and other utilities. Customer credit information will be retained for two (2) years, unless otherwise required by the Commission.
- 2.5.6. If an applicant for Service is unable to provide satisfactory credit information, Company may refuse to provide Service unless the applicant furnishes a deposit as set forth above.

SECTION 2 - RULES AND REGULATIONS, Continued**2.6. PROVISION AND MAINTENANCE OF SERVICE**

- 2.6.1. Company will use reasonable efforts to make Service available to Customers on or before a particular date, subject to the provisions and compliance by the Customer within the provisions of this Tariff. The lack of facilities or other operational impediments, including regulatory approvals, may preclude or delay provision of Service (a) in a particular location or to a particular Customer and/or (b) at any promised performance level. Actual transmission speeds and service characteristics of a Service may vary from those expected by the Customer due to such factors as the length and gauge of the line and other operational characteristics of the equipment and facilities used.
- 2.6.2. At the request of the Customer, installation or maintenance may be performed outside of 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 by Company will apply. If installation or maintenance 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.
- 2.6.3. Company will have control over the installation, rearrangement, repair, maintenance, and disconnection of all network elements owned or otherwise obtained to ensure the required level of Service. Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but will not thereby alter the technical parameters of the Service provided to the Customer.
- 2.6.4. Company will use reasonable efforts to maintain the Service that it furnishes to the Customer. Company may make such tests, adjustments and inspections as may be necessary to maintain Company's Services and equipment in satisfactory operating condition. When possible, Company may, in its sole discretion, provide the Customer with reasonable notice of Service-affecting activities that may occur in the normal operation of Company business.
- 2.6.5. Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's or Company's facilities or equipment. If the protective requirements of Customer-provided equipment are not being complied with, Company may take such action as it deems necessary to protect its Services, equipment, and personnel. Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take such action. If the Customer fails to do this, Company may take whatever additional action is deemed necessary, including the suspension of Service to protect its Services, equipment, and personnel from harm.

SECTION 2 - RULES AND REGULATIONS, Continued**2.7. MINIMUM SERVICE PERIOD**

- 2.7.1. The minimum Service period is one month (30 days). The Customer must pay the regular tariffed rate for Service for the minimum period of Service. If a Customer disconnects Service during the first month of service before the end of the minimum Service period, that Customer must pay the regular rates for the remainder of the minimum Service period. When the Service is moved within the same building, to another building on the same Premises, or to a different Premises, the period of Service at each location is accumulated to calculate if the Customer has met the minimum Service period obligation.
- 2.7.2. If Service is terminated before the end of the minimum period of Service as a result of condemnation of property, damage to property requiring the Premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for Service for the remainder of the minimum period.
- 2.7.3. If Service is transferred to a new Customer at the same Premises during the first month of Service, the new Customer assumes responsibility to meet the remainder of the minimum Service period requirements. For Services not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum Service period obligation in accordance with the terms under which the Service was originally furnished.

2.8. CUSTOMER RESPONSIBILITIES

- 2.8.1. The Customer is responsible for the payment of all charges for Service furnished to the Customer and for all additional charges for calls the Customer elects to continue making.
- 2.8.2. The Customer is responsible for compliance with applicable regulations set forth in this Tariff.
- 2.8.3. Upon Company request, the Customer must verify the name(s) of Authorized Users allowed to request and use the Customer's Service.

SECTION 2 - RULES AND REGULATIONS, Continued**2.8. CUSTOMER RESPONSIBILITIES, Continued**

- 2.8.4. Customer will return to Company within five (5) days of termination of Service all Company-provided equipment. All returned equipment must be in the same condition as when delivered to the Customer by Company, with the exception of normal and customary deterioration due to use. Upon demand, Customer will reimburse Company for any costs incurred by Company due to Customer's failure to comply with this Section.
- 2.8.5. Customer is responsible for the payment of any bills for Services and for the resolution of any disputes or discrepancies with Company. Company has no responsibility with respect to billings, charges or disputes related to services used by Customer which are not included in Services herein including, without limitation, any local, regional and long distance services not provided by Company.
- 2.8.6. The Customer is responsible for establishing identity as often as is necessary during the course of the call or when seeking credits from Company.
- 2.8.7. The Customer must make arrangements or obtain permission for safe, reasonable and continuous access and right-of-way for Company employees or agents of Company to enter the Premises of the Customer or any Authorized User of the Customer at any reasonable hour for the purpose of performing Company's obligations under this Tariff.
- 2.8.8. The Customer is responsible for the payment of (a) Service charges as set forth herein and (b) charges for visits by Company's agents or employees to the Premises of the Customer or Authorized User when the Service difficulty or trouble report results from the use of Services and equipment by the Customer or Authorized User.
- 2.8.9. Customer will, at Customer's expense, provide reasonable space, power, and level of heating and air conditioning, and otherwise maintain the proper environment to operate Company's Service at Customer's or Authorized User's premises.
- 2.8.10. The Customer may not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Tariff, and any attempt to make such an assignment, transfer, disposition without consent will be null and void.

SECTION 2 - RULES AND REGULATIONS, Continued**2.8. CUSTOMER RESPONSIBILITIES, Continued**

- 2.8.11. A Customer or Authorized User may not represent in any way that the relationship between Customer or Authorized User and Company is anything other than one of customer and supplier, respectively. Nothing in this Tariff gives Customer or Authorized Users any authority to bind or otherwise incur liability on behalf of Company. Nothing in this Tariff constitutes an endorsement by Company of any activity, service or product of Customer or Authorized Users.
- 2.8.12. The Customer is responsible for any damages, including usage charges that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's Premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over Company's network without the authorization of the Customer.

2.9. PAYMENTS AND BILLING

- 2.9.1. Service is provided and recurring Service charges billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer.
- 2.9.2. Non-recurring charges and charges based on actual usage are billed monthly and monthly service charges are billed in advance, except as provided in 2.9.3.
- 2.9.3. Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Business Customers' bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance. For purposes of Customer's who pay by mail, the date of the postmark will be considered the date of payment.
- 2.9.4. A Customer will not be liable for any late payment charge applicable to a disputed portion of that Customer's bill, so long as the Customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute on a timely basis, pursuant to Section 2.9.9.

SECTION 2 - RULES AND REGULATIONS, Continued**2.9 PAYMENTS AND BILLING, Continued**

- 2.9.5. Checks presented in payment for Services and subsequently returned to Company by the Customer's financial institution for "non-sufficient funds" or any other reason will incur a nonrecurring charge of \$25.00 per check.
- 2.9.6. A Customer will be placed on a "cash only" basis upon receipt of two (2) returned checks within a twelve (12) month period of time. "Cash only" means cashier's checks, U.S. currency, or money orders.
- 2.9.7. Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance will not constitute payment of a Customer's account, and Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.
- 2.9.8. Billing disputes should be addressed to Company's customer service organization via telephone to 866-847-1500. Customer service representatives are available from 9:00 AM to 6:00 PM Eastern Time. Messages may be left for Customer Services from 6:01 PM to 8:59 AM Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service.

SECTION 2 - RULES AND REGULATIONS, Continued**2.9 PAYMENTS AND BILLING, Continued**

2.9.9. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer may take the following course of action:

- A. The customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. The Customer may pay the disputed portion of the bill by the Due Date shown on the bill. However, Service will not be subject to termination if the disputed amount is not paid during the pendency of the investigation.
- C. If there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Pennsylvania Public Utility Commission for its investigation and decision. The address and telephone number of the Commission are:

Pennsylvania Public Utility Commission
Bureau of Consumer Services
400 North Street, Keystone Bldg., 2nd Floor
Harrisburg, Pennsylvania 17120
Telephone: 800.692.7380

SECTION 2 - RULES AND REGULATIONS, Continued**2.10. TAXES**

Customer must pay, without limitation, all sales, use, gross receipts, excise, access, bypass, and other local, state and federal taxes, charges, fees, and surcharges, however designated, imposed on or based upon the provision, sale or use of the Services (excluding taxes on Company's net income). Such taxes may be separately stated on the applicable invoice.

2.11. ALLOWANCES FOR INTERRUPTION OF SERVICE

2.11.1. For the purpose of applying this provision, the word "interruption" means the inability to access Service due to equipment malfunction or human errors. "Interruption" does not include, and no allowance will be given for, Service difficulties such as slow access, circuits busy or other network and/or switching capacity shortages.

2.11.2. Credit allowances will be given in accordance to this Section for interruptions of Service which are not due to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, and are subject to the general limitation of liability provisions set forth herein. Customer must notify Company of any interruptions of Service. Before giving such notice, the Customer must ascertain that the trouble is not caused by any action or omission of the Customer, and not otherwise within the Customer's control.

2.11.3. For purposes of computing a credit under this Section, every month is considered to have thirty (30) days. No credit will be allowed for an interruption of a continuous duration of less than twenty-four (24) hours. Company will credit the Customer for an interruption of twenty-four (24) hours or more at the following rates:

- 1) One-thirtieth (1/30) of monthly rate of each of the first three full 24-hour periods; and
- 2) One thirtieth (1/30) of the monthly rate when service is interrupted for each full 24-hour period due to such factors as storms, fires, floods or other conditions beyond the control of the public utility.
- 3) Two-thirtieths (2/30) of monthly rate for each full 24-hour period beyond the first three 24-hour periods.

SECTION 2 - RULES AND REGULATIONS, Continued**2.12. CANCELLATION OR MODIFICATION OF SERVICE BY CUSTOMER**

- 2.12.1. Business Customers may cancel Service by providing written notice to Company at least thirty (30) days prior to cancellation. The notice must specify the date on which Service is to be discontinued.
- 2.12.2. The Customer remains responsible for all Service charges until the day and time on which Service is actually disconnected.
- 2.12.3. If Customer cancels Service before Company completes installation of the Service and at the time of cancellation Company has incurred any expense in installing Services or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and Non-Recurring charges and all amounts others may charge Company that would have been chargeable to the Customer had Service been initiated.
- 2.12.4. If the Customer cancels Service after Company has completed installation, the charge set forth in this Section will apply to the extent Company has not yet recovered the costs described herein. In addition, the minimum Service period obligations described in Section 2.7. will apply regardless of whether Service has been initiated.
- 2.12.5. In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

SECTION 2 - RULES AND REGULATIONS, Continued**2.13. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY**

2.13.1. Company may immediately discontinue furnishing the Service to Business Customers without incurring liability:

- A. If there is a condition determined in Company's sole discretion to be hazardous to the Customer, to other Customers of Company, to Company's equipment, to the public or to employees or agents of Company
- B. If Company deems refusal or disconnection necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or Services
- C. For non-compliance with and/or violation of any Commonwealth or municipal law, ordinance or regulation pertaining to Service
- D. For use of Company's Services for any purpose other than that described in the application
- E. In the event of Customer use of equipment in such a manner as to adversely affect Company's equipment or the Service to others
- F. In the event of tampering with the equipment furnished and owned by Company; or
- G. In the event of abuse or fraudulent use of Service
 - 1. Abuse or fraudulent use of Service includes:
 - a. The use of Service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an applicable charge
 - b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the established charge for such Service.
- H. If Customer abandons Service

SECTION 2 - RULES AND REGULATIONS, Continued**2.13. SUSPENSION OR TERMINATION OF SERVICE BY COMPANY, Continued****2.13.1 Continued**

- I. For use of foul or profane language over the Service
- J. For impersonation of another person with fraudulent intent over the Service
- K. For nonpayment of any deposit required by the Company
- L. For violation of this Tariff, except as otherwise provided, including without limitation, non-payment of bills for Service, refusal to provide Company with either a deposit or advance payment, or failure to meet Company's credit requirements; or
- M. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or
- N. When necessary for Company to comply with any order or request of any governmental authority having jurisdiction.

- B. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or
- C. When necessary for Company to comply with any order or request of any governmental authority having jurisdiction.

2.13.2. The Company may continue suspension of service until all charges due have been paid and all violations have ceased. During the period of such suspension all monthly charges apply. Should the Customer comply with the Company's instructions during the suspension period, the Customer must pay the Suspended Service Restoration charge set forth in Section 4 of this Tariff in addition to all applicable monthly service charges. The Company may terminate the service without suspension of service or following suspension of service and disconnect and remove any of its equipment from the Customer's premises. If service is terminated after a suspension, the date of termination is considered to be the date service was suspended.

2.13.3. A Customer's local exchange service may only be disconnected for non-payment of noncompetitive Services regulated by the Commission. Local exchange service may not be disconnected for non-payment of toll services, voice mail, Internet, paging, charges not billed on behalf of the Company and federally imposed customer charges and taxes.

2.13.4. The termination of Service(s) by Company pursuant to this section does not relieve the Customer of any obligations to pay Company for charges due and owing for Service(s) furnished up to the time of termination. A Customer whose Service has been terminated by the Company also must pay the Service Restoration Charges set forth in Section 4 of this Tariff. The remedies set forth herein are not exclusive, and Company is at all times entitled to all the rights available to it under law or equity.

SECTION 2 - RULES AND REGULATIONS, Continued**2.14. RESTORATION OF SERVICE**

- 2.14.1. The use and restoration of Service in emergencies may be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.
- 2.14.2. When a Customer's Service has been disconnected in accordance with this Tariff and the Service has been terminated through the completion of a Company service order, Service will be restored only upon the basis of application for new Service.
- 2.14.3. A Customer whose Service has been discontinued for failure to establish credit or for nonpayment of bills will be required to pay the unpaid balance due Company before Service is restored.
- 2.14.4. Whenever Service has been discontinued for fraudulent or other unlawful use, Company may, before restoring Service, require the Customer to make, at its own expense, all changes in facilities or equipment necessary to eliminate such fraudulent or otherwise unlawful uses and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.14.5. Any Customer whose Service has been disconnected may be required to pay Service reconnection charges equal to the initial Service Connection Charge before Service is restored.
- 2.14.6. A Customer whose Service has been suspended by the Company must pay the Suspended Service Restoration Charge in addition to all applicable monthly service charges due and owing during the period of suspension prior to Service restoration.

SECTION 2 - RULES AND REGULATIONS, Continued**2.15. LIMITATION OF LIABILITY**

- 2.15.1. The liability of Company for damages arising out of the furnishing of, or failing to furnish, its Services, including but not limited to mistakes, omission, disconnections, interruptions, delays, acts of a third party, errors, defects, or representations, whether caused by acts or omissions shall be limited to an amount equal to no more than the proportionate charge (based on the rates then in effect) for the service during the time in which service is affected. The extension of allowances for interruption as set forth in this Tariff is the sole remedy of the Customer, authorized user, or joint user and the sole liability of Company.
- 2.15.2. Company will not be liable to the Customer or Authorized User for, and the Customer and any Authorized User, jointly and severally, will indemnify, defend and hold harmless Company from any allegation, claim, loss, damage, liability, defect, cost or expense resulting from or involving:
- A. Libel, slander, or invasion of privacy from material, data, information or other content transmitted over Company's facilities
 - B. Patent or trademark infringement or other infringement of intellectual property rights including, but not limited to, copyrights, trademarks, and trade secrets, arising from (1) combining (or using in connection with) Company-provided Services and equipment with any facilities, services functions, or products provided by the Customer or Authorized User or (2) use of Services, functions, or products which Company furnished in a manner Company did not contemplate and over which Company exercises no control. In the event that any such infringing use is enjoined, the Customer or Authorized User at its expense, will obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim in infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement
 - C. A breach in the privacy or security of communications transmitted over Company's facilities
 - D. Acts, mistakes, omission, interruptions delays, errors or defects in transmission over Company's facilities or equipment
 - E. Injuries to persons or property from voltages or currents transmitted over Company-provided facilities caused by Customer-provided equipment or Premises wire

SECTION 2 - RULES AND REGULATIONS, Continued**2.15. LIMITATION OF LIABILITY, Continued****2.15.1. Continued**

- F. The disconnection of Service for failure to pay the charges billed to Customer, including but not limited to, any direct, indirect, incidental, special consequential, exemplary or punitive damages, so long as such disconnection of Service complied with the applicable rules and regulations
- G. Violations of the obligations of the Customer under this Tariff
- H. Defacement of or damage to Customer Premises, facilities or equipment resulting from the furnishing of Service or equipment on such Premises or the installation, maintenance, repair or removal thereof, unless such defacement or damage is caused by willful misconduct of Company's agents or employees
- I. The interruption of a call to any party or any other person in conjunction with use of the Busy Line Verification and Interrupt Service
- J. Any lost, destruction or damage to property of the Customer, the Customer's agent, distributors, or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Company, Customer, Authorized User or their employees, agents, representatives, or invitees
- K. Any delay or failure of performance or equipment due to a Force Majeure condition or any unlawful acts of Company's agents and employees if committed beyond the scope of their agency or employment
- L. Misrepresentation of, or the failure to disclose, the lawful rates and charges published in the Tariff, so long as Company has complied with any applicable rules and regulation related thereto
- M. Fees Company delivered to a jurisdiction in question and not returned to Company as provided in the Taxes Section of this Tariff

SECTION 2 - RULES AND REGULATIONS, Continued**2.15. LIMITATION OF LIABILITY, Continued**

2.15.2. Continued

- N. Any act, mistake, omission fraudulent act of a third party, interruption, delay error, or defect caused by or contributed to by:
1. Another company or Carrier, or its agents or employees, when the facilities or equipment of the other company of Carrier are used for or with the Service Company offers. This included the provision of a signaling system or other database by another company
 2. The Customer, or any third party acting as its agent, in connection with Company-provided or Customer-provided facilities or equipment, including, but not limited, the Customer's failure to take all necessary steps to obtain, install and maintain all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer to Company's network; or
 3. A third party.
- O. Any failures, errors malfunctions or omissions of Caller ID Blocking whether or not arising from or relating to any ordinary negligence or other conduct by Company; or
- P. Any unauthorized use of the Service provided to Customer.

2.15.3. Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company Service, equipment or facilities, or the acts or omissions, acts of a third party, or the acts or omissions or negligence of Company, its employees or agents.

2.15.4. The entire liability of Company for any claim, loss, damage or expense resulting from the interruption or cessation of a Customer's service, will in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company may be commenced more than one (1) year after the Service is rendered.

SECTION 2 - RULES AND REGULATIONS, Continued**2.15. LIMITATION OF LIABILITY, Continued**

- 2.15.5. THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. COMPANY MAKES NO WARRANTY THAT SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE OR MEET ANY PARTICULAR PERFORMANCE LEVEL; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED THROUGH THE SERVICES OR THAT ANY DEFECT IN THE SERVICE WILL BE CORRECT.
- 2.15.6. The liability of Company for errors in billing that result in overpayment by the Customer will be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed
- 2.15.7. With respect to Emergency Number 911 Service:
- A. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, 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, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this Service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this Service.
 - B. Neither is Company 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 Emergency 911 Service features and the equipment associated therewith, or by any Services furnished by Company, 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 Emergency 911 Service, and which arises out of the negligence or other wrongful act of Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

SECTION 2 - RULES AND REGULATIONS, Continued**2.15. LIMITATION OF LIABILITY, Continued****2.15.8. With respect to Directory Listing Service:**

- A. In the absence of gross negligence or willful misconduct, Company has no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof.
- B. Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's Service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to Service affected during the period covered by the directory in which the error or omission occurs.
- C. As part of providing any private listing or semi-private listing Services, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- D. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service. By subscribing to Service under this Tariff, the Customer agrees to the release of such information under the above provision.

2.16. NOTICES

Any notice Company may give to a Customer will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to the Customer's billing address. Any notice the Customer may give Company will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to Company at the address provided in the most recently revised tariff pages.

SECTION 2 - RULES AND REGULATIONS, Continued**2.17. CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION**

- 2.17.1. Customer-provided equipment on the Premises of Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment must be provided by and maintained at the expense of the Customer or Authorized User. Conformance of Customer-provided equipment with Part 68 of the FCC Rules is the responsibility of the Customer.
- 2.17.2. Customer or Authorized User must ensure that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring must be such as not to cause damage to Company-provided equipment and wiring or injury to Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury may be provided by Company at Customer's expense.
- 2.17.3. Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provided equipment is connected to the facilities and equipment furnished under this Tariff, the responsibility of Company will be limited to the furnishing of Service, facilities and equipment offered pursuant to this Tariff. Beyond this responsibility, Company will not be responsible for:
- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - B. the reception of signals by Customer-provided equipment; or
 - C. network control signaling when performed by Customer-provided network control signaling equipment.
- 2.17.4. The Customer must secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with Company. In addition, the Customer must ensure that its equipment and/or system or that of its Authorized User or agent(s) is properly interfaced with Company's Service and the signals emitted into Company's network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its Authorized User or agent(s) fails to properly maintain and operate its equipment and/or system, Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.17.5. Interconnection between the facilities or services of other carriers is governed by the applicable terms and conditions of the other carriers' tariffs.
- 2.17.6. Service furnished by Company may be interconnected with services or facilities of other authorized carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers must be provided at the Customer's expense.

SECTION 2 - RULES AND REGULATIONS, Continued

2.18. PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

- 2.18.1. The Customer has no property right in any telephone number or any right to continuance of Service through any particular serving office. Company may change a telephone number or a serving office designation, or both, of a Customer if required for engineering or technical reasons or whenever Company deems it desirable in the conduct of its business to do so.
- 2.18.2. Telephone numbers will not be changed as a penalty or to enforce payment for directory advertising charges.

SECTION 2 - RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN****2.19.1. Introduction**

Toll Presubscription is a procedure whereby the Customer designates to the Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) that the Customer wishes to be its carrier(s) of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use special access codes or additional dialing to direct the calls to the designated carrier. Toll Presubscription does not prevent a Customer who has presubscribed to a toll carrier from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When the Customer selects a carrier as its preferred IXC, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the Customer without dialing a access code. Should the Customer wish to use other services of the same carrier, it will be necessary for the Customer to dial the necessary access code(s) to reach that carrier's other service(s).

An IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Company. IXCs must submit an Access Service Request (ASR) to the Company.

Selection of toll Presubscription providers by an end user is subject to the terms and conditions following.

- 2.19.2. At the option of the IXCs, the nonrecurring charges for a change in toll Presubscription, as provided herein, may be billed to the IXCs, instead of the Customer. This may involve charges resulting from Customer initial free choice Preferred Interexchange Carrier (PIC), as specified in 2.19.3. A. following:

SECTION 2 – RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN, Continued****2.19.3. Presubscription Charge Application****A. Customer choices for toll presubscription:**

1. Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXCs' service. A Customer is not required to choose the same IXC for intraLATA and interLATA toll Presubscription. Other nonpresubscribed IXCs are accessed by 10XXX, 101XXXX, or other required codes.
2. Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXCs.

B. If a new Customer cannot decide upon presubscription IXCs, the Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the Customer will be assigned as a "No-PIC" and must dial an access code to make toll calls.**C. If an IXC elects to discontinue Feature Group , the IXC is obligated to contact, in writing, all Customers who have selected the canceling IXC as their preferred toll provider. The IXC must inform the Customers that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Company that this activity has taken place.**

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

SECTION 2 – RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN, Continued****2.19.3. Carrier Information, Continued**

- D. An unauthorized PIC change is a change in the presubscribed IXC that the Customer denies authorizing. PIC disputes for Customers are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in the presubscription as provided in 12.19.6 following. In addition, the IXC will be assessed the applicable charge for returning the Customer to the preferred IXC.

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

2.19.4. Customer Charge Discrepancy

- A. When a discrepancy is determined regarding a Customer's designation of a presubscription IXC, the following applies depending upon the situation described:
1. A signed letter of authorization take precedence over any order other than subsequent, direct customer contact with the Company.
 2. When two or more orders are received for a Customer 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 the Customer's choice.

SECTION 2 – RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN, Continued****2.19.4 Customer Charge Discrepancy, Continued**

3. If a Customer denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.

B. Verification of Orders for Telemarketing.

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

2.19.5 PIC Switchback Option-Business.

PIC Switchback is an option under which no investigation activities are preformed by the Company when a Customer denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the Customer to the Customer's previous carrier.

When the Company is contacted by a Customer who denies requesting a change in primary toll carrier, the Customer will be credited the charge assessed for the disputed change in carrier and will be switched back to the previous IXC at no charge. If this service is made available by the Company, the IXCs may subscribe or cancel PIC Switchback Service on 30 days notice to the Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

SECTION 2 – RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN, Continued****2.19.5 PIC Switchback Option-Business/Residence, Continued**

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Company.

In addition, the Customer has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

2.19.6 Rates and Charges

	<u>Per Line Nonrecurring Charge</u>
Each Carrier Change (per line), assessed to Customer or IXC	\$10.00
Unauthorized Business/Residence Change (per line), assessed to IXC	\$35.65

SECTION 2 – RULES AND REGULATIONS, Continued**2.19. INTRALATA PRESUBSCRIPTION PLAN, Continued****2.19.7. Presubscription Information**

- A. Company may not impose a PIC change charge on its customers.
- B. New line Customers, including Customers adding lines, will have the opportunity to select a participating Carrier, or they will be assigned a NO PIC designation. Customers assigned a NO PIC designation as set forth in this paragraph will be required to dial an access code to reach an intraLATA carrier's network.
- C. If a Company Customer denies requesting a change in intraLATA toll providers as submitted by an intraLATA Carrier, and the intraLATA carrier is unable to produce evidence that the PIC change was properly executed pursuant to Commission and FCC PIC change rules, the intraLATA carrier will be assessed a \$75.00 charge for the unauthorized PIC change and the PIC will be changed as per the Customer's request, in addition to any charges assessed by Company or the underlying Carrier or other penalties authorized by law.
- D. Interexchange carriers may submit PIC changes to Company via a fax/paper interface.
- E. Company will process intraLATA PIC selections in the same manner and under the same intervals of time as interLATA PIC changes.
- F. Carriers will be required to submit PIC changes using the Customer Account Record Exchange (CARE) format via paper medium. Company will provide carriers with PIC order confirmation and reject information using the CARE format. Specific details regarding CARE will be provided to participating carriers.
- G. For Customers who change their local service provider from the incumbent LEC to Company and retain their incumbent LEC telephone number(s), Company, as part of the CARE PIC process, will provide the selected intraLATA carrier with both the retained (incumbent LEC) telephone number and Company telephone number.

SECTION 2 – RULES AND REGULATIONS, Continued**2.20. 911 SERVICE****2.20.1. 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”.

MSAG 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:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

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.

Telephone Company system: References to a service provider’s own facilities-based network or, if operating as a nonfacilities-based competitive local exchange carrier, the facilities contracted by the Telephone Company for provision of service.

SECTION 2 – RULES AND REGULATIONS, Continued**2.20. 911 SERVICE, Continued****2.20.2. 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.
- E. The Telephone Company will not use the county's/municipality's 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.

SECTION 2 – RULES AND REGULATIONS, Continued**2.20. 911 SERVICE, Continued****2.20.2. Regulations, Continued**

- 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 (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change 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.
- H. The Telephone Company 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.

SECTION 2 - RULES AND REGULATIONS, Continued**2.21. PROMOTIONAL OFFERINGS**

Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted Service. No individual promotional offering will exceed six (6) months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

2.22. SPECIAL ASSEMBLY

The Company may provide a unique intrastate service arrangement for a Customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly.

The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

2.23. 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 Service Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. The Company will maintain records of its ICBs for Commission review as conditions or circumstances may require.

SECTION 3 – DESCRIPTION OF SERVICE**3.1. APPLICATION OF RATES****3.1.1. Timing of Calls**

- A. The Customer's usage charge is based on the actual usage of Company's Service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer and termination is determined by hardware supervision in which the distant local telephone company sends or ends an supervision signal to Company's switch or the software utilizing audio tone detection. The timing of the call occurs when the called party answers and terminated when either party hangs up.
- B. The minimum call duration for billing purposes is one minute with one-minute billing increments thereafter.
- C. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.
- D. There is no billing for incomplete calls.

3.1.2. Service Areas

- A. The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone PA P.U.C. Nos. 180A, 182, 182A, 185B and 185C; Verizon North Inc. Telephone Pa P.U.C. Nos. 1, 3, 5, and 6; United Telephone Company of Pennsylvania LLC d/b/a CenturyLink; Windstream Pennsylvania, LLC P.U.C. No. 7 United Telephone Company of Pennsylvania d/b/a Embarq Pa. P.U.C. No. 27; and Consolidated Communications of Pennsylvania Company, LLC Pa P.U.C. No. 11
- B. Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.1. APPLICATION OF RATES**, Continued**3.1.3. Local Exchange Service Rates and Charges****A. General**

The following sections set forth the rules and regulations governing the application of rates for Company Services, including the following general rate categories:

1. Nonrecurring Charges for installation of facilities and Services
2. Monthly Recurring Charges for availability and use of facilities; and
3. Measured or Message Usage Charges.

B. Non-Recurring Charges

Non-Recurring Charges constitute the following specific charges:

- Service Order Charge
- Record Change Charge
- Restoral of Service Charge
- Installation Charge
- Primary Interexchange Carrier and Local Primary Interexchange Carrier Change Charge

A detailed description of non-recurring charges appears in the Description of Charges section of Granite's *Telecommunications Price List Non-Recurring Charges*.

C. Monthly Recurring Charges

Monthly recurring charges are recurring charges for Service.

D. Message/Measured Usage Charges

Usage charges consist of Message Rate Charges for calls over the allowance for dial tone lines with a Limited Monthly Usage Option, and Message Rate Charges for dial tone lines without a Monthly Usage Option.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.1. APPLICATION OF RATES**, Continued**3.1.3. Local Exchange Service Rates and Charges**, Continued**E. Extended Local Area Service**

Extended Local Area Service is a mandatory additive charge that offsets the costs of recent expansion to the local calling area. Add-On Local Area Rate is an extension of the local service calling area. Toll rates between specified exchanges are eliminated and calls are rated as local usage.

F. Maintenance Visit Charges

A Maintenance Visit Charge applies per visit to a Customer's premises where a service difficulty or trouble report results from the use of equipment or facilities not the responsibility of the Company.

Where a Network Interface Device ("NID") exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premise) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the customer has bought an inside wire maintenance warranty/plan (a non-regulated service) from the Company, no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.2. CALCULATION OF DISTANCE**

V & H coordinates needed for the calculations may be obtained from national publications produced by the National Exchange Carrier's Association ("NECA") and Telcordia.

3.3. LOCAL EXCHANGE SERVICES DESCRIPTION

3.3.1. Local Exchange Services provide a Customer with connection to Company's network, enabling the Customer, among other things, to:

- A. Originate communications to other points on Company's network;
- B. Receive communications from other points on Company's network;
- C. Access Company's Services as set forth in this and other Company tariffs;
- D. Access local, interexchange and international telecommunications services provided by other authorized carriers and the customers of such carriers to the extent such carriers are interconnected with Company's network;
- E. Access Company's business office for Service-related assistance;
- F. Access 911 or E911 services, where available, operator services, directory assistance, and telecommunications relay services;
- G. Access Operator-Assisted Calling Services; and
- H. Access Directory Assistance.

3.3.2. Business Local Exchange Services

The Company offers Business Customers flat rate, message rate, measured rate service.

- A. Flat rate service is unlimited local service within an exchange and to additional exchanges within the local service area. Flat rate charges consist of dial tone charge and charge for unlimited usage option.
- B. Message rate and measured rate services provide for charging on a per-call basis on calls to the local service area with no usage allowance included in the monthly rates.
- C. The unlimited monthly usage option provides for unlimited local calling per month on a flat rate basis to dial tone lines in the local service area.

Issued: April 5, 2023

Issued By:

Effective Date: May 6, 2023

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3.3. LOCAL EXCHANGE SERVICES DESCRIPTION, Continued

3.3.2. Business Local Exchange Services, Continued

- D. Extended Area Calling provides for calling on a measured rate or message rate usage basis to specified exchanges and zones located outside of a customer's Local Exchange Service local service area.
- E. Business Direct Inward Dialed Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises.

3.3.3. Local Exchange Services Customers receive one listing per assigned telephone number in the local White Pages Directory and receive a copy of the White Pages Directory at no additional charge.

3.3.4. Local Exchange Services Customers will provide, either directly or through arrangements with other carriers, blocking of 900 and 700 type services upon Customer request. Customers will not be charged to initiate or remove 900 and 700 type blocking service.

3.3.5. Directory Assistance Service

Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "411". No charge will be assessed customers for the first three calls made, per line, per month. Callers may request two telephone numbers per call.

The rates specified following apply when customers request assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.3. LOCAL EXCHANGE SERVICES DESCRIPTION**, Continued

3.3.6. Directory Listing Service

- A. Company does not publish a directory or other similar listing of its Customers. However, Company will arrange for Customers, other than Customers requesting non-published and non-listed service, to be listed in the directories and directory assistance records of the applicable incumbent local exchange carrier in accordance with the incumbent's listing service tariff schedule, subject to availability of such listing service to Company's Customers.
- B. Listing must conform to the Company's specifications with respect to directories. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or identification of the customer is not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.
- C. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the caution of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- D. One listing, termed the primary listing, is provided without additional charge in connection with each Customer's service. When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. The primary listing for business service is ordinarily the name of the Customer or the name under which a business is regularly conducted.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.3. LOCAL EXCHANGE SERVICES DESCRIPTION**, Continued

3.3.6. Directory Listing Service, Continued

- E. A residential dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.
- F. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service.
- G. Business additional listings are not permitted in connection with residence service.
- H. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.
- I. Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.3. LOCAL EXCHANGE SERVICES DESCRIPTION**, Continued**3.3.7. Nonlisted and Nonpublished Telephone Service**

- A. Nonlisted telephone service will be furnished, at the Customer's request, providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory. Such listings will be carried in the applicable incumbent local exchange carrier's directory assistance and other records and will be given to any calling party.
- B. Nonpublished Telephone Service

Nonpublished telephone service will be furnished, at the Customer's request providing for the omission or deletion of the customer's telephone listing from the applicable incumbent local exchange carrier's telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from directory assistance records. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies
- C. Nonlisted and Nonpublished charges, as specified in Section 4 of this Service Guide, are not applicable to Service furnished to a customer for data service where there is no voice use contemplated.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.3. LOCAL EXCHANGE SERVICES DESCRIPTION**, Continued

3.3.8. Operator Assistance Service

A Customer may obtain the assistance of an operator to complete calls in the following manner. Surcharges will be applied on a per call basis for the following operator assisted services:

- A. Third Number Billing provides the Customer with the capability to charge a call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B. Collect Calls provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C. Person to Person provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.
- D. Operator Dialed provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.3. LOCAL EXCHANGE SERVICES DESCRIPTION**, Continued**3.3.9. Specialized Operator Services**

- A. Upon request, subject to technical limitations, the Company will provide Customers with access to an operator who will verify that a conversation exists on a line (Busy Line Verification) and who will interrupt a communication in progress to announce that someone is trying to call (Line Service Interrupt).
- B. Busy Line Verification with Interrupt provides the Customer with the option to request operator verification of whether a specific line is busy or inoperative.
- C. Line Service Interrupt provides the Customer with the option to request operator interruption of a line that is in use, primarily for emergency situations.
- D. Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.
- E. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.
- F. Charges for Specialized Operator Services are not applicable to calls to the operator from official public emergency agencies when the request is received on the agency's line from agency personnel.
- G. Charges for Specialized Operator Services are not applicable to calls to the operator from individuals who identify that the request is to an official public emergency agency, an emergency medical service, or a privately endowed and operated alcohol, drug, run-away or suicide crisis reporting center.
- H. Charges for specialized operator services may be waived by the operator for calls from individuals who have an emergency where life and/or property are in danger.

SECTION 4 - SERVICE CHARGES**4.1. VERIZON¹ SERVICE AREA****4.1.1. Non-Recurring Charges**

New Installation	
1-3 lines	\$145.00
4-10 lines	\$363.00
11+ lines	\$638.00
Service Order Charge	\$50.00
Record Change	\$40.00
Restoral of Service	\$40.00
PIC and LPIC Change	\$12.00
PIC or LPIC	\$6.00

4.1.2. Local Exchange Service**A. Local Exchange Lines**

	Monthly	
Basic Calling Plan Measured	\$15.19	(I)
Budget Use Option	\$4.06	
Business Measured Multiline Service	\$4.06	
Business Multiline Unlimited Calling		
Rate Groups 1I, 2H	\$26.64	
Rate Groups 3D, 3I, 3H, 3F, 4A, 4D, 4F	\$29.00	
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$31.36	
Local Area Unlimited		
Rate Groups 1I, 2H, 3H, 3I	\$30.47	
Rate Groups 3D, 4D	\$30.68	
Rate Groups 3F, 4F	\$33.83	
Rate Group 4A	\$26.11	
Rate Groups 3GF, 4GF	\$35.25	
Rate Groups 3GD, 4GD	\$31.26	
Rate Group 4GA	\$26.64	
Rate Groups 3F, 4F (PennRural)	\$26.74	
Rate Groups 3D, 4D (PennRural)	\$24.07	
Rate Group 4A (PennRural)	\$20.02	
Local Calling Area Plan	\$12.20	
Standard Usage Option	\$11.31	(I)

¹ Including Verizon Pennsylvania, Inc. and Verizon North, Inc. Service Territories

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.2. Local Exchange Service, Continued

A. Local Exchange Lines, Continued

Monthly

Valu-Pak Local Usage Plan		
Rate Groups 1I, 2H, 3H, 3I	\$23.38	(I)
Rate Groups 3D, 3F, 4D, 4F	\$18.55	
Rate Group 4A	\$13.72	
Rate Groups 3GF, 4GF	\$35.25	
Rate Groups 3GD, 4GD	\$31.26	
Rate Group 4GA	\$26.64	(I)
Dial Tone Line		
Rate Groups 1I, 2H	\$22.58	
Rate Groups 3D, 3H, 3I, 3F, 4A, 4D, 4F	\$24.94	
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$27.30	
Dial Tone Line – Single Line		
Rate Groups 1I, 2H	\$23.89	(I)
Rate Groups 3D, 3H, 3I, 3F, 4A, 4D, 4F	\$26.25	(I)
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$27.30	
Dial Tone Line – Multi Line		
Rate Groups 1I, 2H	\$23.89	(I)
Rate Groups 3D, 3H, 3I, 3F, 4A, 4D, 4F	\$26.25	(I)
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$27.30	

B. Remote Call Forwarding

Monthly

Remote Call Forward - Flat Business	
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D 4F	\$39.90
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$19.43
Remote Call Forward - In state - Regional	
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D 4F	\$39.90
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$19.43
Remote Call Forward - Local	
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D 4F	\$39.30
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$19.43
Remote Call Forward – Additional Path	
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D 4F	\$39.90
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$19.43

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.2. Local Exchange Service, Continued

C. Extended Area Service

Monthly

Extended Area Surcharge

\$1.00

D. Foreign Exchange Service

Monthly

Foreign Exchange Service- Type 2006

\$13.78

(I)

E. Mileage Charges**

Monthly

(C)

2000 Series channel - voice and control, per mile

\$17.92

Extension Line Mileage

\$3.25

Extension Line, First half mile

\$3.41

Foreign Exchange/Interexchange Channel Mileage

\$28.73

Interexchange Channel High -Capacity Mileage

\$348.31

Metallic Interexchange Channel Mileage

\$28.73

Metallic Local Channel intra misc Remote Metering (Two-Wire)

\$89.92

Secretarial Answering Service Mileage Charge

\$5.15

Service Area Function – High Capacity

\$381.31

Telegraph Transmission Function - Remote Metering - Type 1005

\$17.75

Voice grade interoffice channel for Centrex

\$28.73

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.3. Custom Calling Features

Monthly

*66/*69/3-Way Calling Block	\$0.00	
*69 Denial (Deny Return Call)	\$1.05	
1010XXX Block	\$0.00	
3 Way Call Block	\$0.00	
900 Blocking Option	\$0.00	
976 Restriction	\$0.00	
Alarm Circuit Termination Address	\$0.00	
Alarm Coupler	\$ 2.22	
Alarm Status Change Report Feature	\$0.00	
Alarm Transport Service, per business line equipped	\$11.55	
Anonymous Call Rejection	\$0.00	
Anonymous Call Rejection with Caller ID	\$0.00	
Auto Dialer Service	\$2.50	
Auto Route Selection-1 or more patterns	\$0.00	
Billed Number Screening	\$1.05	
Block DA Call Connection	\$0.00	
Billed Number Screening - Option 1	\$2.10	
Billed Number Screening - Option 2	\$2.10	
Billed Number Screening - Option 3	\$2.10	
Break Rotary Hunt Arrangement	\$4.44	(I)
Busy Redial (*66)	\$6.30	
Call Block (*60)	\$6.57	(I)
Call Forwarding Busy Line	\$3.68	
Call Forwarding Busy Line - Multiple Simultaneous Call Option	\$0.00	
Call Forwarding Busy Line/Do not Answer	\$10.77	(I)
Call Forwarding Do Not Answer	\$12.87	
Call Forwarding Variable	\$17.59	(I)
Call Gate Service	\$4.20	
Call Restriction Block Inward Collect - 1 Plus - 0 Plus - Inward 3rd Party	\$2.10	
Call Return *69	\$12.08	
Call Trace (*57)	\$0.00	
Call Waiting	\$17.59	(I)
Caller ID Deluxe	\$18.90	
Caller ID Number Only	\$12.08	
Collect and Third Number Blocking	\$0.00	
Collect Call Blocking	\$0.00	
Cornerstone Feature Package 1	\$25.20	
Cornerstone Feature Package Plan One	\$25.20	
Cornerstone Unlimited Local - Calling Plan	\$39.38	

Issued: May 1, 2024

Effective Date: June 3, 2024

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
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Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA, Continued****4.1.3. Custom Calling Features, Continued**

	Monthly	
Custom Redirect Service	\$2.63	
Deny Call Block	\$0.00	
Deny Priority Call	\$0.00	
Deny Priority Call	\$0.00	
Deny Select Forward	\$0.00	
Deny Usage - Call Forward	\$0.00	
Distinctive Ring I (Ringmate (R) Service)	\$12.60	
Distinctive Ring II (Ringmate (R) Service)	\$7.62	
Easy Number Block Pay Per Call	\$0.00	
Feature Package - Call Waiting - Call Forward - 3-Way Call - Speed Dial 8	\$5.20	
Hospital Directory Assistance	\$0.00	
Hunting	\$3.10	
International Call Block	\$0.00	
Line Blocking	\$0.44	
Loudspeaker Paging Interface Circuit, each	\$31.19	
National 411 Block	\$0.00	
No International Calling Plan	\$0.00	
Number Identification Redirecting	\$10.50	
Off Premises Extension - No Charge	\$0.00	
Outbound Call Block - Intercom Only	\$0.00	
Per Line Blocking	\$0.53	
Percentage Redirecting	\$26.25	
Priority Call	\$3.68	
Redirecting Telephone Number	\$31.50	
Repeat Dialing Denial	\$0.00	
Restricts all 900, 700 & 976 Calls	\$0.00	
Restricts All 900, 700, 976 & International Calls	\$0.00	
Route Selection Patterns-3digit	\$0.00	
Selective Class of Call Screening	\$5.25	
Smarter Call Pak with CW,CF,3 way & Speed Call 8	\$5.20	
Speed Calling - 8 code	\$5.25	
Three-Way Calling	\$15.75	
Toll Restriction	\$5.60	
Touch Tone Business	\$0.00	
Ultra Forward	\$13.13	
Uniform Call Distribution- Hunting Group- Per Line		
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D, 4F	\$2.63	(C)
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$11.19	(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
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Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.4.	Directory Listings	Monthly
	Additional Listing	\$5.25
	Charged Directory Listing	\$5.25
	Line of Information	\$5.52
	Directory Listing for 800 Service	\$4.73
	Foreign Additional Listing	\$5.25
	Non-Listed listing	\$4.73
	Non-Published Listing	\$4.99
	Preferred Telephone Number Service	\$2.00
4.1.5.	Directory Assistance	Monthly
	Local	\$6.99
	Regional	\$6.99
	Call Completion, excluding usage	\$1.50
	Operator Assistance, excluding usage	\$6.99

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.6. Centrex Services.

A. Service Charges

Monthly

Centrex Toll Diverted Line - Pattern 2	\$0.00
Centrex toll diverted line-pattern 1	\$0.00
Centrex - Custopak line restricted	
Rate Group 1I	\$54.88
Rate Group 2H	\$57.51
Rate Groups 3D, 3F, 3H, 3I,	\$60.13
Rate Groups 4A, 4D, 4F	\$62.76
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$62.86
Centrex Access Line	\$123.50
Centrex Common Equipment - More than 100 station lines	\$115.99
Centrex Common equipment 51-100 station lines	\$88.06
Centrex Custoflex 2100 Line - Fully Unrestricted	\$38.71
Centrex Line - Partially Restricted	\$20.86
Centrex Line - Restricted	\$20.86
Centrex Line Unrestricted	
Rate Group 1I	\$54.88
Rate Group 2H	\$57.51
Rate Groups 3D, 3F, 3H, 3I,	\$60.13
Rate Groups 4A, 4D, 4F	\$62.76
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$62.86
Centrex Local Calling with Allowance	\$11.31
Centrex Station Line - Recurring Charge	\$32.41
Centrex Unrestricted Custopak Service Line	
Rate Group 1I	\$54.88
Rate Group 2H	\$57.51
Rate Groups 3D, 3F, 3H, 3I,	\$60.13
Rate Groups 4A, 4D, 4F	\$62.76
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$62.86
Custoflex 2100 - Restricted	\$41.86
Centrex - Custopak	\$58.80
Centrex Common Equipment 1-20 station lines	\$27.98
Centrex common equipment 21-50 station lines	\$53.30
Centrex Extension	\$0.00
Centrex Local Calling with Value-Pak Allowance	
Rate Group 1I, 2H, 3H, 3I	\$19.32
Rate Groups 3D, 3F, 4D, 4F	\$14.49
Rate Group 4A	\$9.66
Rate Groups 3GF, 4GF	\$31.19
Rate Groups 3GD, 4GD	\$27.20
Rate Group 4GA	\$22.58
Custoflex 2100 Line - Intercommunication Lines with ISDN	\$37.80

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Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.6. Centrex Services, Continued.

B. Features Charges

	Monthly	
10XXX Block	\$0.00	
Automatic Callback	\$0.00	
Automatic Line-Digital Centrex	\$0.28	(I)
Bundled Features - Custopak	\$0.00	
Call Forwarding Outside System	\$0.07	
Call Park (Digital Centrex, Basic Set Feature)	\$0.27	
Call Pick Up Group	\$0.00	
Call Return *69	\$1.63	
Call Waiting ID	\$17.59	(I)
Caller ID Class Feature Package - Custopak	\$5.25	
Centralized Routing Control - Time of Day Routing	\$0.00	
CentraNet CLASS Feature Package	\$5.25	
Centranet Feature Package 2000	\$20.85	(I)
CentraNet Feature Package 3000	\$21.95	
Centrex - Automatic Callback	\$0.00	
Centrex Call Block (* 60) per line	\$ 1.63	
Centrex Call Forwarding	\$0.00	
Centrex Call Forwarding - Changeable	\$0.00	
Centrex Call Pick-up	\$0.00	
Centrex Call Transfer	\$0.76	
Centrex Call Transfer - Individual - all calls outside, per line	\$0.07	(I)
Centrex Call Transfer-21 to 50 Lines	\$1.68	
CENTREX CALL WAITING - Originating per Station	\$0.00	
Centrex Caller ID	\$7.88	
Centrex Caller ID Deluxe	\$14.44	
Centrex Caller ID with Name	\$7.88	
Centrex Caller ID with Number - Purchased with Feature Package	\$6.04	
Centrex circular hunting	\$8.93	
Centrex Common Equipment	\$27.99	(I)
Centrex Customer Activated Call Waiting	\$0.00	
Centrex CustoPak Class Features Package	\$4.20	
Centrex Distinctive Ringing Tone	\$0.00	
Centrex Feature Package 1000	\$20.63	
Centrex Pilot Number Hunt Group	\$0.06	(I)
Centrex Repeat Dialing	\$1.63	
Centrex Speed Calling Control Type I	\$ 0.90	(I)
Centrex Speed Dialing 30 Code on First Line	\$1.68	
Centrex Speed Dialing 30 Number Capacity	\$2.26	
Centrex Station Mileage-each 1/4 mi	\$11.70	

Issued: May 1, 2024

Effective Date: June 3, 2024

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
100 Newport Avenue Extension
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.6. Centrex Services, Continued

B Features Charges, Continued

Monthly

CustoFlex 2100 - Bundled Feature Package	\$0.00
CustoFLEX 2100 Additional Multi-Port Conference Bridge per 6	\$29.40
Distinctive Ring per Dependent Number	\$4.73
Ground Start Centrex	\$5.25
Hot Line Service	\$0.90
Hunting	\$0.00
Interlocation Intercom - Centrex	\$0.00
Last Number Redial	\$0.28
Line Conditioning	\$5.25
Multipath Call Forwarding, per Path 6+ paths (CustoFlex)	\$5.25
Multipath Call Forwarding , per Path 6+ paths (CustoFlex)	\$5.25
NonAD9 Centrex	\$0.00
Single Call Appearance	\$1.63
Speed Calling - 30 code	\$6.83
Speed Dialing 30-Centrex Service	\$1.42
System Speed Calling Access	\$0.00
Touch Tone Centrex	\$0.00
Ultra Forward (Remote Access Call Forward)	\$13.13
Uniform call distribution - Centrex	\$0.00
Voice grade local channel inter PBX-Centrex	\$46.15
Voice Grade Transmission Function	\$24.71

C Mileage**

Monthly

(C)

Centrex Intraexchange mileage, per quarter mile

\$1.16

(C)

**Grandfathered service - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.7. ISDN Services

A. Services Charges

	Monthly	
IntelliLinQ PRI Interface Arrangement 23B Back Up D	\$450.31**	(I)(C)
IntelliLinQ PRI Interface Arrangement 23B+D	\$392.56**	(I)(C)
IntelliLinQ PRI - D Channel 64 CCC	\$0.00**	(I)(C)
IntelliLinQ BRI - 140 Hour Package	\$49.26	
IntelliLinQ BRI - Circuit Switched Voice User	\$6.29**	(C)
IntelliLinQ BRI - Circuit Switched Data User	\$9.57**	(C)
IntelliLinQ BRI Service - Circuit Switched Data Usage - Vol. Discount Option 1	\$16.40	
D Channel Packet-Switched Data – ISDN	\$5.34**	(C)
D Packet Intelliling BRI Access	\$19.65**	
ISDN - Measured Line	\$0.00**	
ISDN Access	\$0.00**	
ISDN Additional Telephone Number	\$6.16**	(I)
ISDN Measured with Valu-Pak Allowance	\$0.00**	
ISDN Message Rate Service	\$11.15**	(I)
ISDN-Intelliling Station Line-Primary Location Unrestricted	\$0.00**	
Message - ISDN Circuit Switched Data	\$11.15**	(I)
ISDN Access Line IntelliLinQ BRI	\$20.98**	
ISDN Single Line Measured Access	\$25.20**	
Trunk Service 2 Way Message	\$0.00**	(C)

**Grandfathered services - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.7. ISDN Services, Continued

B. Features Charges**

Monthly

(C)

Calling Line ID with Name per PRI Arrangement	\$173.25
Circuit Switched Data B Channel	\$6.29
Circuit Switched Data on 2nd B Channel-non toll guided	\$6.29
Circuit-Switched Voice and Data: Second B Channel	\$6.61
Individual Additional Telephone Number	\$ 3.15
ISDN BRI-Alternate Circuit Switch Voice & Data	\$10.05
ISDN Electronic Key Feature Package	\$4.91
ISDN BRI Terminal Service Profile	\$0.00
ISDN - PRI Call by Call Channel	\$75.00
ISDN - PRI Calling Line Identification	\$105.00
ISDN PRI DID Trunk Package	\$210.00
ISDN PRI Feature Package-IntelliLinQ	\$246.75
ISDN Primary Trunk Group Software	\$0.00
ISDN Remote Access Service Package	\$80.85
ISDN/IntelliLinQ BRI - Circuit Switched Voice/Data	\$6.29
ISDN-PRI Circuit Switch Data Usage Option 1	\$0.00
Logical Terminal - Ckt Switched Voice B Channel	\$6.29
Message w/ Allowance - ISDN Circuit Switched Data	\$14.18
Packet Switched Data Feature Package	\$1.84
PRI Interface - Primary Access Facility	\$173.25
Secondary Shared Directory Number	\$0.00

(C)

C. Mileage Charges**

Monthly

Interoffice Mileage Per PRI Facility - Fixed Rate	\$0.00
ISDN foreign exchange mileage	\$20.00

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

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Granite Telecommunications, LLC
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SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. PBX Services

A. Services Charges

Monthly

Business PBX Trunk	
Rate Group 1I, 2H	\$26.64
Rate Groups 3D, 3F, 3H, 3I, 4A, 4D, 4F	\$29.00
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$31.36
Local Area Unlimited	
Rate Group 1I, 2H	\$31.36
Rate Groups 3H, 3I	\$30.47
Rate Groups 3D, 4D	\$30.68
Rate Groups 3F, 4F	\$33.83
Rate Group 4A	\$26.11
Rate Groups 3GF, 4GF	\$35.25
Rate Groups 3GD, 4GD	\$31.26
Rate Group 4GA	\$26.64
Local Calling with Value Pak Allowance	
Rate Group 1I, 2H, 3D, 3F, 3H, 3I	\$23.38
Rate Group 4A	\$13.72
Rate Groups 4D, 4F	\$18.55
Rate Group 4GA	\$26.64
Rate Group 4GD	\$31.26
Rate Group 4GF	\$35.25
Measured Rate PBX Trunk	\$4.06
Message Rate PBX Trunk Line	\$11.31
PBX Toll Trunk	
Rate Group 1I, 2H	\$26.64
Rate Groups 3D, 3F, 3H, 3I, 4A, 4D, 4F	\$29.00
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$31.36
Voice grade interoffice channel for off premises PBX	\$28.74
Voice grade local channel for off premises PBX	\$207.15

(I)

(I)

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. PBX Services, Continued

B. Features Charges

Monthly

3-Way Call Transfer		(C)
Rate Groups 1I, 2H, 3D, 3F, 3H, 3I, 4A, 4D, 3F	\$5.25	
Rate Groups 3GD, 3GF, 4GA, 4GD, 4GF	\$6.83	
Block of 20 DID Numbers	\$7.35	
Direct Inward Dialing 25 Number Group Digital CO	\$3.21	(I)
Direct Inward Dialing	\$32.03	
Inter-office Virtual Circuit per Line/DID Number	\$2.10	
Phantom Sacrifice telephone number	\$0.00	
Time of Day/Day of Week Routing-per Line/Trunk	\$0.21	
Touch Tone Business	\$0.00	
Voice Grade Transmission Function - Off Premises PBX	\$194.30	(I)

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. Business Data Services

A. Services Charges**

	Monthly	
Bridging Arrangement – Located in Central Office	\$0.00	
Bridging Arrangement - Multipoint Private Line	\$0.00	
Channel Conditioning Type D1 - 2 Point 10.50		
Circuit Switched Data - Second B Channel\$6.29		
Data Bridging Arrangement for Multipoint Channel	\$152.65	(C)
Local Channel Additional Termination	\$0.00	
Local Channel Interexchange High Capacity Initial		
Rate Group 1I	\$1,130.05	
Rate Groups 2H	\$1,210.72	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$1,364.97	(C)
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$1,452.91	
Metallic Local Channel for Miscellaneous Purpose	\$48.40	
Metallic Local Channel for Miscellaneous Purpose - Two Wire		
Rate Group 1I	\$63.42	
Rate Groups 2H	\$87.25	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$134.52	
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$166.32	
Metallic Transmission Function - Special Signal	\$58.52	
Multi-Point One-Way Type 1005 Channel	\$9.72	
Private Line Channel without Signaling	\$66.45	
Telpak Service Termination	\$37.49	
Type 2002/Voice Grade – Intraexchange -Different Central Office –		
Combined Voice and Control	\$0.00	
Type 2005, Foreign Central Office	\$135.36	
Type 2011 Channel Between Adjacent Premises	\$66.45	
Type 3002 Channel Conditioning - C1 Type	\$94.08	
Voice Grade Interexchange - without signaling	\$19.43	
Voice Grade Interexchange Channel - Half Duplex Data	\$71.16	
Voice Grade Interexchange channel remote metering	\$29.87	
Voice Grade Interoffice channel data half duplex	\$28.50	
Voice Grade Interoffice Channel Combined Voice and Control	\$31.48	
Voice Grade Local Channel	\$193.41	
Voice Grade local channel for private line	\$66.45	
Voice Grade local channel for remote metering	\$31.32	
Voice Grade local channel intra data full duplex		
Rate Group 1I	\$126.57	
Rate Groups 2H	\$191.70	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$268.79	
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$302.06	
Voice Grade Transmission Function		
Rate Group 1I	\$126.57	
Rate Groups 2H	\$191.70	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$268.79	(I)
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$302.06	
Voice Grade Transmission Function - Off Prem PBX	\$140.58	
Voice grade transmission function - w/o signal same wire ctr	\$41.09	(C)

**Grandfathered services - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. Business Data Services, Continued

B. Features Charges**

Monthly

(C)

Different Premise Address	\$0.00
Extension Line	\$1.20
Extension Line (Different Premise)	\$3.42
Foreign exchange channel	\$25.20
Intraexchange Channel	
Rate Group 1I	\$63.07
Rate Groups 2H	\$86.48
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$133.74
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$165.13
Local Channel	\$0.00
Metallic Interexchange Channel for Remote Metering	\$9.73
Metallic Local Channel - 2000 Series - Used with CPE Equipment	
Rate Group 1I	\$63.42
Rate Groups 2H	\$87.25
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$134.52
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$166.32
Metallic Local Channel for local area data	
Rate Group 1I	\$60.40
Rate Groups 2H	\$83.09
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$128.11
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$158.40
Metallic Local Channel for Special Signaling - 2000 Series	
Used with CPE Equipment	
Rate Group 1I	\$63.42
Rate Groups 2H	\$87.25
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$134.52
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$166.32
Metallic Local Channel Intra Miscellaneous Remote Metering (Two-Wire)	
Rate Group 1I	\$63.42
Rate Groups 2H	\$87.25
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$134.52
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$166.32

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. Business Data Services, Continued

B. Features Charges, Continued**

	Monthly	(C)
Metallic Transmission function-data signaling	\$91.80	
Private Line Local Channel	\$1.05	
Voice Grade Interoffice Channel	\$47.44	
Voice Grade interoffice channel-remote metering	\$32.55	
Voice Grade Local Channel - Private Line USOC 1LPA4		(C)
Rate Group 1I	\$63.42	
Rate Groups 2H	\$87.25	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$134.52	
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$166.32	
Voice Grade Local Channel - Private Line, USOC 1LPBJ		(C)
Rate Group 1I	\$60.06	
Rate Groups 2H	\$126.27	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$177.45	
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$193.41	(C)
Voice Grade Local Channel: Full Duplex Data		
Rate Group 1I	\$126.57	
Rate Groups 2H	\$191.70	
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$268.79	
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$302.05	
Voice Grade Service- Different Wire Center and Demultiplexed Channels With Basic Signaling	\$100.54	
Voice Grade Transmission Function - Full Duplex Data	\$139.80	
Voice Grade Transmission Function - Interexchange w/o Signaling	\$0.00	
Voice Grade Transmission Function Foreign Exchange - Type 2001	\$206.39	

**Grandfathered services - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

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One Heritage Drive
Quincy, Massachusetts 02171

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.8. Business Data Services, Continued

B. Features Charges,** Continued

Monthly

(C)

Metallic Transmission Function	\$4.97
Metallic Transmission Function - Type 1001	\$4.97
Metallic transmission function-remote metering	\$49.94
Voice grade interexchange channel data full duplex	\$115.15
Voice Grade Local Channel	
Rate Group 1I	\$60.06
Rate Groups 2H	\$126.27
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$177.45
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$193.41
Voice Grade Local Channel: Off Premises IX-PBX	
Rate Group 1I	\$60.06
Rate Groups 2H	\$126.27
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$177.45
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$193.41
Voice grade transmission function - Centrex	\$100.10
Voice Grade Transmission Function - Different Wire Center w/o Signaling	\$92.57
Voice Grade Transmission Function - Private Line	\$207.17
Voice Grade Transmission Function with Remote Metering	
Rate Group 1I	\$126.57
Rate Groups 2H	\$191.70
Rate Groups 3D, 3F, 3H, 3I, 3GD, 3GF	\$268.79
Rate Groups 4A, 4D, 4F, 4GA, 4GD, 4GF	\$302.06
Voice grade transmission function-foreign CO	\$135.36

(C)

C. Mileage Charges**

Monthly

Private Line Mileage – fixed	\$28.73
Private Line Local Channel, First ½ Mile	\$3.41
Private Line Local Channel, Each Additional ¼ Mile	\$1.58

(C)

**Grandfathered services - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.1. VERIZON SERVICE AREA**, Continued

4.1.9. Local Calling Charges

A. Local Usage Charges

Zone 1, per call	\$0.0815
Zones 2 and 3, per minute	\$0.05
Zones 4, 5, 6, per minute	\$0.07

B. IntraLATA Toll Rates

	First Minute	Each Add'l Minute
0 to 10 miles	\$0.17	\$0.13
11 to 16 miles	\$0.19	\$0.17
17 to 30 miles	\$0.23	\$0.20
More than 30 miles	\$0.26	\$0.24

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES**4.2. CENTURYLINK² SERVICE AREA****4.2.1. Non-Recurring Charges**

New Installation	
1-3 lines	\$100.00
4-10 lines	\$250.00
11+ lines	\$440.00
Service Order Charge	\$45.00
Record Change	\$20.00
Restoral of Service	\$34.00
PIC and LPIC Change	\$12.00
PIC or LPIC	\$6.00

4.2.2. Local Exchange Service**A. Local Exchange Lines**

Monthly

One Party Business	\$35.86	(I)
One Party Business Rotary	\$41.86	
Business Flat Rate Key Line	\$36.31	
Key Line Hunting	\$43.41	
Key Line Hunting Measured	\$36.86	
Key Line Intra Foreign Exchange	\$36.31	
Key Non-Rotary	\$36.31	
Key System Trunk	\$36.31	
Multi Line One Party Business	\$35.86	
Multi Line One Party Business - Measured	\$25.86	
Multi Line One Party Business Rotary	\$41.86	
Multi Line Business Rotary Measured	\$34.86	(I)

B. Remote Call Forwarding

Monthly

Remote Call Forwarding Line	\$16.00
-----------------------------	---------

C. Mileage Charges**

Monthly

Foreign Exchange Mileage, per mile	\$0.95
Off Premise Miles, per mile	\$7.50
PV-Ext Tie or Lease Mileage, per mile	\$7.50

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(C)

² United Telephone Company of Pennsylvania dba CenturyLink

SECTION 4 - SERVICE CHARGES**4.2. CENTURYLINK SERVICE AREA, Continued****4.2.3. Custom Calling Features**

	Monthly
900/976 Blocking	\$0.00
Anonymous Call Rejection	\$5.00
Call Completion Blocking	\$0.00
Call Forward Busy	\$2.25
Call Forward Fixed Additional Paths	\$3.00
Call Forward Group - Busy for Lines w/ Rotary/Hunt	\$2.25
Call Forward Group - Do Not Answer for Lines w/ Rotary/Hunt	\$3.00
Call Forward No Answer	\$2.25
Call Forward with Remote Activation	\$5.25
Call Forwarding	\$5.25
Call Forwarding Fixed	\$5.25
Call Manager Plus	\$29.00
Call Return Block	\$0.00
Call Return Business *69	\$5.00
Call Trace Block Business	\$0.00
Call Waiting	\$6.25
Call Waiting - Cancel Call Waiting - Three Way Calling	\$6.00
Call Waiting ID CWIDA Business	\$0.00
Caller ID Block - Per Line	\$0.00
Caller ID Name and Number	\$9.50
Caller ID Number Only	\$9.50
Custom Caller ID Display	\$9.50
Cut off Disconnect	\$0.00
Deny Enhanced Repeat Dial	\$0.00
Deny Pay Per Use Personal Messenger	\$0.00
Deny Voluntary Toll	\$0.00
Enhanced Call Forward	\$5.25
International Call Block	\$4.00
Originating Line Number Screening	\$0.00
Outbound Call Block Feature- Bus	\$5.00
Package Automatic Dial (Hot Line)	\$5.00
Personal Ring (Signal Ring Plus)	\$5.25
Privacy Protector	\$0.00

Issued: April 5, 2023

Effective Date: May 6, 2023

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
100 Newport Avenue Extension
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES**4.2. CENTURYLINK SERVICE AREA, Continued****4.2.3. Custom Calling Features, Continued**

	Monthly
Repeat Dial Block	\$0.00
Repeat Dial Business *66	\$5.00
Restrict 3rd Number & Collect Calls	\$4.00
Restrict 3rd Number Calls	\$0.00
Restricted Collect	\$0.00
Selective Call Rejection	\$5.25
Selective Call Screen	\$5.00
Speed Dial 8	\$5.00
Three Way Call Block	\$0.00
Three Way Calling	\$5.00
Three-Way Calling with Transfer	\$5.00
Toll Restriction	\$4.00
Toll Restriction with 800 Access Allowed	\$4.00
Touch Tone Service	\$0.00

SECTION 4 - SERVICE CHARGES**4.2. CENTURYLINK SERVICE AREA, Continued****4.2.4. Directory Listings**

Monthly

Additional Listing – Business	\$9.00
Cross Reference Business	\$9.00
Alternate Number Business	\$9.00
Extra Line- Business	\$9.00
Foreign Listing- Business	\$9.00
Directory Non-Listed Business	\$10.00
Non-Published Non-Listed Business	\$10.00

4.2.5. Directory Assistance

Monthly

Local	\$6.99
Regional	\$6.99
Call Completion, excluding usage	\$1.50
Operator Assistance, excluding usage	\$6.99

SECTION 4 - SERVICE CHARGES, Continued**4.2. CENTURYLINK SERVICE AREA**, Continued

4.2.6. Centrex Services

A. Service Charges

Monthly

Centrex Access Line

\$36.53

(l)

Centrex Trunk

\$54.68

(l)

B. Feature Charges

Monthly

Centrex Hunting Charge

\$6.05

Centrex Enhanced Feature Pack M-M

\$7.25

SECTION 4 - SERVICE CHARGES, Continued**4.2. CENTURYLINK SERVICE AREA**, Continued

4.2.7. ISDN Services

A. Service Charges**

Monthly

ISDN BRI Access Line

\$38.86

ISDN-PRI Access T1

\$243.86

ISDN - Business Line Equivalent

\$35.00

B. Features Charges**

Monthly

BRI Add L Call Offer

\$4.00

BRI Circular Hunt

\$2.00

Call Pick-Up

\$2.00

Flexible Calling Feature

\$3.00

Meet Me Conference 6

\$5.00

PRI Call by Call option

\$50.00

(C)

(C)

(C)

**Grandfathered services - unavailable for new subscription.

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SECTION 4 - SERVICE CHARGES, Continued**4.2. CENTURYLINK SERVICE AREA**, Continued

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

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4.2.8. PBX Services

A. Services Charges

Monthly

Two Way Trunk – Direct Inward Dialing with Hunt

\$54.36

(I)

PBX Trunk

\$43.86

PBX Trunk – Rotary

\$54.36

(I)

B. Features Charges

Monthly

Each Additional Direct Inward Dialing Number, each

\$1.00

Block of 20 Numbers

\$20.00

Direct Inward Dialing Block of 20 Numbers up to 100 Numbers

\$20.00

Direct Inward Dialing Number Charge

\$1.00

SECTION 4 - SERVICE CHARGES, Continued**4.2. CENTURYLINK SERVICE AREA**, Continued

4.2.9. Business Data Services

(C)

A. Services Charges**

Monthly

Channel Terminal	\$30.00
Off Premise Extension	\$0.00
Off Premise Extension Access B	\$7.50

4.2.10. Local Calling Charges

A. Local Usage Charges

Local Calling, initial three minutes	\$0.10
Local Calling, each additional minute	\$0.10

B. IntraLATA Toll Rates

0 to 16 miles, per minute	\$0.13
More than 16 miles, per minute	\$0.15

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA****4.3.1. Non-Recurring Charges**

New Installation	
1-3 lines	\$100.00
4-10 lines	\$250.00
11+ lines	\$400.00
Service Order Charge	\$26.00
Record Change	\$28.00
Restoral of Service	\$38.00
PIC and LPIC Change	\$12.00
PIC or LPIC	\$6.00

4.3.2. Local Exchange Service**A. Local Exchange Lines**

Monthly

Business Unlimited Local Calling Area	
Rate Groups 1A, 2A	\$60.65
Rate Groups 3A, 5A, 6A	\$60.65
Rate Group 4A	\$60.65
Rate Group 8A	\$60.65
Key System Flat Rate Line	
Rate Group 1A	\$63.54
Rate Group 2A	\$65.94
Rate Group 3A	\$68.34
Rate Group 4A	\$70.74
Rate Groups 5A, 6A, 8A	\$75.54
One Party Flat Rate Business Line	
Rate Groups 1A, 2A	\$60.65
Rate Groups 3A, 5A, 6A	\$60.65
Rate Group 4A	\$60.65
Rate Group 8A	\$60.65
Foreign Exchange Local Loop	
Rate Groups 1A, 2A	\$23.05
Rate Group 3A	\$23.97
Rate Groups 4A, 5A	\$25.82
Rate Group 6A	\$27.66
Rate Group 8A	\$30.73

(I)

(I)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

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SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued

4.3.2. Local Exchange Service, Continued

B. Remote Call Forwarding**

Monthly

Remote Call Forwarding Business	\$27.00
Remote Call Forwarding Business, Rate Group 8A	\$26.00
Remote Call Forwarding PR Additional Access Facility	\$27.00
Remote Call Forwarding PR Additional Access Facility, Rate Group 8A	\$26.00

C. Mileage Charges

Monthly

Foreign Exchange Mileage, B-B,0-200, per ¼ mile	\$1.99
Off Premise Extension Mileage, per ¼ mile	\$2.99
On Premise Mileage, per mile	\$1.49
Toll SUP 23-55 Miles	\$60.00

**Grandfathered services - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued

4.3.3. Custom Calling Features

Monthly

Anonymous Call Rejection	\$0.00
Basic Caller ID Package	\$12.95
Billed Number Screening - Block Collect and Third Party	\$0.00
Block 9XX Calls	\$0.00
Block International Calls	\$0.00
Call Forward No Answer	\$2.99
Call Forwarding Busy Line	\$2.99
Call Forwarding Variable - Business	\$6.99
Call Return Business *69	\$5.99
Call Tracing-First-Business *57	\$0.00
Call Waiting	\$6.99
Caller ID Name and Number (Deluxe)	\$11.00
Caller ID Per Line Block Busy First	\$0.00
Caller ID Premium Package	\$14.95
Caller ID-Business Additional	\$10.00
Enhanced Call Waiting	\$6.99
Incoming - Outgoing Screening	\$0.00
Long Distance Block International, Block 9 and BNS-all	\$0.00
Out Call Waiting	\$0.00
Repeat Dialing – First Business	\$5.99
Ring Plus II (2nd Access Line ID)	\$7.99
Ring Plus One Additional Telephone Number	\$7.99
Rotary Hunt Service	\$3.99
Speed Calling (30 Code)	\$6.99
Speed Calling (8 Code)	\$5.99
Teltouch Line Business	\$1.82
Third Party Notification	\$0.00
Three Way Calling	\$6.99
Toll Blocking - Option 2	\$4.99

Issued: April 5, 2023

Effective Date: May 6, 2023

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
100 Newport Avenue Extension
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued

4.3.4. Directory Listings

Monthly

Additional Listing – Business	\$3.99
Line of Information Listing – Business	\$3.99
Foreign Listing - Business	\$3.99
Non-Listing Telephone Number	\$3.99
Non-Published Number	\$4.99

4.3.5. Directory Assistance

Monthly

Local	\$6.99
Regional	\$6.99
Call Completion, excluding usage	\$1.50
Operator Assistance, excluding usage	\$6.99

SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued**4.3.6. Centrex Services****A. Service Charges**

Monthly

Digital Centrex Group 1 – Monthly, 2 to 10 Access Lines

Rate Group 1A	\$48.00	(I)
Rate Group 2A	\$49.20	
Rate Group 3A	\$53.40	
Rate Group 4A	\$57.60	
Rate Group 5A	\$61.20	
Rate Group 6A	\$66.00	
Rate Group 8A	\$74.40	(I)

Digital Centrex Group 2 – Monthly, 11 to 100 Access Lines

Rate Group 1A	\$46.80	(I)
Rate Group 2A	\$48.00	
Rate Group 3A	\$52.80	
Rate Group 4A	\$56.40	
Rate Group 5A	\$60.00	
Rate Group 6A	\$64.80	
Rate Group 8A	\$73.20	(I)

IBS Exchange Access Group 1

Rate Group 1A	\$63.54	(I)
Rate Group 2A	\$65.94	
Rate Group 3A	\$68.34	
Rate Group 4A	\$70.74	
Rate Groups 5A, 6A, 8A	\$75.54	(I)

B. Feature Charges

Monthly

Call Return Centrex	\$5.99
Call Trace Centrex – Business - First	\$0.00
Centrex Advances Digital Service	\$16.99
Digital Centrex Group Three Monthly	\$33.00

SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued

4.3.7. ISDN Services

A. Services Charges**

Monthly

B Channel – Alternate Voice/Data

\$6.99

4.3.8. PBX Services

A. Services Charges

Monthly

PBX Trunk

Rate Group 1A

\$68.34

Rate Groups 2A, 3A

\$69.54

Rate Group 4A

\$73.14

Rate Group 5A

\$75.54

Rate Groups 6A, 8A

\$77.94

Direct Inward Dialing POTS Number ID

\$1.00

Direct Inward Dialing First 100 Numbers

\$39.95

**Grandfathered service - unavailable for new subscription.

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA**, Continued

4.3.9. Business Data Services

(C)

A. Service Charges**

Advanced Digital Service - Business	\$16.99
B Channel – Data Only	\$4.99
B Channel Voice/Data Flat Rate	\$6.99

4.1.9. Local Calling Charges

A. Local Usage Charges

Local Calling (Flat)	\$0.00
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B. IntraLATA Toll Rates

IntraLATA Toll, per minute	\$0.095
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**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA****4.4.1. Non-Recurring Charges**

New Installation	
1-3 lines	\$70.00
4-10 lines	\$175.00
11+ lines	\$405.00
Service Order Charge	\$25.00
Record Change	\$20.00
Restoral of Service	\$35.00
PIC and LPIC Change	\$12.00
PIC or LPIC	\$6.00

4.4.2. Local Exchange Service**A. Local Exchange Lines**

Monthly

Access Line		
Rate Group C	\$96.34	(I)
Rate Group D	\$101.50	
Local Measured		
Rate Group C	\$96.34	
Rate Group D	\$101.50	(I)

B. Remote Call Forwarding

Monthly

Remote Call Forwarding	\$16.00
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C. Mileage Charges**

Monthly

Foreign Exchange Intercompany, per mile	\$0.50	
Off Premise Extension	\$0.40	
Off Premise Extension, per ¼ mile	\$1.00	

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**, Continued**4.4.3. Custom Calling Features**

	Monthly
1+ and 0+ Blocking	\$0.00
1010 Blocking	\$0.00
Three-Way Calling	\$2.50
412-976 & 900 Block	\$7.50
900 Restriction	\$0.00
Anonymous Call Rejection	\$0.00
Auto Redial	\$2.50
Block 900, 976, 5	\$0.00
Blocking 900 Service	\$0.00
Call Blocker	\$2.50
Call Forward	\$16.00
Call Forward Busy	\$2.50
Call Forward Busy Fixed	\$2.50
Call Forward DNH	\$2.50
Call Forward Expanded	\$2.50
Call Forward Fixed	\$16.00
Call Forward No Answer	\$2.50
Call Forward - BL & Directory Assistance	\$2.50
Call Forward Busy/No Answer	\$2.50
Call Origination Trace	\$1.00
Call Return	\$2.50
Call Waiting	\$2.50
Call Waiting ID	\$1.00
Caller ID Deluxe	\$9.00
Caller ID Number	\$5.00
Distinctive Ring	\$2.50
Do Not Disturb	\$2.50
Hunting Regular	\$0.00
International Call Block	\$0.00
Last Number Red	\$0.00
No Acc - Select Forward	\$2.50
No Access - Call Block	\$2.50
No Access - Priority Call	\$2.50
No Access - Select Accept	\$2.50
Per Line Blocking	\$2.50
Personalized Ring	\$2.50
Priority Call	\$2.50
Remote Access Call Forwarding	\$2.50
Return Call w/A	\$0.50
Scheduled Call Forwarding	\$2.50
Selective Call Accept	\$2.50
Selective Call Forwarding	\$2.50
Special Screening A	\$2.50
Speed Call 30	\$3.50
Speed Call 8	\$2.50
Three Way Calling	\$2.50

Issued: April 5, 2023

Effective Date: May 6, 2023

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
100 Newport Avenue Extension
Quincy, Massachusetts 02171

SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**, Continued

4.4.4. Directory Listings

Monthly

Additional List	\$0.25
Non-Published Number	\$0.50

4.4.5. Directory Assistance

Monthly

Local	\$6.99
Regional	\$6.99
Call Completion, excluding usage	\$1.50
Operator Assistance, excluding usage	\$6.99

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**, Continued

4.4.6. Centrex Services

A. Service Charges

Monthly

Centrex Service

\$94.61

(I)

B. Feature Charges

Monthly

CFBL and DA

\$0.00

4.4.7. ISDN Services**

(C)

A. Services Charges

Monthly

ISDN BRI Basic

Rate Group C

\$102.34

(I)

Rate Group D

\$107.50

(I)

B. Feature Charges

Monthly

BRI B Channel

\$4.50

**Grandfathered services - unavailable for new subscription.

(C)

Issued: February 28, 2025

Effective Date: March 30, 2025

Issued By:

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Granite Telecommunications, LLC
One Heritage Drive
Quincy, Massachusetts 02171

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SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**, Continued

4.4.8. PBX Services

A. Services Charges

Monthly

Business Direct Inward Dialing Tr	\$88.54	(I)
Business RH Trunk		
Rate Group C	\$89.50	
Rate Group D	\$95.26	
Business Trunk Cir		
Rate Group C	\$89.50	
Rate Group D	\$95.26	
Direct Inward Dialing/Direct Outward Dialing Station		
Rate Group C	\$118.83	
Rate Group D	\$124.59	
PBX Station Line		
Rate Group C	\$89.50	(I)
Rate Group D	\$95.26	
Rotary Hunting Trunk		
Rate Group C	\$89.50	
Rate Group D	\$95.26	

B. Feature Charges

Monthly

Direct Inward Dialing Block of 20	\$40.00
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SECTION 4 - SERVICE CHARGES, Continued**4.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**, Continued

4.4.9. Business Data Services

[Reserved for future use.]

4.4.10. Local Calling Charges

A. Local Usage Charges

Local Calling, per call	\$0.07
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B. IntraLATA Toll Rates

IntraLATA Toll, per minute	\$0.09
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Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.5. TAXES AND SURCHARGES**

In addition to any state and local taxes that might apply to the listed rates, the following taxes and surcharges will be imposed.

4.5.1. Telecommunications Relay Service Surcharge

The Pennsylvania Telecommunications Relay Service ("TRS") is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech.

A. Surcharge

In addition to the charges provided in this Tariff and the Company's other intrastate tariffs, a surcharge will apply to all business access lines served by 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 Commission. The Commission shall compute the Pennsylvania 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.

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 applies to all bills issued on or after July 1, 2008.

	<u>Monthly Rate</u>
Per business access line	\$0.08

Competitive Local Exchange Carrier

SECTION 4 - SERVICE CHARGES, Continued**4.5. TAXES AND SURCHARGES**, Continued

4.5.2. Telecommunications Relay Service Surcharge, Continued

The TRS surcharge will be applied to Centrex lines using the following Centrex Equivalent Lines Table on a per Centrex customer basis.

Number of Centrex Lines	Equivalent Lines
1	1
2	2
3	3
4 to 6	4
7 to 10	5
11 to 15	6
16 to 21	7
22 to 28	8
29 to 36	9
37 to 45	10
46 to 54	11
55 to 64	12
65 to 75	13
76 to 86	14
87 to 98	15
99 to 111	16
112 to 125	17
126 to 139	18
140 to 155	19
156 to 171	20
172 to 189	21
190 to 207	22
208 to 225	23
226 to 243	24
244 to 262	25
263 to 281	26
282 to 300	27
Each additional 18 Centrex lines	1

Issued: April 5, 2023

Issued By:

Effective Date: May 6, 2023

Robert T. Hale, Jr.
Granite Telecommunications, LLC
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SECTION 4 - SERVICE CHARGES, Continued**4.5. TAXES AND SURCHARGES**, Continued**4.5.2. Telecommunications Relay Service Surcharge**, Continued

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 Placed by Certified Speech and/or Hearing Disabled rates in the Pennsylvania Telephone Association Toll Tariff PA P.U.C. No. 10. This Company concurs with 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 service.

SECTION 5 – LOCAL EXCHANGE SERVICE AREAS**5.1. VERIZON SERVICE AREA**

Rate Group	Localities
1I	PGCZ 1, PHCZ 1, PHILA, PHLDLPHZN1, PITTSBURGH, PTTSBGZON1
2H	BRISTOL, CHELTENHAM, CRAFTON, DORMONT, ELKINS PARK, FLOURTOWN, PHCZ 3, PHLDLPHZN2, PHLDLPHZN3, PHLDLPHZN4, PLEASATHLS, PTTSBGZON2, PTTSBGZON4, PTTSBGZON5, PTTSBGZON6, PTTSBGZON7, PTTSBGZON8, WEST VIEW
3D	AMBRIDGE, CLAIRTON, DOYLESTOWN, HAZLETON, JEANNETTE, MCMURRAY, MONESSEN, NEWKNSNGTN, SHARON, SPRINGDALE, STATECOLLG
3F	ALLENTOWN, BEAR CREEK, BETHAYRES, BETHLEHEM, CAMP HILL, CATASAUQUA, COLLEGEVL, DOWNINGTN, EAST PETER, EASTON, ENOLA, EXTON, ISHING CR, GREENSBURG, HARLEYSVL, HARRISBURG, HATBORO, KENNETT SQ, KINGPRUSSI, KINGSTON, KUHN SVILLE, LANCASTER, LANDISVILL, LANDISVL, LANSDALE, LEBANON, LENAPE, LINE LEXIN, MECHANCSBG, MECHANICSB, MORRISVL, NEW CUMBER, NEWTOWN, NORTHWALES, OLYPHANT, PAXTANG, PAXTONIA, PHILA, PHOENIXVL, PHPHSBZN43, PITTSBURGH, PITTSTON, POTTSTOWN, PT MARION, PTTSBGZON1, READING, ROYERSFORD, SCRANTON, SOUDERTON, STEELTON, TAYLOR, UPPERDARBY, W CHESTER, WAYNE, WEST CHEST, WILKES-BAR, WILKS BARRE, WILLOW STR, WYOMING, YARDLEY
3H	CHESTERHTS, DORSEYVL, EDDINGTON, MONROEVL, PHPHSBZN30, PHSZ 10, PHSZ 11, PHSZ 12, PHSZ 13, PHSZ 14, PHSZ 17, PHSZ 21, PHSZ 22, PHSZ 23, PHSZ 24, PHSZ 25, PHSZ 26, PHSZ 28, PHSZ 29, PHSZ 30, PHSZ 31, PHSZ 33, PHSZ 34, PHSZ 37, PHSZ 38, PHSZ 39, PHSZ 40, PHSZ 41, PHSZ 42, PHSZ 43, PHSZ 44, PHSZ 45, WALENPAPCK
3I	ALLENTOWN, CORAOPOLIS, GLENWILLRD, GREATER PI, LANDSIDE B, MCKEESPORT, PGCZ 15, PGCZ 3, PGSZ 10, PGSZ 12, PGSZ 13, PGSZ 14, PGSZ 16, PGSZ 17, PGSZ 18, PGSZ 20, PGSZ 21, PGSZ 22, PGSZ 23, PTGSBNZN21, PTTSBGZON3, PTTSBGZON7
3GD	JOHNSTOWN, JONESTOWN
3GF	ERIE, HERSHEY, LOGANVILLE, YORK
4A	ALEXANDRIA, ASHLAND, AUSTIN, BARNESBORO, BEAVER FAL, BIG RUN, BOLIVAR, BRADFORD, BURGETTSTN, BURGETTSTO, CALIFORNIA, CARROLLTN, CHERRYTREE, CLARION, CLYMER, COUDERSPT, CURWENSVL, DAWSON, DUBOIS, ENDEAVOR, GALETON, GALILEE, GIRARDVILL, GIRARDVL, GLENCMPBLL, GREENVILLE, GROVE CITY, HASTINGS, HUNTINGDON, JERSEY SHO, JERSEYSHOR, KANE, KULPMONT, LAKE, OMO, LEEPER, LEHIGHTON, LOCK HAVEN, MCVEYTOWN, MOUNT CARM, MOUNTUNION, MT CARMEL, NESQUEHONI, NESQUHONNG, PARKWOOD, PTALLEGANY, PUNXSUTWNY, RENOVO, REW, REYNOLDSVL, ROULETTE, RUSSELL, SHENANDOAH, SMETHPORT, SNOW SHOE, SYKESVILLE, TIONESTA, ULYSSES, WARREN, WESTNEWTON, WOOLRICH, YOUNG SVL
4D	ALBRIGHTSV, ALFARATA, ALIQUIPPA, ALTOONA, ANNVILLE, AVELLA, BADEN, BARBOURS BEDMINSTER, BELLEFONTE, BELLEVRNON, BELLWOOD, BERWICK, BESSEMER, BLACK LICK, BLAIRSVL, BLOOMSBURG, BOALSBURG, BROWNSVL, BUCKINGHAM, BUSHKILL, CANONSBURG, CARVERSVL, CATAWISSA, CENTREHALL, CHARLEROI, CLAYSVILLE, CLEARFIELD, CONNELLSVL, DANVILLE, DERRY, DONORA, ELDRED, ELYSBURG, FAIRCHANCE, FARMINGTON, FAYETTE CY, FINLEYVL

Issued: April 5, 2023

Effective Date: May 6, 2023

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
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Quincy, Massachusetts 02171

SECTION 5 – LOCAL EXCHANGE SERVICE AREAS, Continued**5.1. VERIZON SERVICE AREA, Continued**

4D Continued	FRACKVILLE, FREELAND, FRENCHVL, HAWLEY, HEPBURNVIL, HERMINIE, HOLLIDYSBG, HOMER CITY, HONESDALE, HONEYBROOK, HOUTZDALE, IMPERIAL, INDIANA, JIM THORPE, LATROBE, LEWISTOWN, LIGONIER, LOYALSOCK, MASONTOWN, MCADOO, MCDONALD, MCLELANDTN, MERCER, MIDLAND, MILTON, MINERSVIL, MINERSVL, MONONGAHLA, MONTOURSVI, MOSCOW, MOUNT GRET, MOUNTAINTO, MOUNTANTOP MT GRETNA, MT JEWETT, NEW CASTLE, NEW PHILAD, NEW SALEM, NEWFLORNC, NEWFOUNDLA, NEWFOUNDLD, NEWPHLDLPH, NORTHUBRLD, NORTHUMBER, NUMIDIA, OAKDALE, ORWIGSBURG, OSCEOLA ML, OXFORD, PARKESBURG, PATTON, PERRYOPOLS, PGCZ 1, PHILIPSBG, PLEASANT G, PLYMOUTH, PORTAGE, POTTSVILLE, ROCHESTER, SAXTON, SCHUYLKHVN, SCHUYLKILL, SCOTTDAL, SHAMOKIN, SHARPSVL, SMOCK, STRASBURG, SUGARGROVE, SUNBURY, TAMAQUA, TARENTUM, TIDIOUTE, TYRONE, UNIONTOWN, WALEXANDER, WAMPUM, WASHIGTNVL, WASHINGTON, WEATHERLY, WHITE HAVE, WHITEHAVEN, WILLIAMSP, WILLIAMSP, WINBURNE, WMIDDLESEX, ZELIENOPLE
4F	AVONDALE, BATH, BEAVER FLS, CARBONDALE, CENTER PT, CHESTERSPG, COATESVIL, COATESVL, CRESCO, CRESSON, DAUPHIN, EAGLE, EBENSBURG, ELIZABETH, ELLWOOD CY, FLEETWOOD, GLENMOORE, GREEN LANE, HALIFAX, HAMBURG, HAMLIN, HELLERTOWN, HOOKSTOWN, HUMMELSTN, HUMMELSTOW, JERMYN, KEMBLESVL, KENNET SQU, KUTZTOWN, LAKE ARIEL, LANDENBERG, LENAPE, LORDS VALL, LORDS VLY, MAHAFFEY, MAHANOEY CI, MAHANOEY CY, MARCHAND, MARIENVL, MARION CTR, MARSHALLS, MATAMORAS, MENDENHALL, MIDDLETOWN, MILLERSVIL, MILLERSVL, MILLHEIM, MILLVILLE, MOOSIC, MOUNT POCO, MT POCONO, MTPLEASANT, NANTICOKE, NAZARETH, NEW CASTLE, NEW HOPE, NORTHAMPTN, PALMYRA, PENNSBURG, PERKASIE, PLUMSTEADV, PLUMSTEDVL, PUGHTOWN, QUAKERTOWN, ROCHESTER, SCHWENKSVL, SLATINGTON, SPRING ML, SPRINGTOWN, STROUDSBG, STROUDSBUR, TANNERSVIL, WAYNE, WEST GROVE, WYCOMBE, YOUNGWOOD
4GA	AVONMORE, BEACH LAKE, BEAVER SPG, BEAVER SPR, BERLIN, CHAMBERSBU, CLINTONVL, CONFLUENCE, COOPERSTN, CORRY, DELTA, DINGMAFRY, DINGMANS F, ELKLAND, FAWN GROVE, FRANKLIN, GRAND VLY, HARRISNVLY, KNOXVILLE, LINCOLNVL, MANTZVILLE, MIDDLEBURG, MOUNT PLEA, MTPLSANTML, PINE GROVE, ROCKWOOD, SABINSVL, SALISBURY, SALTSBURG, SAYRE, SEVEN SPRI, SHOHOLA, SPARTANSBU, STOYSTOWN, VANDERGRFT, WESLEY, WESTFIELD
4GD	AIRVILLE, AUBURN, BEAVERDALE, BROOKSIDE, BUFFALO, CAMBDG SPG, DAVIDSVL, FRIEDENSBG, FRIEDENSBU, FRYSTOWN, JONESTOWN, LOG TAVERN, MEYERSDALE, MILFORD, MYERSTOWN, NEWBEDFORD, NEWWLMNGTN, OIL CITY, PLEASANTVL, PRINCETON, RALSTON, SCHAEFESTN, SCHAEFFERS, SELINSGRV, SELINSGRV, SEWARD, SHAMOKIN D, SOMERSET, SOUTH FORK, SPARTANSBG, TAYLORSTN, TITUSVILLE, TROUT RUN, UPBLCKEDDY, WINDBER
4GF	BERNVILLE, BOSWELL, BROGUE, CENTRAL CY, CHAPMAN LA, CHAPMAN LK, DILLSBURG, DOVER, EAST BERLI, EASTBERLIN, EDINBORO, EMMAUS, FAIRVIEW, GIRARD, GLEN ROCK, HOOVERSVL, KEMPTON, MANCHESTER, MCKEAN, MCKEANSBG, MCKEANSBUR, NANTY GLO, NEWSMITHVL, NEWTRIPOLI, NORTH EAST, RED LION, RIEGELSVL, ROBESONIA, SHELLSVIL, SHELLSVL, SPRING GRO, SPRING GRV, STEWARTSTN, STEWARTSTO, UNION CITY, WATERFORD, WATTSBURG, WOMELSDORF, WRIGHTSVIL, WRIGHTSVL

SECTION 5 – LOCAL EXCHANGE SERVICE AREAS**5.2. CENTURYLINK SERVICE AREA**

ALLENSVILL, ALLENSVL, BEDFORD, BEDFORDVLY, BEECH CREE, BEECHCREEK, BELLEVILLE, BIGLERVILL, BIGLERVILL, BIGLERVILL, BIGLERVL, BLACKTOWN, BLAIN, BLRDGSUMMT, BLUE RIDGE, BRUIN, CARLISLE, CHARLESVL, CHICORA, CLAYSBURG, CLEARVILLE, COLUMBIA, CONOQNSSNG, DUNCANNON, EAST WATER, EAU CLAIRE, ELIZABETHT, ELIZABHTN, EMLENTON, EVANS CITY, EVERETT, EWATERFORD, FAIRFIELD, FAYETTEVIL, FAYETTEVL, FISHERTOWN, FOXBURG, GETTYSBURG, GREENCASTL, HANOVER, HARRISVL, HEWITT, HOPEWELL, HOWARD, HYNDMAN, ICKESBURG, LITTLESTN, LITTLESTOW, LIVERPOOL, LOYSBURG, LOYSVILLE, MARIETTA, MARION, MARKLESBG, MARTINSBG, MARYSVILLE, MCALISTERV, MCALISTRVL, MCCONNELLS, MCONELLSBG, MCONELLSTN, MERCERSBG, MERCERSBUR, MERIDIAN, MIFFLINTN, MIFFLINTOW, MILL HALL, MILLERSTN, MILLERSTOW, MOUNT HOLL, MOUNT JOY, MOUNTVILLE, MTHOLLYSPG, NEW BLOOMF, NEWBLOMFLD, NEWBURG, NEWPORT, NEWVILLE, NIXON, NOWASHIGTN, ORBISONIA, OSTERBURG, PARKER, PETROLIA, PORT ROYAL, PORTERSVL, PROSPECT, REEDSVILLE, RICHFIELD, ROARINGSBG, SAINT THOM, SCHELLSBG, SHADE GAP, SHIPPENSBG, SHIPPENSBU, SLIPPERYRK, ST THOMAS, STATE LINE, THOMPSONTN, THOMPSONTO, THREE SPG, VOLANT, W SUNBURY, WAYNESBORO, WILLIAMSBG, YORK SPG, YORK SPRIN, ZION, BUTLER, CHAMBERSBG, CHAMBERSBU, NEW OXFORD, COLUMBIA, DRY RUN, PLAINGROVE

5.3. WINDSTREAM PENNSYLVANIA, INC. SERVICE AREA

Rate Group	Localities
1A	DRIFTWOOD, EMPORIUM, HAWTHORN
2A	BOBTOWN, BRAVE, BROOKVILLE, FREDERCKTN, GRAYSVILLE, JEFFERSON, MIDWAY, ROGERSVL, SANDY LAKE, SIGEL, SPRAGGS, STRATTANVL, SUMMERVL, TURBOTVILL
3A	APOLLO, BROCKWAY, CALLENSBG, CARMICHALS, CORSICA, DAYTON, EAST BRADY, FORD CITY, FREDONIA, GREENSBORO, JEFFERSON, JOHNSONBG, KERSEY, KITTANNING, KNOX, LANSFORD, LUTHERSBG, MT MORRIS, NEW FREEPT, PENFIELD, RIDGWAY, RIMERSBURG, RURAL VLY, SHEAKLEYVL, SHEFFIELD, SHIPPENVL, ST MARYS, TEMPLETON, TIMBLIN, WAYNESBURG, WEEDVILLE, WILCOX
4A	COCHRANTON, CONNEAUTLK, CONNEAUTVL, ELDERTON, GLASGOW, GUYS MILLS, HAZEN, JAMESTOWN, LEECHBURG, LINESVILLE, MEADVILLE, ROCKLAND, SAEGERTOWN, WATSONTOWN, WESTFORD
5A	COALPORT, COLVER, ARLINGTON, DELMONT, HARRISONCY, HUGHESVILL, HUGHESVL, MONTGOMERY, MUNCY, NEWALXNDRI, PT MATILDA, RICHEYVL, TOWNVILLE, WARIRSMARK, WORTHINGTN
6A	ALBION, ENONVALLEY, EXPORT, WSPRINGFLD
8A	NEWBTHLHEM, SLIGO

Issued: April 5, 2023

Effective Date: May 6, 2023

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
100 Newport Avenue Extension
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SECTION 5 – LOCAL EXCHANGE SERVICE AREAS**5.4. CONSOLIDATED COMMUNICATIONS OF PENNSYLVANIA COMPANY, LLC SERVICE AREA**

Rate Group	Localities
C	CURTISVL, FREEPORT, GIBSONIA
D	COOPERSTN, CRIDERSCOR, MARS, SAXONBURG, WEXFORD

Issued: April 5, 2023

Issued By:

Effective Date: May 6, 2023

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SECTION 6 - FEDERAL GOVERNMENT SERVICE AGREEMENTS**6.1. GENERAL**

The Company may enter into contracts for the use of all authorized Federal agencies; authorized federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local and tribal governments, and other organizations. All organizations listed in General Service Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

6.2. ENTERPRISE INFRASTRUCTURE SERVICES (EIS)

In addition to services covered elsewhere in this Tariff, the Company may offer services pursuant to the EIS contractual agreement.

A. Terms and Conditions

1. EIS Services are only available pursuant to the EIS contractual agreement.
2. The Company reserves the right to limit the locations where services will be offered.

B. Rates and Charges

1. The nonrecurring charge below applies for the installing, connecting or moving of EIS Services.
2. If the Company continues to provide service after the expiration of the customer's term without a further agreement, the customer's monthly recurring term rate shall continue to apply until the customer enters into a new service agreement or the service is disconnected.
3. The following maximum rates and charges apply.

	NONRECURRING CHARGE	MONTHLY RATE
• Commercial Analog Business Lines (POTS)	ICB	ICB
• Analog PBX Trunks	ICB	ICB
• Digital PBX Trunks	ICB	ICB
• ISDN Basic rate Interface (BRI)	ICB	ICB
• ISDN Primary rate Interface (PRI)	ICB	ICB

Issued: April 5, 2023

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**SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING –
TELECOMMUNICATIONS SERVICE PRIORITY****7.1. GENERAL**

The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a Commonwealth of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Service Guide language contained herein.

7.2. TSP PROGRAM COMPONENTS

The TSP program has two components, restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

**SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING –
TELECOMMUNICATIONS SERVICE PRIORITY, Continued****7.3. TSP REQUEST PROCESS – RESTORATION**

To request a TSP restoration priority assignment, a prospective TSP user must:

1. determine that the user's telecommunications service supports an NS/EP function under one of the following TSP categories.
 - a. National Security Leadership
 1. National Security Posture and U.S. Population Attack Warning
 2. Public Health, Safety, and Maintenance of Law and Order
 3. Public Welfare and Maintenance of National Economic Posture.
2. identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as Customer Premises Equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

**SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING –
TELECOMMUNICATIONS SERVICE PRIORITY, Continued****7.4. TSP REQUEST PROCESS – PROVISIONING**

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed above for restoration priority assignment except for the following differences. The user should:

1. certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. verify that the Company cannot meet the service due date without a TSP assignment.
3. obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

**SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING –
TELECOMMUNICATIONS SERVICE PRIORITY, Continued****7.5. RESPONSIBILITIES OF THE END USER**

End-users or entities acting on their behalf must perform the following:

1. Identify telecommunications services requiring priority.
2. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
3. Accept TSP services by the service due dates.
4. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
5. Pay the Company any authorized costs associated with priority services.
6. Report to the Company any failed or unusable services with priority levels.
7. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

**SECTION 7 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING –
TELECOMMUNICATIONS SERVICE PRIORITY, Continued****7.6. RESPONSIBILITIES OF THE COMPANY**

The Company will perform the following:

1. Provide TSP service only after receipt of a TSP authorization code.
2. Revoke TSP services at the direction of the end-user or OPT.
3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
9. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

7.7. PREEMPTION

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted Customer of the action to be taken.

SECTION 8 – CRITICAL FACILITIES ADMINISTRATION SERVICE**8.1. PROGRAM OVERVIEW**

Facilities-based carriers are responsible to provide data on the physical path of qualified circuits to customers who request such information. Such carriers are required to maintain facilities associated with qualified circuits in such a manner as to ensure that notification of a change in the physical routing of a qualifying circuit is communicated quickly to the affected customer, and the physical path data promptly updated. Such carriers will maintain the data and establish appropriate methods of identification and authentication to secure the data and restrict access by each customer to information relative to that customer's qualifying circuits.

Customers are required to demonstrate for each qualifying circuit that the circuit has been registered under the federal Telecommunications Service Priority program in order to participate.

8.2. CUSTOMER RESPONSIBILITIES

Customers participating under the Critical Facilities Administration program will be required to:

- 8.2.1. Identify critical facilities by enrolling circuits in the federal Telecommunications Service Priority program and demonstrating the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority program. Such circuits will be referred to as "qualifying circuits."
- 8.2.2. Subscribe to the Critical Facilities Administration service offered by their carrier, and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."

SECTION 8 – CRITICAL FACILITIES ADMINISTRATION SERVICE, Continued**8.3. CARRIER OBLIGATIONS**

Facilities-based carriers will be obligated to identify the physical path of each subscribed circuit as follows:

- 8.3.1. Physical path information will be provided by reference to the latitude and longitude coordinates of suitable points along the circuit's path (e.g., cable entrances to buildings, manholes, riser poles, cross boxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- 8.3.2. Physical path information for newly provisioned subscribed circuits is to be available to the customer within 5 business days after the circuit has been installed, and within 15 business days for existing, in-place subscribed circuits.
- 8.3.3. Any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit are to be communicated at least 24 hours in advance to the customer, and information related to a move, change, or rearrangement that was as a result of unplanned activity is to be provided within 24 hours of the change.
- 8.3.4. Updated information regarding the revised physical path of subscribed circuits would be available to the customer within 5 business days for planned actions, and within 15 business days for unplanned activities.
- 8.3.5. Provision of the service would be suspended altogether in the instance of a major telephone outage. Once restored to service, current physical path information for a subscribed circuit would be developed and made available to the customer within ninety days of the restoration of service.
- 8.3.6. The carrier must establish a secure database or other means that would allow the customer to obtain information of the physical path for only its subscribed circuits, subject to appropriate authentication and authorization. Where practicable, the information should be made available on a 24 hour by seven-day basis.

8.4. RATES

Rates for CFA are based upon the time required to collect the circuit path data. The company will give the customer a good faith estimate of the time period needed to perform the requested service. The customer will be billed those charges, along with the charges established by any connecting carrier for the service.

Critical Facilities Administration, Per Hour

\$120.00