

**GRANITE STATE TELEPHONE,  
INC.**

**PRODUCT CATALOG**

**FOR**

**TELECOMMUNICATIONS  
SERVICE**

**IN**

**THE STATE OF NEW  
HAMPSHIRE**

**EFFECTIVE March 1, 2014**

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## DEFINITIONS OF TERMS

### Additional Listing

A listing which is in addition to the initial or joint user listing provided with the customer's service.

### Authorized User

The term "Authorized User", as used in connection with exchange service, denotes those individuals authorized by the Company to use a customer's telephone service. It includes the members of his household, employees or agents of the customer, residential tenants of hotels, clubs, etc., and joint users as arranged for.

### Carrying Plant or Supporting Plant

Poles or conduit (including trenching) required for cable or wire facilities. In some instances, tree hitches are considered to be carrying plant.

### Central Office Line

A main telephone exchange service or trunk line.

### Centrex Service

A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from telephone stations of the system without intermediate handling by the Centrex Service attendant.

### Channel

An electrical path furnished by the Company between two or more points, suitable for the purpose furnished and derived in such manner as the Company may elect. A single pair of wires may be used to provide more than one channel. A channel may be provided, in whole or in part, by cable, wire or radio.

### Circuit

As generally used herein, a circuit is a channel.

### Class of Service

The method of charging for local messages, namely unlimited or measured.

### Communications Systems

The term "Communications Systems", as used in connection with exchange service, denotes channels and other facilities which are capable, when not connected to exchange, message toll telephone or WATS service, of communication between customer-provided terminal equipment or between Company stations.

The term "Communications Systems", as used in connection with private line service, denotes channels and other facilities which are capable, when not connected to private line services, of communications between customer-provided terminal equipment or Company stations.

### Company

The term "Company" denotes Granite State Telephone, Inc. unless otherwise stated.

### Connecting Arrangement

The term "Connecting Arrangement" denotes the equipment provided by the Company to accomplish the direct electrical connection of Company facilities.

### Connections

|                                |                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------|
| Acoustic Connection -          | A connection made by sound.                                                                 |
| Direct Electrical Connection - | A physical connection of the conductors in the communications path of the telephone system. |
| Inductive Connection -         | A connection made by using the electro-magnetic field generated by a telephone.             |

Coordinating Facilities

Facilities used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his program.

Customer

An individual, partnership, association, or corporation that arranges for service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

Customer-Provided Terminal Equipment

Devices, apparatus and their associated wiring, provided by a customer which do not constitute a communications system and which, when connected to the communications path of the telephone system, are so connected whether electrically, acoustically or inductively.

Data-Access Arrangement

A protective connecting arrangement for use with the network control signaling unit, or, in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with appropriate network protective criteria.

Demarcation Point

The physical point on the customer's premises which serves as the point of connection for all premises services to the telecommunications network.

Distributing Center

Amplifying and bridging equipment at Company premises where program transmission channels, used in connection with loudspeakers, are interconnected to form a network for distribution of program material to a number of loudspeaker locations.

Exchange

The geographical unit established for the administration of communication service in a specified area. It generally consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

Exchange Area

The territory served by an exchange.

Exchange Service

The furnishing of central office line facilities to provide for telephone communications within the local service calling area on a measured or unlimited service basis in accordance with the Product Catalog.

Extension Line

A private line channel to provide extension telephone service, in connection with main telephone exchange and private branch exchange telephone service, to locations not in the same building as the main telephone exchange service or PBX attendant's switchboard position.

Extension Telephone

An additional telephone connected to the same channel as the main telephone and having the same telephone or PBX branch number as the main telephone.

Foreign Central Office Service

Exchange service furnished from a central office in a multi-office exchange which is other than that normally serving the area in which the customer is located.

General Cable Distributing Plant

The cable provided primarily to distribute local exchange service to the general public.

General Distributing Plant

The carrying plant and associated wire or cable which provide service to the general public within an exchange.

Grade of Service

The grade of service (as distinguished from class of service) is determined by the number of parties which a main telephone line is intended to serve.

Headset

The term headset denotes a hands free multi-wire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

Intercommunication

Communication (1) over interior lines of a key telephone system or (2) communication between PBX or Centrex system telephones.

Interexchange Channel

A communications path which interconnects exchanges.

Interface

See Network Interface.

Intraexchange Channel

A communications path which interconnects points within an exchange.

Joint User Service

This is a service which includes a listing in the alphabetical section of the Company directory and provides for the use of the customer's exchange telephone service facilities by a corporation, association, partnership or individual not associated with the customer in business.

Joint User Arrangement

This is a service which permits the use of the customer's interexchange private line service by an individual, firm or corporation designated as a user of the private line service by the customer and to who a portion of the charge for service will be billed.

Line Hunting

An arrangement whereby two or more central office lines or private branch exchange trunk lines furnished to a customer at a given location are grouped so that calls to the first number of the grouped lines are automatically routed to the first non-busy line of the lines so grouped and a busy signal is not given unless all the grouped lines are busy.

Local Channel

A communication path within an exchange connecting a customer's premises with an interexchange channel.

Main Telephone

A telephone directly connected to the Central office switching equipment by an individual or party line circuit or, in the case of PBX and centrex service, a PBX or centrex telephone directly connected to the PBX and centrex switching equipment by an individual line circuit. Additional telephones beyond the main telephone are considered extension telephones.

Maximum Termination Liability

A liability assumed by a customer for certain equipment or service for which a minimum service period in excess of one month applies.

### Message

A completed communication between two telephone numbers. Messages may be classified as follows:

- Local Message - A message between telephones where the called telephone is within the unlimited or message unit calling area of the calling telephone.
- Toll Message - A message between telephones in different local calling areas for which a message (Long Distance Message) toll service charge applies.

### Message Unit

The unit of measurement for charging for local messages.

### Minimum Service Period

A stated length of time which a customer is expected to retain service at a specified location.

### Move

The relocation, on the same premises, of equipment and wiring associated with a customer's service.

### Multicentral Office Exchange

An exchange served by more than one central office building.

### Multiplying Arrangement

This is an arrangement associated with a customer's trunk line, tie line, or main exchange service to provide for an additional appearance of a line when the service is multiplied between nonmultiple switchboard positions or between a switchboard and station equipment of another type.

### Network Access Line

The exchange line from the serving central office terminating directly at the customer-provided communications system.

### Network Control Signaling

The transmission of signals used in the exchange and message toll telephone system, which performs functions such as supervision (Control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, and other audible tone signals to control the operation of transmission and switching systems within the telephone network.

### Network Control Signaling Unit

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

### Nondirectory Listed Service

Exchange service telephone numbers not listed in the Company's directory, but carried in the Company's directory assistance records and given to any calling party on request.

### Nonlisted Service

Exchange service telephone numbers not listed in the Company's directory or carried in the Company's directory assistance records. There are no restrictions against giving out these numbers if they are known. This service is provided only to customers that have other listed exchange service, either a complete listing or in directory assistance records only.

### Nonpublished Service

Exchange service telephone numbers not listed in the Company's directory or carried in the Company's directory assistance records and not available to the general public.

Nonrecurring Charge

A charge applying to the provisions of certain items of service and equipment or facilities as distinguished from the Section 4 Service Connection Charges applicable for the establishment of telephone service.

Normal Types of Construction

The term used to refer to aerial or underground construction.

Premises

All space in the same building where one customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others, or all space in different buildings on the same continuous property provided the buildings are occupied solely by one customer.

Premises Wire

All wire within a customer's premises located beyond the network interface. It includes wiring within the same building or between buildings (except wiring in cables that contain network facilities) on the same continuous property and located on the customer's side of the network interface. In the absence of an FCC approved network interface or jack in lieu of a standard network interface, premises wire is construed to be that wire which is located on the customer's side of the protector which links customer provided facilities with Company provided facilities. In all cases, access to the protector is limited to Company personnel. In the absence of a protector, premises wire is all telephone wire, excluding network terminating wire, beyond a minimum point of penetration on a customer's premises.

Private Branch Exchange

An arrangement of switching equipment, consisting of a manually operated attendant position or console, or dial switching apparatus, or both with connecting central office and PBX telephones and lines.

Private Line Service

The channels or the channels and equipment furnished to a customer for communication between specified locations.

Private Property Construction

Construction on private property to serve one or more customers.

Rate Center

A specified geographical location within an exchange area from which mileage measurements are determined for the application of message toll rates and private line interexchange mileage rates.

Restoral of Service

The return to active service following a period of temporary interruption for non-payment of bills, provided this return occurs prior to discontinuance of the service.

Rewire

The additional termination of a new or existing line at an in-service telephone or the rearrangement of a line termination.

Same Continuous Property

A continuous plot of ground occupied by one customer, or contiguous plots of ground which are occupied by the one customer, the plot or plots being within the same exchange. When a customer owns (or leases) and is the sole occupant of properties on both sides of a street, alley or railroad right-of-way, which properties otherwise would constitute a continuous plot, such properties shall be considered as constituting the same continuous property if such supporting structures as are required for the wire facilities between the properties are customer owned, either built by the customer or built by the Company at the customer's expense.

Service Charge

A charge made in connection with the ordering or connection of certain services and equipment.

Single Ended Terminal Device

The term single ended terminal device denotes a terminal device which terminates only one line at a given time (e.g., Handset).

Station

The term station, as used in connection with private line services, denotes the transmitting or receiving equipment, or combination transmitting and receiving equipment, at any location on a premises and connected for private line service, or where the service involves only channels, denotes a point on a premises in which a channel is terminated.

Studio

The term studio denotes premises, under the customer's control and arranged so as to prevent access by authorized persons where program material originates or is received for transmission to a program transmission channel.

Telephone Company

The term "Telephone Company" denotes Granite State Telephone, Inc. unless otherwise stated.

Termination Charge

The charge made when service for which a maximum termination liability applies, is terminated by the customer prior to the expiration of the minimum service period.

Tie Line

A channel connecting two private branch exchange systems, two centrex systems or a private branch exchange system and a centrex system.

Trunk Line

A central office line terminating in a private branch exchange system, certain automatic call distributor and answering service systems, or other switching equipment that utilizes pooled line facilities.

Unauthorized Attachment or Connection

Any customer-provided terminal equipment, communications systems or accessory which is attached to the facilities of the Company contrary to the provision of the Product Catalog.



I. GENERAL

- A. The regulations specified herein are in addition to the regulations contained in other sections of this Product Catalog and govern the furnishing of telephone service to customers generally.

II. APPLICATION OF PRODUCT CATALOG

- A. This Product Catalog sets forth the prices, charges, terms and conditions under which Granite State Telephone, Inc. (Company) agrees to provide the services described herein to its customers and under which its customers agree to purchase and use the services. These General Regulations apply to all services in this Product Catalog.
- B. This Product Catalog is incorporated into the Service Agreement by reference. A copy of the Service Agreement is provided to each customer and is also available on our website at [www.MyGSC.com](http://www.MyGSC.com). In the event of a conflict between the Product Catalog and the Service Agreement, the Product Catalog controls, followed by the Service Agreement.

III. LIMITATIONS AND USE OF SERVICE

- A. Lines furnished by the Company on the premises of a customer, authorized user or agent of the Company are the property of the Company except as otherwise specifically provided in this Product Catalog and are provided upon the condition that such lines and associated Company owned equipment must be installed, relocated and maintained by the Company and the Company's employees or designees may enter said premises at any reasonable hour to install, inspect or maintain the lines and upon termination or cancellation of the service, to remove the lines and associated Company owned equipment.
- B. In case of damage, loss, theft or destruction of facilities furnished by the Company, the customer may be required to pay the expense incurred by the Company to replace or restore the equipment and facilities to its original condition.
- C. Interexchange Toll Service Providers (other than a LEC Toll Provider using its own network) must purchase service from NHPUC No. 7 Telephone for the conveyance of such interexchange service(s) when using LEC facilities or purchasing LEC services to originate or terminate its intrastate toll.
- D. Customer provided terminal equipment and customer provided communications systems and any customer provided, owned and maintained wiring may be connected with facilities furnished by the Company in accordance with the provisions contained in this Product Catalog. If any unauthorized attachment or connection is made contrary to the provision of this Product Catalog, the Company shall have the right to remove or disconnect the same; or to terminate service; or to suspend the service during the continuance of said attachment or connection.
- E. The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service by the customer or by a known or unknown third party to the customer. The customer is solely responsible for the payment of all services usage, allegedly fraudulent or otherwise, and for all additional charges as may be associated with such usage. Abuse or fraudulent use of service includes:
1. 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 the charge applicable thereto.
  2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, 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 regular charge for such service.

III. LIMITATIONS AND USE OF SERVICE (Continued)

3. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
  4. The use of profane or obscene language.
  5. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- F. Exchange lines or Announcement lines associated with Company or customer-provided equipment, the primary purpose of which is to transmit a pre-recorded message, are not provided on a non-published basis.

For purposes of identification, customers with telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules and similar information, are excluded from the preceding condition.

Failure to comply with the provisions in this Product Catalog shall be cause for termination of the service.

- G. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

IV. CLASSIFICATION OF EXCHANGE SERVICE

- A. Service is furnished at business rates if the use of the service is primarily or substantially for business purposes, or if the service is furnished at a business location.
- B. Service is furnished at residence rates if the use of the service is primarily for social or domestic purposes.

V. TERMINATION OF SERVICE, MINIMUM CHARGES, AND RATES FOR FRACTIONAL PERIODS

- A. The right is reserved to require notice of not more than four business days of the customer's desire to terminate the service.
- B. The minimum charge for service at any premises, except as otherwise stated elsewhere in this Product Catalog, is one month service charge. The right is reserved to require a minimum charge in excess of one month service charge in connection with special equipment and excessive line construction.

Where service subject to a minimum service period of more than one month is furnished, a termination charge may apply as specified elsewhere in this Product Catalog. This charge is determined by reducing the maximum termination liability in effect at the time service is ordered or installed.

- C. If the period of use exceeds one month, the charges for the fractional part of a month following and consecutive with a full month will be a proportionate part of the monthly charges based on the actual number of days the service is furnished. For the purpose of administering this regulation with respect to the determination of charges for a fractional part of a month, every month is considered to have thirty days.

VI. CANCELLATION, CHANGE OR DEFERMENT PRIOR TO ESTABLISHMENT OF SERVICE

- A. When an application for service is cancelled or changed in whole or in part by the applicant prior to completion of the construction and installation, the applicant is required to pay to the Company, upon demand, the total costs and expenses in connection with providing and removing the service less the estimated recoverable value, if any. The payment will not exceed that specified under Paragraph C. following.
- B. When an applicant requests a change in the location of all or a part of the facilities provided for the service prior to completion of the construction and installation, the applicant is required to pay to the Company, upon demand, the difference between the total costs and expenses incurred by the Company in completing the construction and installation and that which would have been incurred if the final location of facilities been specified initially. The payment will not exceed that specified under Paragraph C. following.
- C. When an application is cancelled or changed by the applicant in whole or in part after completion of the construction and installation but prior to the establishment of service, the applicant is required to pay to the Company, upon demand, the applicable minimum and termination charges specified in this Product Catalog and any applicable nonrecurring, connection and construction charges.
- D. When a deferment of the date for placing facilities and equipment in service is requested by the applicant after the start of construction (usually at the time the required equipment has been purchased by the Company), charges based on costs apply, upon demand by the Company, for any deferment in excess of one month. The costs will include the monthly carrying charges on the Company's investment in equipment and facilities at the time of the deferment plus any other specific costs applicable to the deferment. In no case will the placing in service of equipment and facilities be deferred for more than 18 months. After 18 months the installation will be considered as cancelled, and the applicant will be responsible for the payment of costs as specified in A. or C. above.

VII. CHANGE IN TELEPHONE NUMBERS

- A. A telephone number is subject to change at any time.

VIII. FAILURE OF SERVICE

- A. For any complete failure of local exchange service continued more than twenty-four consecutive hours and brought to the notice of the Company, the Company will make a pro-rata adjustment of charge or guarantee. For the purpose of determining a pro-rata adjustment, every month is considered to have thirty days.

XI. PAYMENTS FOR SERVICE

- A. Bills are due when rendered and are payable at an office of the Company or its authorized agents. Delayed payment of bills for existing service may result in the interruption or discontinuance of all associated service at the same location and within the same classification.
- B. The customer is required to pay, in accordance with the Company's established collection and billing practice, all charges for exchange and private line service and equipment and for all toll messages. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been made collect.
- C. In order to safeguard it against loss of charges or tolls due at the time service may be terminated, the Company may require a customer or applicant for telephone service to make a cash deposit. The receipt of such a deposit by the Company shall in no way relieve the customer or applicant from compliance with the Company's regulations as to prompt payment of bill, not constitute waiver or modification of the practices of the Company for the discontinuance of service for non-payment of any sums due for service rendered.

XI. PAYMENTS FOR SERVICE (continued)

- D. Whenever a check or draft presented for payment of service is not accepted by the institution on which it is written, a charge of \$7.00 or the actual administrative cost of recovery, whichever is greater, may be imposed.
- E. The Company reserves the right to refuse an application for service made by, or for benefit of, a former customer which is indebted to the Company for a telephone service previously furnished.

X. LIABILITY

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or effect in transmission, or failure or defect in facilities, occurs.
- B. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.
- C. Neither this Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of any other company or companies furnishing portion of such service.
- D. The Company is not responsible to the customer, authorized user, joint user, or sharer of service or patron of a reseller for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by customer premises equipment, except where a contributing cause is the malfunctioning of a Company provided connecting arrangement, in which event the liability of the Company will not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission, or injury occurs.

XI. USE OF SERVICE FOR UNLAWFUL PURPOSES

- A. The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within in jurisdiction advises that such service is being used or will be used in violation of law. If the Company receives other evidence that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.

XII. EXTENDED SERVICE

- A. A list of Extended Local Service exchanges is located in Section 2, Original Page 4. The provision of extended local service to other exchanges may be subject to rules set forth by the New Hampshire Public Utilities Commission.

XIII. POWER SUPPLY

- A. The customer is responsible for providing suitable electric power at a convenient outlet when and where required, unless otherwise provided in this Product Catalog. In the event of a power failure, no allowance is made for interruption of service.

#### XIV. SERVICE OBSERVING

- A. It is the policy and practice of the Company not to monitor any conversations between its customers. In order to determine the quality of service being given to its customers and to be in a position to improve the service, it is the practice of the Company to observe, on a random sample basis, the handling of customer calls by its employees and the function of its equipment.
- B. Service observations are made on calls between customers and the Company in relation to matters such as customer service, repair, information and intercept services. Customers will be notified that their call is being observed.

#### XV. SPECIAL SERVICE REQUESTS

- A. Various special services may be made available to customers of the Company by advance arrangement. Some of these services include: Wide Area Telephone Service, Foreign Exchange Service, Enterprise Service, Remote Metering, Supervisory Control and Signaling Service, Alarm Circuits, Multi Point Data Circuits, Tie Lines, Station Extension Lines, Private Line Telephone Service, etc.
- B. The Company will attempt, but cannot guarantee, to secure the facilities of other companies, where required, in order to furnish special services as stated in Paragraph A. above.
- C. Special Services as stated in Paragraph A. above are provided when suitable facilities are and continue to be available. The establishment and maintenance of local exchange and message toll telephone service shall take precedence over all special services.
- D. Charges and provisions for special services through facilities or a connecting company will be those quoted from the Rates and Regulations approved in their current tariffs.

#### XVI. REFERENCE CLARIFICATION

The use of the masculine or feminine gender in this Product Catalog should be construed as including both genders and not as a restriction on the basis of sex.

#### XVII. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE – E911 SURCHARGE

An enhanced Universal Emergency Number Service (E911) surcharge of \$ 0.57 per month applies to each residence and business telephone exchange line, including PBX trunks and Centrex lines and public access lines in addition to the monthly rates for these lines specified in Sections 2 and 3. The surcharge shall not be imposed upon more than 25 lines per customer billing account.

#### XVIII. LIFELINE PROGRAM

- A. Lifeline is an assistance program which provides for qualifying low-income customers a monthly credit toward one residential network access line per household at the customer's principal place of residence.
- B. The applicant must participate in at least one of the following assistance programs:

|                                                                  |                                                                        |
|------------------------------------------------------------------|------------------------------------------------------------------------|
| Medicaid                                                         | Low Income Home Energy Assistance                                      |
| Supplemental Nutrition Assistance Program (formerly Food Stamps) | Temporary Assistance for Needy Families (TANF)                         |
| Supplemental Security Income (SSI)                               | National School Lunch Program                                          |
| Federal Public Housing Assistance                                | Income at or below 135% of the Federally Recognized Poverty Guidelines |

The applicant must, at the time of application, certify under penalty of perjury receipt of benefits from at least one of the above assistance programs, identify the program(s) from which the customer receives assistance, and agree to notify the Company when the customer ceases to receive such assistance.

XVIII. LIFELINE PROGRAM (continued)

- C. Eligible customers are those that meet the following criteria:
1. Must be receiving aid from at least one of the assistance programs listed in XVIII.B above.
  2. Must be billed party for the residential network access line to which the credit is to be applied.
- D. Customers may be required to provide proof of receipt of benefits from at least one of the above assistance programs for continued eligibility in the Program on an annual basis.
- E. The credit to the network access line provided by this program is applicable only to the monthly rate of one residential network access line at the customer's principal place of residence. The credit will equal \$2.75 or the rate for the network access line to which the credit will apply, whichever is less.
- F. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL) as per NECA Tariff FCC - No. 5, 4.6.7.(A).
- G. The service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the Commission.
- H. An eligible customer who elected toll blocking shall not be required to provide a service deposit in order to initiate the Lifeline credit.

XIX. PROMOTIONAL AND MARKET TRIAL PROGRAMS

- A. Promotional and market trial programs may be introduced from time to time as market conditions warrant.
- B. Such programs may include, but are not limited to, discounts, reductions, increases or waivers of the appropriate rates and/or charges for the services provided or trial rates and/or charges for potential service offerings.

I. CHESTER EXCHANGE

A. BASE RATE AREA

1. The Base Rate Area for the Chester Exchange is the exchange boundary. An exchange area map is filed as a part of this Product Catalog Section 6, Map 1.
2. Within the Base Rate Area the following services are furnished at base rates:
  - Unlimited
  - Low-Use Measured
  - Basic Residence
  - Basic Business

II. WEARE EXCHANGE

A. BASE RATE AREA

1. The Base Rate Area for the Weare Exchange is the exchange boundary. An exchange area map is filed as a part of this Product Catalog, Section 6, Map 2.
2. Within the Base Rate Area the following services are furnished at base rates:
  - Unlimited
  - Low-Use Measured
  - Basic Residence
  - Basic Business

III. HILLSBORO UPPER VILLAGE EXCHANGE

A. BASE RATE AREA

1. The Base Rate Area for the Hillsboro Upper Village Exchange is the exchange boundary. An exchange area map is filed as a part of this Product Catalog, Section 6, Map 3.
2. Within the Base Rate Area the following services are furnished at base rates:
  - Unlimited
  - Low-Use Measured
  - Basic Residence
  - Basic Business

IV. WASHINGTON EXCHANGE

A. BASE RATE AREA

1. The Base Rate Area for the Washington Exchange is the exchange boundary. An exchange area map is filed as a part of this Product Catalog, Section 6, Map 4.
2. Within the Base Rate Area the following services are furnished at base rates:
  - Unlimited
  - Low-Use Measured
  - Basic Residence
  - Basic Business

V. MONTHLY EXCHANGE ACCESS LINE RATES

A. Chester Exchange

| <u>Class of Service</u>            | <u>Business</u> | <u>Residence</u> |
|------------------------------------|-----------------|------------------|
| Unlimited                          | \$34.98         | \$17.51          |
| Low-Use Measured Residence - Basic | N/A             | \$14.01          |
| Low-Use Measured Residence         | N/A             | \$14.01          |
| Basic Residence                    | N/A             | \$17.51          |
| Basic Business                     | \$34.98         | N/A              |

B. Weare Exchange

| <u>Class of Service</u>    | <u>Business</u> | <u>Residence</u> |
|----------------------------|-----------------|------------------|
| Unlimited                  | \$34.98         | \$17.51          |
| Low-Use Measured Residence | N/A             | \$14.01          |
| Low-Use Measured Residence | N/A             | \$14.01          |
| Basic Residence            | N/A             | \$17.51          |
| Basic Business             | \$34.98         | N/A              |

C. Hillsboro Upper Village Exchange

| <u>Class of Service</u>    | <u>Business</u> | <u>Residence</u> |
|----------------------------|-----------------|------------------|
| Unlimited                  | \$29.55         | \$14.78          |
| Low-Use Measured Residence | N/A             | \$11.82          |
| Low-Use Measured Residence | N/A             | \$11.82          |
| Basic Residence            | N/A             | \$14.78          |
| Basic Business             | \$29.55         | N/A              |

D. Washington Exchange

| <u>Class of Service</u>    | <u>Business</u> | <u>Residence</u> |
|----------------------------|-----------------|------------------|
| Unlimited                  | \$29.55         | \$14.78          |
| Low-Use Measured Residence | N/A             | \$11.82          |
| Low-Use Measured Residence | N/A             | \$11.82          |
| Basic Residence            | N/A             | \$14.78          |
| Basic Business             | \$29.55         | N/A              |

These Local Exchange Services include a Telecommunications Relay Service fee of \$0.06.

The monthly Enhanced Universal Emergency Number Service - E911 surcharge as specified in Section 1, Original Page 6 also applies.

Business and Residence Unlimited Service are also available for one, two and three year contracts with prices to be established on an Individual Case Basis (ICB).

Effective October 1 2018, an 8% Pole and Conduit Fee will be applied to each of the rates above.



## VI. LOW-USE MEASURED RESIDENCE SERVICE

### A. GENERAL

1. Low-Use Measured Service is furnished in all exchanges where suitable facilities exist.
2. This service is provided only if the customer does not have unlimited or business main telephone exchange service at the premises.
3. Low-Use Measured Residence Service is provided on an initial period one-message-unit basis within the exchange and to additional exchanges included in the Extended Local Service Area and within municipalities as specified in IX and XI following.
4. Local usage charges do not apply to calls to the Company Business Office, repair service, directory assistance, 911, or to the operator (O). Operator-handled local calls are billed in accordance with X following, except that operator-completed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap, for customers unable to reach a number by dialing, or for customers who have had an established call interrupted, are charged as Low-Use Measured Residence Service usage.
5. For a four-month period from the date a customer selects Low-Use Measured Residence Service, the customer may revert to the previous class or grade of service without the application of Service and Equipment Charges.

### B. Rates and Charges

Service and Equipment Charges as appropriate.

Monthly rate, providing an initial 30 message-unit allowance. See Section 2, Paragraph V  
Each additional message unit..... \$ .131

The initial period and overtime period for each message unit is five minutes or any portion thereof. For each of the overtime periods, one message unit applies. A credit is not given for any unused allowance, nor is any unused allowance applied to a past or future bill.

Low-Use Measured Residence Service incorporates the provision of Dual Party Relay Service/Telecommunications Relay Service for which a rate increase from 2¢ per month to 6¢ per month has been authorized by the NHPUC in DT 10-231 Order No. 25,142 dated September 3, 2010.

The monthly Enhanced Universal Emergency Number Service - E911 surcharge as specified in Section 1, Original Page 5 also applies.

## VII. BASIC SERVICE

### A. Basic Service is defined as follows:

1. Safe and reliable single-party, single line voice service.
2. The ability to receive all noncollect calls, at telephone lines capable of receiving calls, without additional charge;
3. The ability to complete calls to any other telephone line, which is capable of receiving calls, in the state;
4. The opportunity to presubscribe to interLATA toll carriers;
5. The opportunity to presubscribe to intraLATA toll carriers;
6. Dialing parity;
7. Number portability;
8. Enhanced 911, pursuant to the requirements of the Department of Safety, Bureau of Emergency Communications, or its successor agency;
9. Access to statewide directory assistance;
10. Telecommunications relay service (TRS);
11. A published directory listing, at the customer's election;
12. A caller identification blocking option, on a per-call basis;

VII. BASIC SERVICE (continued)

A. Basic Service is defined as follows: (continued)

- 13. A caller identification line blocking option that is available to all customers without a recurring charge and is provided upon customer request without charge to customers who have elected nonpublished telephone numbers and is available without a nonrecurring charge to customers who certify that caller identification threatens their health or safety and is available without a nonrecurring charge when requested with installation of basic service.
- 14. A blocking option for pay-per-call calls, such as blocking all 900 or all 976 area code calls;
- 15. The ability to report service problems to the customer's basic service provider on a 24-hour basis, 7 days a week; and
- 16. Automatic Number Identification (ANI) to other carriers which accurately identifies the telephone number of the calling party.

B. Ordering additional services with Basic Service is prohibited.

C. Any combination of Basic Service with any other service offered by the Company is nonbasic service.

VIII. TRUNK LINES

A. Trunk Lines

Trunk Lines are furnished on an unlimited service basis in accordance with the service offerings for local exchange service in each exchange.

B. Monthly Rates

Unlimited Service

All trunk lines, each

|                 |                                                                                                      |
|-----------------|------------------------------------------------------------------------------------------------------|
| Business .....  | 150% of the one-party line unlimited service base rate applying in the particular exchange involved. |
| Residence ..... | The one-party unlimited service base rate applying in the particular exchange involved.              |

The monthly Enhanced Universal Emergency Number Service - E911 surcharge as specified in Section 1, Original Page 6 also applies.

IX. LOCAL EXTENDED SERVICE

A. Chester Exchange

The local service area of the Chester Exchange includes the Chester Exchange and the Derry, Manchester, Plaistow, Atkinson/Hampstead, Candia, Kingston and Raymond Exchanges of Fairpoint.

B. Hillsboro Upper Village Exchange

The local service area of the Hillsboro Upper Village Exchange includes the Hillsboro Upper Village and Washington Exchanges; the Antrim, Bradford, Henniker and Hillsboro Exchanges of Merrimack County Telephone and the Marlow Exchange of Fairpoint.

C. Washington Exchange

The local service area of the Washington Exchange includes the Washington and Hillsboro Upper Village Exchanges; the Antrim, Bradford and Hillsboro Exchanges of Merrimack County Telephone and the Newport and Marlow Exchanges of Fairpoint.

D. Weare Exchange

The local service area of the Weare Exchange includes the Weare Exchange; the Antrim, Contocook, Henniker and Hillsboro Exchanges of Merrimack County Telephone.; the Dunbarton Exchange of Dunbarton Telephone Co. and the Goffstown, Greenfield, Manchester and New Boston Exchanges of Fairpoint.

- X. Local operator handled messages may be placed on a collect, charge to a third number, or charge to a calling card number in accordance with the following regulations and rates:
- A. Local calls within an exchange, between exchanges and between exchanges and localities in the same local service area may be handled on a station-to-station basis as collect, charge to a third telephone number, or charge to a calling card number.
  - B. The local message charge for a local call made on a collect, charge to a third telephone number, or calling card basis is the same as that for an intrastate operator handled station-to-station noncoin toll call in the lowest mileage band. (See Section 5)
  - C. When a call is placed to another telephone number within the same exchange or locality, the local message charge will be the same as that for an intrastate operator handled station-to-station noncoin toll call in the lowest mileage band. (See Section 5)
  - D. The transfer of charges to a third telephone which is a Coin Supervision Public Access Line will not be accepted.

XI MUNICIPAL CALLING SERVICE

- A. Municipal Calling Service is a service arrangement provided on a non-optional basis to municipalities served by more than one exchange or locality where toll charges would normally apply to calls between the exchanges or localities serving the same municipality. All dial station-to-station service, within a municipality is not chargeable as toll except for calls originating from a coin supervision public access line, terminating at a coin supervision public access line or made to or from foreign exchange lines unless dial tone for the foreign exchange line is provided from a central office serving some portion of the municipality in which the foreign exchange line service address is located.
- B. Calls made from telephones within an exchange but located in a different municipality than the primary access line will be considered as calls made from the primary access line address.
- C. The term "Municipality" applies to a city, town, or unincorporated place, but is not to be applied to any entity larger than a city; for example, a county.
- D. Municipalities serving exchanges and/or localities where Municipal Calling Service applies for Granite State Telephone exchanges and localities are shown below. Exchanges and localities are followed by the name of the serving company.

| <u>MUNICIPALITY</u> | <u>SERVING EXCHANGES AND /OR LOCALITIES OR PORTIONS THEREOF</u>                                                                                           |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| ANTRIM              | Antrim (Merrimack County Telephone)<br>Hancock (Fairpoint)<br>Hillsboro Upper Village (Granite State Telephone)<br>Hillsboro (Merrimack County Telephone) |
| HOPKINTON           | Concord (Fairpoint)<br>Contoocook (Merrimack County Telephone)<br>Weare (Granite State Telephone)                                                         |
| NEW BOSTON          | New Boston (Fairpoint)<br>Bedford (Fairpoint)<br>Weare (Granite State Telephone)                                                                          |
| STODDARD            | Marlow (Fairpoint)<br>Sullivan (Fairpoint)<br>Washington (Granite State Telephone)                                                                        |

I. GENERAL

- A. Public Access Line (PAL) Service for the use with customer-owned coin and coinless pay telephones is a class of main telephone exchange service offered to business customers for use by the general public.
- B. PAL Service is provided from the Company's central office up to and including the network interface located at the customer's premises or other customer-arranged location.
- C. Coin Supervision may be added to a PAL when the pay telephone does not have signaling capability within the telephone. It provides coin timing and rating of sent paid end user calls and coin signaling from the central office. Coin signaling is used to control the disposition of the coins held in the pay telephone and consists of coin collect and coin return. Coin collect is used when a call has been completed and coin return is used if a no answer or busy condition is encountered.
- D. Temporary Suspension of Service, Section 3, Page 10, shall not apply.
- E. PAL bills will be rendered on a per line basis.
- F. Screened One Party Service may be provided at rates and charges specified in Section 3, Page 12.
- G. Selective Blocking Service may be provided at rates and charges specified in Section 3, Page 12.

II. REGULATIONS

- A. Customers with PAL are subject to all Product Catalog regulations which apply to business service, as well as to any applicable rules and regulations set forth by the Public Utilities Commission.
- B. The customer is responsible for all rates and charges originating from or accepted at this service.
- C. A telephone number change may be required when a customer removes Coin Supervision from PAL Service.
- D. Telephone equipment used with PAL Service must be registered in compliance with Part 68 of the Federal Communications Commission Registration Program.
- E. All customer-owned coin operated telephones must have posted notices of telephone number, ownership, rates, repair reporting numbers, and operational instructions for local and toll calling.
- F. The furnishing of PAL facilities is subject to the regulations for Construction Charges as specified in Section 4, Page 6. In addition, when facilities are furnished to a location other than a customer premises, charges based on full cost of the installation apply.
- G. Only one pay telephone may be connected to each PAL. Off-Premises Extensions are not permitted.
- H. The customer shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.
- I. Coin-free operator and emergency 911 access must be available from all pay telephones.
- J. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.

III. Coin Timing and Rating

- A. The minimum initial period for local service is five (5) minutes. Each overtime period is three minutes. Rates apply to each period or fraction thereof.
- B. Message Telecommunications Service (MTS) timing and rating applies for messages to exchanges or localities not included in the local calling area.

IV. RATES AND CHARGES

A. Public Access Line Service rates and charges are as per the following schedule, including the associated local usage allowance, local usage charges and an additional \$0.40 monthly charge for intrastate Directory Assistance service (DA) based on average statewide DA usage in excess of the DA Call Allowance for business service.

- 1. These rates are in addition to Service Charges as specified in Section 4, Original Page 1, and Move, Rewire and Change Charges as specified in Section 4, Original Page 3.

a. PAL Measured Service Monthly Rate:

| SERVING EXCHANGE OR LOCALITY | ADDITIONAL EXCHANGES AND LOCALITIES IN CALL AREA A                                                                                                                                              | EXCHANGES AND LOCALITIES IN CALL AREA B                        | STANDARD BUSINESS SERVICE MONTHLY RATE |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------|
| Chester                      | Derry, Manchester, Plaistow, Atkinson/Hampstead, Candia, Kingston and Raymond (Exchanges of Fairpoint)                                                                                          |                                                                | \$ 35.86                               |
| Hillsboro Upper Village      | Washington; Antrim, Bradford and Hillsboro (Exchanges of Merrimack County Telephone) and Marlow (Exchange of Fairpoint)                                                                         | Henniker (Exchange of Merrimack County Telephone)              | \$ 30.30                               |
| Washington                   | Hillsboro Upper Village; Bradford (Exchange of Merrimack County Telephone) Newport and Marlow (Exchanges of Fairpoint)                                                                          | Antrim and Hillsboro (Exchanges of Merrimack County Telephone) | \$ 30.30                               |
| Weare                        | Goffstown, Greenfield and New Boston (Exchanges of Fairpoint) Antrim, Contoocook, Henniker, Hillsboro (Exchanges of Merrimack County Telephone) Dunbarton (Exchange of Dunbarton Telephone Co.) | Manchester (Exchange of Fairpoint)                             | \$ 35.86                               |

b. Monthly local usage allowance\* ..... \$ 6.00

\*A credit is not given for any unused allowance nor is any unused allowance applied to a past or future bill.

IV. RATES AND CHARGES (continued)

c. Local Usage Charges:\*

Call Area A comprises the service exchange and contiguous exchanges within the extended local service area, but excludes Municipal Calling Service areas.

Call Area B comprises noncontiguous exchanges within the extended local service area.

|                                                            | <u>Call Area A</u> | <u>Call Area B</u> |
|------------------------------------------------------------|--------------------|--------------------|
| Call establishment charge,<br>each message .....           | \$ .04             | \$ .05             |
| Connection charge<br>each minute or fraction thereof ..... | \$ .03             | \$ .04             |

\*A 50% discount applies on calls made from 9:00 P.M. to but not including 9:00 A.M. weekdays and all day Saturdays, Sundays, and on Thanksgiving Day (the fourth Thursday in November), Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4) and on Labor Day (the first Monday in September).

d. Charges for Message Telecommunications Service apply to calls originated from PAL Service.

e. The monthly Enhanced Universal Emergency Number Service - E911 surcharge as specified in Section 1, Original Page 6 applies to PAL Service.

2. Coin Supervision rate is in addition to the rates and charges in IV. above.

a. Coin Supervision monthly rate ..... \$2.21

b. For rates and regulations for local messages on a collect, bill to a third telephone number, or charge to a calling card within an exchange, between exchanges, or between exchanges and localities in the local service area of the exchange, refer to Section 2, Page 5.

c. MTS calls are timed and rated as described in Section 5.

I. GENERAL

Centrex Service is a central office-based business communications service which provides advanced business features and services, as described in III. DESCRIPTION OF FEATURES below, on a per-line basis, allowing the business to build its communications system around its own particular requirements and needs.

II. REGULATIONS

A. A Centrex customer must have a minimum of two Centrex lines.

B. The minimum period for Centrex Service provided under this Product Catalog shall be for one month.

C. Centrex is offered subject to the availability of outside plant and/or central office facilities. The Company reserves the right to refuse a request for the installation of Centrex service based on the availability and/or potential reusability of central office or outside plant facilities.

D. When stations of a Centrex customer are located in an exchange other than that serving the principal premises, outgoing calls are routed through the exchange serving the principal premises. Other service arrangements may be provided, at appropriate rates and charges, if the services are compatible with the Centrex Service furnished.

II. REGULATIONS (continued)

- E. Foreign exchange service is available for inward calling when the foreign exchange line terminates at an attendant position or at a designated answering location. Outward calling is available when the line terminates at an attendant position, designated answering location or in the central office dial switching equipment.
- F. Centrex foreign exchange service provides basic system features from a central office other than the local central office that normally would serve the principal premises. Centrex foreign exchange and Centrex local exchange service cannot be provided in the same Centrex system.
- G. Centrex Service is available to hotels, motels, or similar establishments for the use of management, residential guests, and tenants. Guests and tenants may be furnished additional directory listings showing the Centrex Service number, or they may individually request any class or grade of residence service offered in the exchange.
- H. When Centrex Service is furnished to a hotel, motel, or similar establishment, the management is responsible for all charges for telephone messages, telegrams, cablegrams and radiograms sent-paid from or received-collect at telephones equipped with Centrex Service, whether sent or received by the management or by others.
- I. Highway construction, private property construction, and special conditions regulations are as set forth in Section 4 Original Pages 3-6 of this Product Catalog. If it is determined by the Company that carrying plant on the same continuous property is required, other than as specified above for private property construction, the carrying plant must be installed and maintained by the customer at his expense. The Company will install and maintain the associated circuit construction at its expense. The cost of pole or conduit replacement or opening and closing the trench in connection with maintenance and replacement of the circuit shall be assumed by the customer.
- J. The principal premises for the service is considered to be the premises of the customer where the attendant position or designated answering location is located.
- K. The appropriate electric current and outlets necessary at the customer's premises, if required, are provided at the customer's expense.
- L. One directory listing is provided without charge for each Centrex customer. Additional directory listings may be provided as specified in Section 3, Original Pages 6-8 for Business Service.
- M. Interception of calls to disconnected or vacant telephone numbers is provided by means of an announcement of general nature for in-service systems and a temporary reference of incoming calls to a single working telephone number that is specified by the customer for completely disconnected systems.
- N. Centrex Service does not require special attendant position equipment for answering and transferring incoming calls to stations within the system. Incoming calls to the system's listed directory number are routed to an individual station line or lines designated for the system's answering location. Calls then may be transferred to other stations in accordance with the system's standard or optional features. If special attendant position equipment is utilized with the system, additional charges, may be applicable.
- O. Tie Line and Private Line terminations are offered where compatible at the rates and charges specified in Section 3, Original Pages 4-5 of this Product Catalog. Trunk Line terminations are offered where compatible at the rates and charges specified in Section 2, Pages 3-4 of this Product Catalog.
- P. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served out of the same Central Office.
- Q. This Centrex Service does not include terminal equipment on the customer's premises. Terminal equipment may be provided by the Company or by the customer.
- R. Unless specifically exempted, Centrex shall be subject to all General Regulations applicable to the provision of telephone service as stated in Section 1 of this Product Catalog.

### III. DESCRIPTION OF FEATURES

#### A. Automatic Identification of Outward Dialing

Automatic Identification of Outward Dialing records each outgoing billable call and the line(s) originating the call(s).

#### B. Call Accounting

Call Accounting provides calling station identification, called number, calls received, call duration, time of day and date, and common carrier information for calls that have originated from stations within the business. Centrex customers may elect to record only chargeable calls or both chargeable and non-chargeable calls. Centrex customers have the ability to deny call accounting on a per station basis.

#### C. Call Forward

##### 1. Call Forward All Calls

Call Forward All Calls enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

##### 2. Call Forward Busy Line

Call Forward Busy Line causes all calls to be redirected to an alternate station when the called station is busy. Activation, deactivation and the forward-to destination can not be controlled by the station user.

##### 3. Call Forward No Answer

Call Forward No Answer allows calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings. Activation, deactivation and the forward-to destination can not be controlled by the station user. The number of rings before a call is redirected is determined on a per-customer group basis only.

#### D. Call Forward Enhancement

##### 1. Call Forward Incoming Only

Call Forward Incoming Only can be used with any of the Call Forward features (Call Forward All Call, Busy Line and No Answer) and allow incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

##### 2. Call Forward Within Group Only

Call Forward Within Group Only can be used with any of the Call Forwarding features (Call Forward All Call, Busy Line and No Answer) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

#### E. Call Hold

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party or return to the previously held call.

#### F. Call Pick-Up

Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

#### G. Call Pick-Up Groups

Call Pick-up Groups allows a business to configure up to 50 different call pick-up groups for specific departments/areas within one customer group. A station user can belong to only one call pick-up group and can use the Call Pick-Up feature only within that call pick-up group.

#### H. Call Transfer

Call Transfer allows a station user to transfer calls to another station by flashing the switch hook and dialing the transfer-to number.



III. DESCRIPTION OF FEATURES (continued)

I. Call Transfer Outside

Call Transfer Outside allows a station user to transfer calls to stations outside the customer group by flashing the switch hook and dialing the transfer-to number. There are no limitations on where a call can be transferred to, but if the transferred-to number involves a toll charge the subscribing station user is charged.

J. Call Waiting

Call Waiting provides a burst of tone to inform the station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or hitting the switch hook.

K. Call Waiting Enhancements

1. Call Waiting Incoming Only

Call Waiting Incoming informs a station user with a call already in progress that a call from outside the customer group is waiting to be answered. The station user may answer the waiting call by hanging up or hitting the switch hook.

2. Call Waiting Within Group Only

Call Waiting Incoming informs a station user with a call already in progress that a call from within the customer group is waiting to be answered. The station user may answer the waiting call by hanging up or hitting the switch hook.

3. Call Waiting Originating

Call Waiting Originating allows a station user to automatically impose a Call Waiting indication tone when calling a busy station in the same customer group.

L. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code. Incoming calls to the station receive a busy signal. This ensures that Call Waiting indication tones will not interrupt important calls or disrupt data transmissions.

M. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switch hook. No dialing is required for the calling party to reach the specified destination.

N. Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

O. Direct Outward Dialing

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

P. Directed Call Pick-Up (DCPU)

Directed Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

Q. Directed Call Pick-Up (DCPU) Enhancement

1. DCPU Barge-In

DCPU Barge-In permits a station line user to answer a call that is ringing at any other line within the same Centrex group by dialing a code followed by the station number of the ringing line. If the called station has already been answered, the initiating station line may barge-in to the answered call and be connected into a three-way.

III. DESCRIPTION OF FEATURES (continued)

Q. Directed Call Pick-Up (DCPU) Enhancement (continued)

2. DCPU Non Barge-In

DCPU Non Barge-In permits a station user to answer a call that is ringing at any other line within the same Centrex group by dialing a code followed by the station number of the ringing line. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

3. DCPU Exempt

DCPU Exempt is a terminating line option that blocks any attempt by another station to pick up a call by means of DCPU, either barge-in or non barge-in.

4. DCPU Barge-In Exempt

DCPU Barge-In Exempt is a terminating line option that blocks any attempt by another station to barge-in.

R. Directory Number Hunt

1. Regular

Regular hunting is performed in a sequential fashion across all members of a multi-line hunt group. The search for an idle station starts with the first number in the hunt group regardless of the directory number dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever occurs first

2. Sequential

Sequential hunting starts with the line associated with the dialed directory number and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.

3. Circular

Circular hunting starts with the line associated with the dialed directory number of the hunt group and continues until all lines of the hunt group are searched or until call is completed to an idle line, whichever occurs first.

4. Distributed

Distributed hunting is intended to distribute calls evenly among the stations in a hunt group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting for the next incoming call received. Once hunting begins, it proceeds in the same manner as circular hunting.

S. Distinctive Ringing

Distinctive Ringing allows a station user to determine the source of incoming calls (from within or outside the business) by a distinctive ringing pattern. If the station user has the Call Waiting feature along with Distinctive Ringing, a distinctive Call Waiting tone will indicate if the call waiting is from within or outside the business.

T. GST Mail

Voice Messaging allows calls to be redirected to an electronic voice processing system that is integrated with the digital switching system. Voice Messaging records any messages and stores them until the station user listens and deletes them.

U. Intercom Dialing

Intercom Dialing allows station users to call other stations within their business by dialing abbreviated codes.

III. DESCRIPTION OF FEATURES (continued)

V. Line Restrictions

1. Code Restriction  
Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). Code Restriction either may be assigned to an individual line or shared by multiple lines.
2. Fully-Restricted Line  
A Fully-Restricted Line prevents station users from making calls to and/or receiving calls from stations outside the Centrex group and from the attendant, thereby, denying it indirect access to/from outside the Centrex group.
3. Outgoing Call Screening  
Outgoing Call Screening blocks the completion of calls to specific directory numbers on either 3, 6, 7, or 10 digit basis. An Outgoing Call Screening either may be assigned to an individual line or shared by multiple lines.
4. Semi-Restricted Line  
A Semi-Restricted Line is prevented from making calls to and/or receiving calls from a station outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.
5. Toll Restricted Line  
Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. Toll Restriction may be assigned to either an individual line or shared by multiple lines.

W. Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switch hook.

X Music on Hold

Music on Hold assures callers that they have not been disconnected when a held call or other situation causes a delay in answering the phone.

Y. Ring Again

Ring Again allows a station user encountering a busy station, within the customer group, to be notified when the busy station becomes idle. A distinctive ringing signal alerts the station user that the line has become available. The call is automatically placed when the station user lifts the telephone receiver.

Z. Speed Calling 8

Speed Calling 8 enables a station user to place calls to a personal calling list of up to eight stored telephone numbers by dialing a one-digit code instead of the directory numbers.

AA. Speed Calling 30

Speed Calling 30 enables a station user to place calls to a personal calling list of up to thirty stored telephone numbers by dialing a two-digit code instead of the directory numbers.

BB. Speed Calling Group

Speed Calling Group enables a group of station users to place calls to a shared calling list of up to thirty stored telephone numbers by dialing a two-digit code instead of the directory numbers. The shared calling list has one station user designated as the controller. Only the controller can add to, change, or delete numbers from the list. There can be a maximum of twenty speed calling groups within a customer group.

### III. DESCRIPTION OF FEATURES (continued)

#### CC. Three-Way Calling

Three-Way Calling allows a station user to add a third party to the existing call, and thus enables a simultaneous conference between parties at multiple locations.

#### DD. Virtual Facility Group

Virtual Facility Groups restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100-line Centrex Group could be limited to 20 simultaneous calls to/from the public network.

#### EE. Warm Line

Warm Line automatically dials a predesignated telephone number 30 seconds after the receiver is removed from the switch hook. The 30 second delay allows the station user to make outgoing calls when desired.

### IV. RATES AND CHARGES

#### A. Payment Plan

1. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by executing the chosen service contract and by paying the applicable service period plan rate currently in effect.
2. The monthly rate for customers choosing the service period contract is guaranteed against Telephone Company initiated changes during the selected service contract period.
3. Subsequent line additions/deletions to the original service contract period are treated as follows:
  - a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
  - b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination in liability and treated as specified in paragraph 4 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.
4. Termination Liabilities shall be treated as follows:
  - a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
  - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
    - (1) Continue to pay an amount equal to the monthly rate for the number of Centrex lines that are disconnected under contract or
    - (2) Pay termination charges on the number of Centrex lines disconnected as described in 4.a. above.
5. All exchange lines in a Centrex group must have the same billing arrangement either flat-rate or measured service (where offered).
6. Intercom calls between lines in a Centrex group are not subject to local measured service.

IV. RATES AND CHARGES (continued)

A. Payment Plan (continued)

7. When using Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. This also applies to collect and person-to-person calls, which may be refused at the answering station.

B. Rates and Charges

1. The following charges are applicable for the installation of Centrex.

- a. Service Establishment Charge per line \$32.70  
This non-recurring charge is payable with the first bill following installation.
- b. Central Office Equipment Charge per line \$100.00

This non-recurring charge may be paid up front with the first bill following installation or may be paid over the life of the chosen service plan contract. The appropriate time value of money equivalency factor, based on a monthly effective interest rate of 0.8392%, is multiplied by the Central Office Equipment Charge to determine the monthly rates for the following service plan contract periods.

| 12 Months | 24 Months | 36 Months | 48 Months | 60 Months |
|-----------|-----------|-----------|-----------|-----------|
| \$8.79    | \$4.62    | \$3.23    | \$2.54    | \$2.13    |

2. Centrex Line Rates

- a. The monthly rate for Centrex Service Lines specified in paragraph 2.b. below includes the following standard features:

- Direct Inward Dialing
- Direct Outward Dialing
- Automatic Identified Outward Dialing
- Intercom Dialing
- Call Hold
- Three-Way Calling
- Call Transfer
- Call Forward
- Call Waiting
- Call Pick-Up
- GST Mail

- b. The following per-line rates and charges apply to contract periods ranging from one month to 60 months. The customer is required to pay for the number of months in the service period selected or will be subject to a termination charge as provided for herein.

| Chester and Weare Exchanges | Number of Lines | 1 – 11 Months | 12 Months | 24 Months | 36 Months | 48 Months | 60 Months |
|-----------------------------|-----------------|---------------|-----------|-----------|-----------|-----------|-----------|
|                             | 2 - 5           | \$38.58       | \$37.52   | \$34.87   | \$33.81   | \$32.75   | \$31.69   |
|                             | 6- 15           | \$35.93       | 34.87     | \$32.22   | \$31.16   | \$30.10   | \$29.04   |
|                             | 16 - 30         | \$33.28       | \$32.22   | \$29.57   | \$28.51   | \$27.45   | \$26.39   |
|                             | 31 - 50         | \$30.63       | \$29.57   | \$26.92   | \$25.86   | \$24.80   | \$23.74   |
|                             | 51 - 100        | \$27.98       | \$26.92   | \$24.27   | \$23.21   | \$22.15   | \$21.09   |
|                             | 100+            | \$25.33       | \$24.27   | \$21.62   | \$20.56   | \$19.50   | \$18.44   |

IV. RATES AND CHARGES (continued)

B. Rates and Charges (continued)

2. Centrex Line Rates (continued)

- b. The following per-line rates and charges apply to contract periods ranging from one month to 60 months. The customer is required to pay for the number of months in the service period selected or will be subject to a termination charge as provided for herein.

| HUV and Washington Exchanges | Number of Lines | 1 – 11 Months | 12 Months | 24 Months | 36 Months | 48 Months | 60 Months |
|------------------------------|-----------------|---------------|-----------|-----------|-----------|-----------|-----------|
|                              | 2 - 5           | \$33.41       | \$32.35   | \$29.70   | \$28.64   | \$27.58   | \$26.52   |
|                              | 6- 15           | \$31.29       | \$30.23   | \$27.58   | \$26.52   | \$25.46   | \$24.40   |
|                              | 16 - 30         | \$29.17       | \$28.11   | \$25.46   | \$24.40   | \$23.34   | \$22.28   |
|                              | 31 - 50         | \$27.05       | \$25.99   | \$23.34   | \$22.28   | \$21.22   | \$20.16   |
|                              | 51 - 100        | \$24.93       | \$23.87   | \$21.22   | \$20.16   | \$19.10   | \$18.04   |
|                              | 100+            | \$22.81       | \$21.75   | \$19.10   | \$18.04   | \$16.98   | \$15.92   |

- c. These Local Exchange Services include a Telecommunications Relay Service Fee of \$0.06.  
 d. The monthly Enhanced Universal Emergency Number Service – E911 surcharge as specified in Section 1, Page 6 also applies.

3. FCC Customer Access Line Charge

- a. The FCC Customer Access Line Charge (CALC) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association, Inc. in accordance with the Company’s applicable interstate tariff.

4. Individual Station Features

- a. Chargeable individual station features

(1) Enhanced Features

The monthly rate shown below applies to the package of six (6) Enhanced Features. Centrex customers may subscribe to all six features or any combination of features.

- Distinctive Ringing
- Call Transfer Outside
- Directed Call Pick-up
- Ring Again
- Speed Calling 8 or 30
- Warm Line

Monthly rate per Centrex Line.....\$2.00

(2) Call Waiting Enhancements

Monthly rate per Centrex line.....\$ .50

(3) Call Forward Enhancements

Monthly rate per Centrex line.....\$ .50

(4) Directed Call Pick-Up Enhancements

Monthly rate per Centrex line.....\$ .50

IV. RATES AND CHARGES (Continued)

B. Rates and Charges (continued)

4. Individual Station Features (continued)

a. Chargeable individual station features (continued)

- (5) Call Accounting
  - (a) Monthly rate per Centrex line .....\$12.50
  - (b) One time set up fee payable with first bill following installation ..... \$500.00
- (6) Direct Connect Service  
Monthly rate per Centrex line ..... \$2.00
- (7) Manual Line Service  
Monthly rate per Centrex line ..... \$2.00
- (8) Screened One Party Service..... Section 3, Page 12
- (9) Trunk Line Terminations ..... Section 2, Page 4
- (10) Private Line Terminations ..... Section 3, Page 5

b. Non-Chargeable Individual Station Features.

The following individual station features are offered at no charge:

- (1) Line Restrictions
  - Code Restriction
  - Fully-Restricted Line
  - Outgoing Call Screening
  - Semi-Restricted Line
  - Toll Restricted Line

c. Additions and changes to individual station features.

Feature addition/changes per line ..... \$8.15

5. Features Associated with Groups of Lines

a. Chargeable Features Associated with groups of lines

- (1) Call Pick-up Group  
Per line in Pick-up Group ..... \$ .50
- (2) Speed Calling Group  
Per line in Speed Calling Group ..... \$ .50

b. Non-Chargeable Features Associated with Groups of Lines

The following features associated with groups of lines are offered at no charge.

- (1) Directory Hunting
  - Circular
  - Distributed
  - Regular
  - Sequential

IV. RATES AND CHARGES (Continued)

B. Rates and Charges (continued)

5. Features Associated with Groups of Lines (continued)

- c. Additions and Changes Associated with Groups of Lines  
Feature addition/changes per line .....\$8.15

C. Adjunct Features

1. Music on Hold

- a. Nonrecurring Service Charges ..... Section 4, Page 1, Paragraph 1.b
- b. Trunk Line.....Section 2, Pages 3-4
- c. Custom Music/Message Audio (audio source resides at customer)  
Monthly Rate .....\$25.00



I. GENERAL

- A. Extension lines and tie lines are not in accord with the general plan of furnishing telephone service and are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.
- B. Extension lines are furnished when the extension telephone or private branch exchange telephone is outside the building in which the associated main telephone or private branch exchange is located. Tie lines are furnished to interconnect private branch exchanges in the same or separate buildings.
- C. Extension lines and tie lines in connection with private branch exchange service are normally furnished to be suitable only for calls with other telephones directly connected to and on the same premises with the associated private branch exchange.
- D. A special equipment charge will be applied for such equipment as may be required at any time for transmission and signaling:
  - 1. Where a customer requires an extension or tie line in connection with private branch exchange service for communication with telephones other than as stated in C. above.
  - 2. Where a customer requires an extension line in connection with main telephone service.
- E. The type of circuit construction and its routing are at all times determined by the Company and ownership of such circuits shall remain vested in the Company.
- F. Charges for extension lines or tie lines are determined as follows:
 

Points in the same exchanges:

  - 1. If the line is not routed through the central office a charge for the circuit only is made. The same applies if the circuit is inside or outside the base rate areas.
  - 2. If the line is routed to the central office only, a charge for one terminal loop applies.
  - 3. If the line is routed through the central office a charge of two terminal loops applies.

II. MONTHLY RATES

A. Terminal Loops

- 1. Within the base rate area the following rate applies:

Each Loop.....\$ 5.65

B. Circuits

|              |         |
|--------------|---------|
| Per 1/4 Mile | Minimum |
| Or Fraction  | Rate    |

- 1. Between the points within the same building, or when the Company's general cable distributing plant is not used .....\$ .63      \$ 1.25

I. PRIVATE LINE TELEPHONE SERVICE

A. REGULATIONS

In addition to the general regulations and definitions applicable to private line services and channels set forth in this Product Catalog, the following regulations apply to private line telephone service.

1. Definition and Conditions

Private line telephone service is that of furnishing the requisite facilities, including channels and station equipment, for telephone communication between specified locations. The service is not provided for connection with exchange or toll service, however, private line telephone service may be connected to private branch exchange systems of the Company and when so terminated the service is then furnished subject to the rates and regulations applicable to Extension and Tie Lines as shown in Section 3, Original Page 4 of this Product Catalog.

Private line telephone service between points in the same building or on the same continuous property will be provided where the service is furnished as an integral part of a Company system or where the service is essential for the proper use of the regular telephone service.

Signaling is normally provided by hand generators which are furnished without additional charge, one for each telephone in which the service is terminated.

2. Allowance for Interruptions

For any complete failure of service continued for more than forty eight hours and brought to the attention of the Company within ten days, the Company will make a pro-rate adjustment of charge or guarantee.

B. MONTHLY RATES

1. Between Points in the same exchange:

a. Between points not on the same continuous property:

(1) Two point channels, both points within the base rate area, each:

(a) Between customer's premises

All Exchanges ..... \$ 8.80

2. Multi-point channels - Points in excess of those charged for in (1) preceding, each:

All Exchanges ..... \$ 5.05

I. GENERAL

A. The rates and regulations for directory listings apply only to the listings in the alphabetical directory.

B. Directory listings are intended solely as an aid to the use of the telephone system; and therefore, listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity or trade name as such, will in no case be permitted unless the name of the service or of the commodity or the trade name is the name or an integral part of the name under which the customer is doing business.

I. GENERAL (continued)

- C. A listing will be limited to one line in the directory, except where in the judgement of the Company more than one line is required to properly identify the customer. In such cases, the additional lines required will be provided at no extra cost.
- D. Directory listings must conform to the specifications as prescribed by the Company with respect to its directories.
- E. Listing services are available with all classes of main telephone exchanges services.
- F. Dual name listings are available for residence service customers as an initial or additional listing.

II. INITIAL LISTINGS

- A. One listing, termed the initial listing is included with each customer's service, with the initial line of a line hunting group, and with each joint user service.
- B. Dual Name initial listings consist of:
  - 1. The first name, or first name and middle initial, or first initial and middle name, or initials only of two individuals who have the same surname and reside at the same address.
  - 2. The first name, or first name and middle initial, or first initial and middle name, or initials only, and the married name of a woman.
  - 3. Two names for one person, who may be referred to by either, with the same surname.

Initial dual name listings will be alphabetical by the surname and the first given name or initials.

III. ADDITIONAL LISTING SERVICE

- A. Additional listings are confined to the names of those who are entitled to use the customer's service.
- B. Additional listings are included in the alphabetical directory and on directory assistance records or appear on directory assistance records only.
- C. Additional dual name listings, provided in conjunction with the initial listing, list the second name (or initials) first and the listing is alphabetized accordingly in the Directory: in this case billing always commences with the directory delivery date of the issue of the directory in which the listing first appears.
- D. The rate for an additional listing or dual name additional listing provided for names that are not part of the initial listing, dates from the day after the directory assistance records are posted. Directory assistance records are posted either as of the delivery date of the issue of the directory in which the listing first appears or at any earlier practicable date selected by the customer.
- E. If the additional listing is ordered discontinued after the closing date of the directory, the charge continues through that issue of the directory and up to the date for charges to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the charge continues only to the date of cancellation by the customer with a minimum service period of one month.

IV. NONPUBLISHED SERVICE

- A. Nonpublished service is not listed in the Company's directories or on directory assistance records.

IV. NONPUBLISHED SERVICE (continued)

- B. Listing information (name, address and number) on nonpublished service is not available to the general public notwithstanding any claim of emergency the calling party may present.
- C. No liability for damages arising from publishing the telephone number of nonpublished service in the directory or by the disclosing of said number to any person shall be attached to the Company, and where such a number is published in the directory, the Company's liability shall be limited to an amount not to exceed the amount of charges made for such nonpublished service, as indicated in VII following.
- D. The customer indemnifies and saves the Company harmless against any claims for damages caused by the publication of the number of a nonpublished service or by the disclosure of said number to any person.

V. NONDIRECTORY LISTED SERVICE

- A. Telephone numbers of nondirectory listed service are omitted or deleted from the Company's alphabetical directory.
- B. Telephone numbers of nondirectory listed service will be carried in the Company's directory assistance and other records and will be given to any calling party.

VI. NONLISTED SERVICE

- A. Nonlisted service is available provided the customer has other exchange service which is listed or on directory assistance records in the same name and at the same address.
- B. Nonlisted service is not listed in the Company's directories or on the directory assistance records.
- C. There are no restrictions against furnishing name, address or number information for nonlisted service.

VII. RATES AND CHARGES

|                                          | Monthly*<br><u>Rates</u> |
|------------------------------------------|--------------------------|
| Initial Listing                          | No Charge                |
| Additional Listing, each:                |                          |
| Business Service                         | \$1.65                   |
| Residence Service                        | \$1.25                   |
| Nonpublished service, per line           | \$1.65                   |
| Nondirectory listed service, per listing | \$1.25                   |
| Nonlisted service                        | No Charge                |

\*In addition, appropriate Section 4 service charges apply.

## I. GENERAL

### A. Basic Custom Calling Services

1. Call Waiting - Signals a customer talking on his line that another call has been placed to the line. The customer may answer the second call and alternate between the calls by manipulating the switchhook.
2. Call Forwarding
  - a. *All Calls* - permits a customer to forward all incoming calls to another preselected telephone number. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded.
  - b. *No Answer* - allows the customer to designate the number of rings before a call is forwarded to a preselected telephone number. This gives the subscriber the option of answering a call or forwarding as designated. The customer activates the service by dialing a code, choosing from 2-9 rings before a call is forwarded and designating the telephone number of the line to which the calls are to be forwarded.
  - c. *Busy* - Automatically forwards incoming calls that encounter a busy signal to a preselected telephone number. Call Forward, Busy can not be activated or deactivated by a customer. The forwarded-to number can only be changed by a service order. An Element 1 Service Order Charge (Section 4, Original Page 1) will be incurred each time the forwarded-to telephone number is changed.
3. Three-Way Calling - allows a customer to establish a talking connection involving himself and two other parties. The customer, by switchhook operation, is able to place an existing call on hold and dial the telephone number of a third party.
4. Speed Calling-8-Codes - allows a customer to call a predesignated seven- to ten-digit telephone number by dialing a one-digit code. A maximum of 8 predesignated telephone numbers can be stored.

### B. Enhanced Custom Calling Services

1. MultiRing Service - enables two telephone numbers to be assigned to a single-party line. A telephone line is assigned a primary and secondary directory number (DN) each with a distinctive ring. Each DN can be assigned separate Call Waiting or Call Forwarding features.
2. Warm Line - allows customers to designate a number to be automatically dialed by the digital (DSS) central offices if the telephone is off hook for a specified amount of time. The designated number can be changed through a service order. An Element 1 Service Order Charge (Section 4, Original Page1) will be incurred each time the forwarded-to telephone number is changed.

### C. Custom Local Area Signaling Services (CLASS)

CLASS consists of a set of call management features which utilize the network's ability to forward the calling party's telephone number between the originating and terminating central offices. CLASS depends on the availability of Signaling System 7 (SS7).

Both the subscriber to the service and the other party involved in the call must either be served from the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.

I. GENERAL (continued)

C. Custom Local Area Signaling System (continued)

1. **Repeat Dialing** - automatically redials the last outgoing number after the customer enters the activation code. If the redialed number is idle the call completes immediately. If the redialed telephone number is busy the called line is monitored for a maximum of 30 minutes. When the called line becomes idle, a distinctive ringing signal alerts the calling customer that the number is available and the call can be completed. Repeat dialing can be canceled by dialing a deactivation code.

The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
  - Calls to 900 Service numbers
  - Calls preceded by an interexchange carrier access code
  - Calls made on an International Direct Distance Dialed basis
  - Calls to Directory Assistance Service
  - Calls to universal emergency number service (911)
2. **Caller ID** - provides the originating telephone number, month, day, hour and minute of an incoming call after the first telephone ring. This information is displayed on a customer-provided compatible display device attached to the customer's telephone line.
  3. **Caller ID Blocking**
    - a. *Per-call blocking* - is an originating option that allow customers to control the disclosure of their directory number on a call-by-call basis. When activated, the option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device and also prevents Call Return from completing a call. Per-Call Blocking does not affect the operation of the other Custom Calling Services. Activation is accomplished by the calling party dialing the per-call blocking activation code prior to initiating a call. Per-call blocking is available, without charge, to all one-party residence and business main telephone exchange service. Per-call blocking is not available with multi-party residence service, Trunk lines and Public Access Line (PAL) service.
    - b. *Line Blocking* - allows customers to automatically block the disclosure of their directory number on all originating calls. The option precludes the originating customer's telephone number from being displayed on the terminating customer's Caller ID display device and also prevents Call Return from completing a call. Line blocking does not affect the operation of the other Custom Calling Services. Line Blocking is available free of charge to Non-Published and Non-Directory listed customers and to Domestic Violence Agencies, their staff, volunteers and safe houses. In addition, Line Blocking is available at no charge to all customers for the period from 30 days prior to introduction to 60 days following the introduction of Caller ID service. Customers requesting Line Blocking after that period will incur an Element 1 Service Order Charge (Section 4, Original Page 1) unless they send a letter to the Company requesting Line Blocking for concerns related to health or safety. Line Blocking is not available with Trunk lines and Public Access Line (PAL) service except for Domestic Violence agencies and safe houses.
  4. **Call Trace** - allows a customer to trace the most recent incoming call by dialing a code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date, time, and originating telephone number of the call) provided that the call was completed over a suitably equipped facility and the customer has not received another call after the call to be traced was terminated. The results of the trace will be held by the Company for release to the appropriate law enforcement agency after the customer files a complaint with that agency.

I. GENERAL (continued)

C. Custom Local Area Signaling System (continued)

5. **Selective Call Acceptance** – screens incoming calls against a list of customer designated directory numbers and then accepts any calls from that list. Calls from directory numbers not on the screening list are routed to an announcement stating that the called party does not wish to receive the call. A screening list of up to 12 directory numbers, from any exchange that has SS7 connectivity, is created by the customer using the telephone keypad. The customer activates and deactivates the service by dialing the appropriate access codes.
6. **Selective Call Forwarding** - screens incoming calls against a list of customer designated directory numbers and then forwards any call from that list to another preselected telephone number. A screening list of up to 12 directory numbers, from any exchange that has SS7 connectivity, is created by the customer using the telephone keypad. The customer activates the service by dialing a code and the telephone number of the line to which the calls are to be forwarded.
7. **Selective Call Rejection** - screens incoming calls against a list of customer designated directory numbers and then rejects any calls from that list. Calls from directory numbers on the screening list are routed to an announcement stating that the called party does not wish to receive the call. A screening list of up to 12 directory numbers, from any exchange that has SS7 connectivity, is created by the customer using the telephone keypad. The customer activates and deactivates the service by dialing the appropriate access codes.
8. **Priority Ringing** - screens incoming calls against a list of customer designated directory numbers and then provides a special ring or call waiting tone for any calls from that list. Calls from telephone numbers not on the screening list will produce a normal ring or call waiting tone. A screening list of up to 12 directory numbers, from any exchange that has SS7 connectivity, is created by the customer using the telephone keypad. The customer activates and deactivates the service by dialing the appropriate access codes.
9. **Call Return** - automatically redials the telephone number of the most recent incoming call. If the telephone number of the most recent incoming call is idle, the call completes immediately. If the telephone number is busy, the line of the most recent incoming call is monitored for a maximum of 30 minutes. When the line becomes idle, a distinctive ringing signal alerts the subscriber that the call can now be completed.  
The following types of calls cannot be returned:
  - Calls from PBX lines
  - Calls from DID lines
  - Calls from lines equipped with Line Blocking
  - Calls from lines which have activated Per Call Blocking
10. **Call Waiting ID** – provides for an expanded use of Caller ID by allowing a subscriber of Call Waiting to go off hook on an existing call to receive Caller ID information (number only) for a new incoming call. The calling number is displayed on customer provided premises equipment attached to the customer’s telephone line. Subscription to Call Waiting is required.
11. **Call Waiting ID With Name** – provides the same functionality as for Call Waiting ID plus the display of the name associated in the Company’s records with the line from which the call originates, including names associated with nonpublished and nonlisted service. The calling name and number are displayed on customer provided premises equipment attached to the customer’s line. Per call blocking and line blocking will prohibit the display of both name and number. Subscription to Call Waiting is required.

I. GENERAL (continued)

C. Custom Local Area Signaling System (continued)

10. Anonymous Call Rejection – allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of per call or line blocking, to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate the feature without charge by dialing a code.

Upon receiving the anonymous call rejection announcement, the calling party may either reverse the blocking status of his/her line and redial the call or elect not to redial the call.

Anonymous Call Rejection is provided automatically to customers subscribing to Caller ID, Caller ID With Name, Call Waiting ID and Call Waiting ID with Name. Anonymous Call Rejection initially will be provided in a deactivated state.

- D. These services are available to residence and business customers served by suitably equipped DSS central offices, with one-party main telephone service (except coin) to the extent that existing facilities are available.
- E. No assurance can be given that transmission will be fully satisfactory during Three-Way Calling and Call Forwarding calls.
- F. The activation fee for Custom Calling Services maybe waived for 60-day promotional period. This promotion may be offered annually in each exchange.

II. RATES AND CHARGES

Custom Calling Services are billed on a monthly basis or on a per activation basis. The following rates and charges are in addition to all other applicable rates and charges for service and equipment furnished. The Section 4 Element 1 Service Charge applies when one or more Custom Calling Services, subscribed to on a monthly basis, is the only service being provided. The Section 4 Element 1 Service Charge does not apply when Custom Calling Services are used on a per activation basis or when one or more Custom Calling Services, subscribed to on a monthly basis, is provided in conjunction with other services for which an Element 1 Service Charge would normally apply.

No Service Charge applies for the first application of Line Blocking to a customer's line for the period of 30 days prior to and up to 60 days following the introduction of Caller ID. In addition, the Line Blocking Service Charge does not apply for the first application of Line Blocking if requested within 60 days of the installation of a new line. A Service Charge applies for any subsequent application of Line Blocking, unless the customer sends a letter to the Company requesting Line Blocking for concerns related to health or safety or the customer has Non-Published service or Non-Directory listed service.

|                                                                       | PER ACTIVATION<br>RATES | MONTHLY<br>RATES |
|-----------------------------------------------------------------------|-------------------------|------------------|
| Anonymous Call Rejection:<br>Residence & Business, each line equipped | N/A                     | \$2.25           |
| Call Forwarding Service: #                                            |                         |                  |
| a. <b>All Calls</b><br>Residence and Business, each line equipped     | N/A                     | \$2.25           |
| b. <b>No Answer</b><br>Residence and Business, each line equipped     | N/A                     | \$2.25           |
| c. <b>Busy</b><br>Residence and Business, each line equipped          | N/A                     | \$2.25           |



II. RATES AND CHARGES (continued)

|                                                                            | PER ACTIVATION<br>RATES         | MONTHLY<br>RATES |
|----------------------------------------------------------------------------|---------------------------------|------------------|
| Call Return:**<br>Residence & Business, each line equipped                 | \$ .50                          | \$3.25           |
| Call Trace:<br>Residence & Business, each line equipped                    | \$3.00                          | N/A              |
| Call Waiting:<br>Residence, each line equipped                             | N/A                             | \$3.25           |
| Call Waiting ID:<br>Residence & Business, each line equipped               | N/A                             | \$6.00           |
| Call Waiting ID With Name:<br>Residence & Business, each line equipped     | N/A                             | \$6.95           |
| Caller ID:<br>Residence & Business, each line equipped                     | N/A                             | \$6.00           |
| Caller ID with Name:<br>Residence & Business, each line equipped           | N/A                             | \$6.95           |
| Custom Calling Service Package:<br>Residence & Business: Any four features | Totalled monthly fees minus 25% |                  |
| Line Blocking:<br>Residence, each line equipped                            | \$8.15                          | N/A              |
| Multi Ring Service:<br>Residence & Business, each line equipped            | N/A                             | \$3.25           |
| Per Call Blocking: *<br>Residence & Business, each line equipped           | N/A                             | N/A              |
| Priority Ringing:<br>Residence & Business, each line equipped              | N/A                             | \$2.25           |
| Repeat Dialing:**<br>Residence, each line equipped                         | \$ .50                          | \$2.25           |
| Selective Call Acceptance:<br>Residence & Business, each line equipped     | N/A                             | \$2.25           |
| Selective Call Forwarding: #<br>Residence & Business, each line equipped   | N/A                             | \$2.25           |
| Selective Call Rejection:<br>Residence & Business, each line equipped      | N/A                             | \$2.25           |
| Speed Calling – 8 - Code:<br>Residence & Business, each line equipped      | N/A                             | \$2.25           |
| Three-Way Calling Service:<br>Residence & Business, each line equipped     | N/A                             | \$3.25           |
| Warm Line:<br>Residence & Business, each line equipped                     | N/A                             | \$1.50           |

# When a call is forwarded and it is not within the customer's local calling area, the applicable toll charge will be incurred by the customer with the Call Forwarding feature.

\* See C.3 preceding

\*\* A monthly cap of \$4.50 applies to per activation charges for Repeat Dialing and Call Return.

I. GENERAL

- A. Exchange Service may be temporarily suspended and the customer's listing retained in the directory. During this period, central office lines may be made inoperative.
- B. More than one period of temporary suspension may be permitted in any one calendar year provided at least one month's full charge shall be paid for service furnished between periods of temporary suspension. The reduction of rate on account of the temporary suspension of service applies during a total of not more than six months in each calendar year.
- C. The reduction of rate on account of the temporary suspension of service will not apply during the first month's period of service.
- D. This service does not apply to any type of low-use measured service.

II. RATES AND CHARGES

- A. The monthly rate during the period of suspension of service is 50%\* of the regular monthly rate. However, if the period of suspension is 15 days or less, the regular monthly rate applies.
- B. The appropriate Section 4, Original Page 1 Element 1, service ordering charge applies for the return to full charge service.

I. GENERAL

- A. Service that has been temporarily interrupted for nonpayment of bills will be restored upon payment of all charges due as if there had been no interruption. A service and equipment charge of \$12.25 will apply for each account restored. An account may consist of a main telephone exchange line, all trunks of a private branch exchange or a private line channel or service
- B. If service is temporarily interrupted and payment is not received within approximately five days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

\*The full monthly Enhanced Universal Emergency Number Service - E911 surcharge as specified in Section 1; Page 6 also applies.

I. GENERAL

The regulations following are in addition to applicable regulations contained in other sections of this Product Catalog.

A. Regulations Applicable to Automatic and Public Announcement Service

1. Announcement services are provided to enable the customer to furnish announcements to the general public which in the opinion of the Company will not result in calling patterns adverse to service to the general public. The Company's obligation to furnish announcement service is dependent upon its ability to provide, without unreasonable expense, suitable and sufficient facilities and equipment.
2. In order to permit estimation of incoming call volumes so that facilities and equipment of the proper capacity may be furnished, the applying customer is required to designate the kind of announcements for which the service will be used (such as time, time and temperature, weather, news, financial reports, sales promotion, general information, etc.). When the service has been established, the Company's facilities may be used without the advance consent of the Company only for announcements of such kind together with advertising or promotional material as may be provided by the customer.
3. The furnishing of Announcement Service contemplates that the distribution of incoming calls from the general public will be such that the volumes received at any time will not cause impairment, disruption or deterioration of the quality of other exchange telephone service or message toll telephone service. The customer will exclude from prerecorded messages or announcements any matter, the dissemination of which is prohibited by law or deemed by the Company to be objectionable. In the event that the use of an announcement system causes such impairment, disruption, or deterioration; or the prerecorded messages or announcements are unlawful or objectionable, the Company shall have the right to discontinue such service without prior notification to the customer.
4. Announcement Service will be furnished only when the customer will subscribe to sufficient telephone facilities, initially and subsequently as may be required in the estimation of the Company to adequately handle calls to announcement equipment without impairing the Company's general service or plan. If subsequent to the installation of this service, the message handling capacity becomes inadequate, the Company reserves the right to disconnect the service or, subject to the availability of equipment and facilities, furnish additional lines at appropriate rates and charges.
5. Announcement Service may be furnished for the same or similar announcements to more than one customer in the same exchange. The furnishing to a customer of equipment and facilities for Announcement Service shall not preclude the Company from itself, furnishing to the public the same or similar announcement service.
6. Since the customer has exclusive control over the quality and characteristics of speech used in the announcements, the Company assumes no liability for the quality of, or defects in, the recordings of such announcements.
7. One directory listing to include proper identification of the type of announcement service furnished, the telephone number and the name of the customer, will be provided without charge. Additional directory listings will be provided at rates and charges specified elsewhere in this Section.

I. GENERAL

- A. Selective Blocking Service is an arrangement that allows the customer to prevent calls placed to information services with a 900 area code. This arrangement recognizes and blocks any attempt to dial a number with a 900 area code.
- B. Selective Blocking Service is available to one-party residence service customers and single line business service customers and is provided only when sufficient facilities exist.
- C. Existing customers will be able to have Selective Blocking Service activated at the applicable rates and charges as detailed below.
- D. A request for new basic exchange service will have a 60 day period from the date of installation to have Selective Blocking Service activated free of charge. After this period the applicable rates and charges as detailed below will apply.

II. RATES AND CHARGES

Service Charges as specified in Section 4 do not apply to provisioning of Selective Blocking Service for the initial activation of a customer's blocking arrangement. Nonrecurring charges as specified below apply to all subsequent changes in Selective Blocking Service.

Nonrecurring Charges

Selective Blocking Service charge  
per line equipped, per request . . . . . \$8.15

I. GENERAL

- A. Screened Service is offered to all subscribers.
- B. This service blocks all directly dialed toll calls except calls to 800 numbers. Directly-dialed calls to Directory Assistance are denied. Outward toll is allowed for credit card, collect or third number billing through dial "O" access.
- C. This service also provides collect and third number inward toll restriction by alerting operators throughout the country that these calls cannot be billed to that particular number.
- D. This service alerts the operator that operator-handled toll calls and operator-handled Directory Assistance calls may not be billed to the originating number.
- E. The service is offered in exchanges with the appropriate equipment available.

II. Rates and Charges

Nonrecurring charges as specified below apply to activation of Screened One Party Service.  
Service charges as specified in Section 4 do not apply.

Nonrecurring Charges

Screened One Party Service per line equipped . . . . . \$8.15

I. GENERAL

- A. Seven-Digit Blocking Service is an arrangement that allows the customer to prevent all New Hampshire toll calls dialed using only the seven digit telephone number from being completed.
- B. Seven-Digit Blocking Service is available to all residence service customers and all business service customers.
- C. Existing customers will be able to have Seven Digit Blocking Service activated at the Element 1b Service Charge (Section 4, Original Page 1).
- D. Any customer requesting new basic exchange service will have a 60-day period from the date of installation to have Seven-Digit Blocking Service activated free of charge. After this period an Element 1b Service Charge (Section 4, Original Page 1) rate will apply.

## I. GENERAL

### A. Definitions

The term Service Charge as specified herein and in other Sections of this Product Catalog is defined as a charge or charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment and other telephone facilities. Service Charges are categorized as (1) Service Ordering Charge (a. Initial, b. Subsequent, c. Records), (2) Central Office Line Connection Charge.

### B. Service Charges

#### ELEMENT 1

##### Service Ordering Charge

The term Service Ordering Charge means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of customer requests for service. Service Ordering Charges are classified in three categories:

- (a) Initial Service Order Charge - Applies for work done processing information for initial connection of service, per customer request.
- (b) Subsequent Service Order Charge - Applies for a move, change, or addition to an existing service, per customer request.
- (c) Records Service Order Charge - Applies to each request that involves only a change in the company's records.

#### ELEMENT 2

##### Central Office Line Connection Charge

The term Central Office Line Connection Charge means the charge that applies for performing work functions associated with the line extending from the serving central office to the customer's premises, including, but not limited to central office connections, cable cross connections and connecting the drop wire or protector and/or network interface device.

### C. Regulations

1. Service Charges are in addition to all other rates and charges that may be applicable for service and equipment provided by the Company. Other rates and charges include, but are not limited to, One-time Charges and Nonrecurring Charges.
2. One or more of the above service charges may not be applicable to a request or the associated work functions if the request results in the partial or complete disconnection of service or if a particular work function is optional at the discretion of the Company.

### D. Business and Residence Service

If residence main service or extension service is ordered or connected into service at the same time as business service on the same premises of a customer, the applications are treated as separate orders and appropriate service charges are applied to each.

I. GENERAL (continued)

| E. Service Charge Schedule                      | Residence or Business |
|-------------------------------------------------|-----------------------|
| ELEMENT 1, per service order request for:       |                       |
| (a) initial service                             | \$ 19.50              |
| (b) per subsequent request                      | \$ 8.15               |
| (c) per records request                         | \$ 6.00               |
| <br>ELEMENT 2, per central office line or trunk | <br>\$ 19.50          |

F. Optional Installment Payment Plan

The customer may elect a 1 - 4 month installment payment plan for Service Charge Elements 1A and 2 specified in E. above.

I. GENERAL

- A. Except as provided elsewhere in this Product Catalog, the charges specified herein apply to moves and changes on the same premises of a customer.
- B. No charges are made for moves or changes in type made necessary by reason of changes in the kind of service, or to change from one basic service to a lower grade of basic service. In addition, no Element 1 service charge is made for requests which result in a change in records which primarily benefit the Company.
- C. The aggregate charges for moves, rewires and changes done at the same time shall not exceed the charge that would apply if the services were removed and installed anew.

II. CHARGES

A. Moves Business or Residence

- 1. Drop wire, protector, network interface device, network terminating wire and other associated facilities .....

The charge is based on cost not to exceed the termination, service charges and nonrecurring charges that would apply if the services and equipment directly associated with the items moved were removed and installed anew except that if the customer elects to continue under the existing minimum service period the charge is the entire cost of the move.

- B. Change of service to feature service dial system or from one class of feature service dial system to another class of feature service dial system .....

Applicable termination charges apply. Nonrecurring charges apply for the feature service dial system provided as a result of the change, and in addition appropriate service charges apply for any new services furnished. New minimum service periods apply, as appropriate.

## I. GENERAL

- A. The regulations specified in II, III, IV and V, following apply for main telephone exchange and private branch exchange services and for private line service between points not on the same continuous property.
- B. The Company places either aerial or underground construction and determines in each case the normal type of construction to be used to furnish service. If another type of construction is required, such as submarine cable or radio, or if service is desired at remote locations, the provision in this section governing Special Conditions, the regulations in this Product Catalog pertaining to Hazardous or Inaccessible Locations, or other established Company practices and procedures apply.
- C. When a service specified in A. above is extended to another building on the same continuous property of a customer, or when a private line service is furnished exclusively between points on the same premises, the construction is furnished in accordance with regulations specified in Section 3, Original Page 5.
- D. If the furnishing of facilities and service involves a special assembly, a special installation, or disproportionately large construction, maintenance or replacement costs, or expenses on the part of the Company, charges for the construction are determined in accordance with the Special Conditions provisions in this Section.
- E. If within one year of the time when a special construction charge for highway or private property construction has been incurred, conditions change so that the whole or a part of the charge should be assumed either by a new customer or by the Company, an equitable refund will be made.
- F. Pole line costs are detailed on the construction price list contained in this Product Catalog.
- G. Highway construction furnished under the conditions specified in I and II of this Section is the property of the Company and will be maintained and replaced by the Company at its expense. The Company at its expense will furnish, own, and maintain the associated circuit construction.

## II. HIGHWAY CONSTRUCTION

- A. Where no general distribution plant exists, the Company will provide, without a special construction charge, 3/10 of a mile (route measurement) of normal type construction for each customer to be served. Construction in excess of this allowance for joint ownership will be provided at the full pole line cost. Where attachment to facilities of another wire-using company will be provided, the attachment charge incurred by the Company will be assumed by the customer(s). These charges will be prorated among all customers to be served by the proposed construction.
- B. Where general distribution plant exists, the Company will furnish all required construction of normal type on general distributing plant already occupied by lines of the Company unless other customers along such facilities are entitled to refund of highway special construction charges incurred during the previous year. Where refunds are involved, such construction is treated as new construction in accordance with Paragraphs I.E and II.A. above.
- C. The minimum service period is one year for service involving an extension of highway construction or the use of an extension of highway construction built during the preceding year. If service is being transferred, an unexpired minimum service period may be assumed by a second customer.
- D. When a customer is so located that it is necessary to use a private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the customer is required to pay the entire costs involved in securing such right-of-way.



### III. PRIVATE PROPERTY CONSTRUCTION

#### A. GENERAL

1. Aerial or underground telephone construction located on private property is considered private property construction, the cost of which will be assumed by the customer or prorated among all customers to be served by the proposed construction and occupying the same such private property, and is subject to the regulations in B. and C. following.
2. That portion of construction on private property which within one year from the date of installation of telephone service, has been accepted as a municipally-owned and maintained road is furnished under the regulations applicable to Highway Construction as shown in II. preceding.
3. The principal location for residence service customers is considered to be the customer's dwelling.
4. The principal location for business service customers is considered to be the main office on the premises of the customer, except that where private branch exchange service is furnished, the principal location is considered to be the building in which the private branch exchange switching equipment is located.

#### B. POLE CONSTRUCTION

Poles on private property to service the customer(s) principal location are subject to the regulations below:

1. If a pole line suitable either for telephone occupancy or joint occupancy with another wire-using company is built by the Company, the Company furnishes the first pole for each customer without charge and the customer(s) assumes the cost of any additional pole line costs. Such construction shall be the property of the Company and shall be maintained and replaced by the Company at its expense. The Company at its expense will furnish, own and maintain the associated circuit construction.
2. If the Company is required to furnish telephone service through joint ownership in a pole line of another wire-using company, the pole line cost, beyond the first pole for each customer, will be charged to the customer or prorated among all customers to be served. Where attachment charges are incurred by the Company, these charges, beyond the first pole for each customer, will be assumed by the customer or prorated among all customers. The Company at its expense will furnish, own and maintain the associated circuit construction.
3. If a pole line suitable for telephone occupancy is built by the customer(s) requesting service the entire line cost of construction, future maintenance and replacement will be assumed by the customer(s). The pole line shall be constructed in a manner acceptable to the Company, and will be the property of the customer(s). The Company at its expense will furnish, own and maintain the associated circuit construction.
4. The customer(s) shall assume the expense of maintenance and replacements made necessary by any act of the customer(s) or representatives of the customer(s) or by circumstances over which they have control.
5. The minimum service period is one year for service which involves pole line construction on private property.

III. PRIVATE PROPERTY CONSTRUCTION (continued)

C. UNDERGROUND CONSTRUCTION

Underground construction on private property to serve the customer(s) principal location is subject to the following regulations:

1. When the Company determines that the normal type of construction is underground:
  - a. For underground wire or cable construction of a type not requiring conduit, the Company furnishes without charge all trench work for a maximum route distance of 400 feet on private property. Trench work in excess of the maximum allowance is furnished at the expense of the customer(s). Excess construction may be built either by the Company or by the customer(s) under Company supervision and in conformity with Company engineering specifications. The customer(s) assumes the cost of providing a suitable entrance into the building.
  2. When the company determines that the normal type of construction is aerial but underground construction is built at the request of the customer:
    - a. For underground wire or cable construction of a type not requiring conduit:
      - (1) First 200 feet route measurement - the customer assumes full cost of trench work
      - (2) Beyond 200 feet route measurement - the customer assumes full cost of trench work, less a credit of one pole based on the current pole line cost.
      - (3) The customer assumes the cost of providing a suitable entrance into the building.
    - b. For underground conduit construction:
      - (1) First 200 feet route measurement - the customer assumes full cost of all trench work and conduit material.
      - (2) Beyond 200 feet route measurement - the customer assumes the full cost of all trench work and conduit material, less a credit of one pole based on the current pole line cost.
      - (3) The customer assumes the cost of providing a suitable entrance into the building.
    - c. The construction work in 2.a. and 2.b. preceding may be built either by the Telephone Company or by the customer(s) under Company supervision and in conformity with Company engineering specifications.
3. The minimum service period is one year for service provided in accordance with the preceding where the circuit distance is in excess of 200 feet route measurement and the Company has assumed all or part of, or has given the customer(s) credits against, the cost of underground construction in excess of 200 feet.
4. Circuit construction is furnished, owned and maintained by the Company. Any necessary trench or conduit work in connection with maintenance and replacement is done at Company expense. If the rendering of access to the conduits is unusually expensive, the customer(s) is required to bear the unusual expense incurred in opening and closing the trench in connection with maintenance and replacement or to provide service over a new route.
5. The customer(s) assumes the expense of maintenance and replacement of circuit construction, provided under III, C. preceding, made necessary by some act of the customer or his representative, or by circumstances over which the customer(s) has control.

III. PRIVATE PROPERTY CONSTRUCTION (continued)

IV. SPECIAL CONDITIONS

- A. If customer(s) within the exchange area desires or requires a form of highway or private property construction that is of higher cost than that which normally would be placed, or if because of the obviously temporary nature of the service the construction cost is disproportionately large in comparison with the estimated revenue, special construction charges apply to cover the excess costs.
- B. If a special installation involving special construction is made on behalf of the customer(s), or if the cost involved is disproportionately large in comparison with the estimated revenue, charges based on costs apply, in addition to Service Charges specified in Section 3. If there is considerable cost involved for design and installation, service is furnished subject to a minimum revenue guarantee for at least twelve months service. If a special installation request is cancelled, a processing fee may apply for the expense incurred in engineering the service arrangement.
- C. For a change in construction not provided for in this schedule, charges based on cost apply.
- D. If conditions change so that the whole or a part of a special construction charge previously paid by a customer(s), as provided in Paragraphs IV.B. and IV.C. preceding, is assumed either by a new customer(s) or by the Company, an equitable refund will be made.

CONSTRUCTION PRICE LIST

Price/pole:

- Joint owned - \$390/pole
- Solely owned - \$780/pole

Price/ 1/10 of a mile (route measurements)

- Joint owned - \$ 895/ 1/10 mile
- Solely owned - \$1,785/ 1/10 mile

Underground Construction:

Where underground construction is involved, the charge to the customer will be based on the actual construction charges incurred by the Company, less any applicable allowance.

I. General

- A. The Company provides long distance service for directly dialed calls to points within the State of New Hampshire 603 Area Code under a Standard Message Telecommunications Service Plan and various Optional Message Telecommunications Service Plans.
- B. Time-of-Day rate periods are reflected in the rates for these plans.
1. Day Rates apply Monday through Friday from 8:00 am to, but not including 5:00 pm.
  2. Evening Rates apply Sunday through Friday from 5:00 pm to, but not including 11:00 pm.
  3. Night and Weekend Rates apply Sunday through Thursday from 11:00 pm to, but not including 8:00 am of the following day, and from 11:00 pm Friday to, but not including 5:00 pm Sunday.

II. Standard Message Telecommunications Service Plan

- A. This standard plan is available to both residential and business customers under the following rate schedule:

|                        |                              |
|------------------------|------------------------------|
| Day Period             | \$ .21 per minute            |
| Evening Period         | \$.15 per minute             |
| Night & Weekend Period | \$.10 per minute             |
| Per Message Charge     | \$.01                        |
| Day Period Credit      | 0 -- 240 minutes -- \$.00    |
|                        | 241 -- 4800 minutes -- \$.11 |
|                        | Over 4800 minutes -- \$.14   |

III. Optional Message Telecommunications Service Plans

A. Call Around 603 Plan

1. This optional calling plan is available to business customers only. All calls between the hours of 8:00 am to 4:59 pm are given a 33% discount off the standard Day Period rate. The plan also provides 60 minutes of toll free calling to all points within the 603 Area Code between the hours of 5:00 pm to 7:59 am Monday through Friday and all day Saturday and Sunday for a monthly fee of \$6.00. Each additional minute is \$ .095. Customers also receive an anniversary discount that waives the monthly fee once annually.

B. Call Around 603 Plus

1. This optional calling plan is available to residential customers only. There are no Time-of-Day Restrictions for this plan. The plan provides 60 minutes of toll free calling to all points within the 603 Area Code for a monthly fee of \$7.00. Each additional minute is \$.09. Customers also receive an anniversary discount that waives the monthly fee once annually.

The following maps indicate the Company's service area.

- Map 1 Weare Exchange
- Map 2 Chester Exchange
- Map 3 Hillsboro Upper Village Exchange
- Map 4 Washington Exchange

Similar maps are maintained at the Company's headquarters in Weare, New Hampshire.

## I. GENERAL

The regulations specified herein are in addition to the general regulations contained in Section I.

### A. REGULATIONS APPLICABLE TO CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

#### 1. General Provisions

- a. Customer-provided terminal equipment and customer-provided communications systems may be connected with facilities furnished by the Company in accordance with the provisions contained in this section.
- b. The satisfactory performance of the exchange and message toll network requires continuing functional compatibility of the network control signals, transmission systems and the central office equipment involved. To assure the continuing compatibility, access to the exchange and message toll network must be made via a network control signaling unit.
- c. To protect the telecommunications network and services furnished to the general public by the Company from harmful effects, the signal from the customer-provided communications system, equipment or devices, to the long distance message telecommunications network, must comply fully with the current minimum network protection criteria specified by the Company and interexchange carriers over whose toll circuits the message telecommunications service may be transmitted. This includes equipment or devices for all transmitting or receiving service, whether connected to the exchange or message toll network by acoustic or inductive connections by direct electrical connections, or through the use of coupler arrangements.

#### 2. Responsibility of the Customer

Where exchange and message toll telephone service is available under this Product Catalog for use in connection with terminal equipment or communications systems, provided by a customer, authorized user, or joint user, the operating characteristics of the equipment or systems shall be such as not to interfere with any of the services offered by the Company. This use is subject to the further provisions that the equipment or systems provided by a customer, authorized user, or joint user does not endanger the safety of Company employees or the public; damage, require change in or alternation of the equipment or other facilities of the Company; interfere with the proper functioning of the equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment or system provided by a customer, authorized user, or joint user is causing or is likely to cause hazard or interference, the customer shall take the necessary steps to remove or prevent hazard or interference.

I. GENERAL (Continued)

A. REGULATIONS APPLICABLE TO CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Continued)

2. Responsibility of the Customer (Continued)

The customer shall be responsible for the payment of all Company charges for visits by the Company to the premises of the customer or authorized or joint users where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or his authorized users or joint users as stated in II. A of this Section.

The consent of the customer must be obtained by the authorized user or joint user prior to the connection of authorized user or joint user provided terminal equipment or communications systems to facilities provided to the customer.

The customer indemnifies and saves the Company harmless against claims for libel, slander, or the infringement of copyright arising from or in connection with the material or subject matter transmitted; against claims for the infringement of patents arising from combining with, or using in connection with, facilities of the Company, all other claims arising out of any act or omission of the customer in connection with facilities furnished by the Company.

3. Limitation of the Responsibility of the Company

The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer, authorized user or joint user. Exchange and message toll telephone service is not represented as adapted to the use of such equipment or systems, and where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for exchange and message toll telephone service and to the maintenance and operation of such facilities in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (a) the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission or (b) the reception of signals by such equipment or system.

The Company shall not be responsible to the customer or authorized user or joint user for damages arising out of mistakes, omissions, interruptions, delays or errors, failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission occurs.

I. GENERAL (Continued)

A. REGULATIONS APPLICABLE TO CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Continued)

4. Violation of Regulations

When any terminal equipment or communications system provided by a customer, authorized user, or joint user is used with exchange and message toll telephone service in violation of any of the provisions in this Product Catalog, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of such equipment or correct the violation and shall confirm in writing to the Company within 10 days following the receipt of written notice from the Company that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provision of this Product Catalog.

II. SERVICE CALL CHARGE

- A. The customer shall be responsible for the payment of all charges for visits by the Company to the premises of the customer or authorized or joint users where the service difficulty or trouble report results from use of equipment, facilities or premises wire provided by the customer or his authorized users or joint users.

Per service visit . . . . . \$ 55.00

III. PROTECTION EQUIPMENT FOR SERVICES TO POWER STATIONS

- A. Protection equipment is designed to protect Company services extending to electric power generating and distributing locations from high voltage hazards experience when ground potentials rise due to faults in the electric power system.
- B. The equipment required to isolate or neutralize the electrical hazard is provided by the Company. However, the customer has the option to furnish the equipment required to neutralize electrical hazards, subject to the approval by the Company of the proper levels of protection and the equipment to be provided by the customer. All equipment to neutralize electrical hazards at a given location must be provided by either the Company or the customer.
- C. The customer must furnish the technical data needed by the Company to determine the degree of protection required, and the Company determines the proper levels of protection to isolate or neutralize the electrical hazard.
- D. The customer must notify the Company of all power station changes affecting the degree of protection necessary.
- E. The number of protective devices billed is in accordance with customer service requirements.



III. PROTECTION EQUIPMENT FOR SERVICES TO POWER STATIONS (continued)

F. Rates and Charges

1. Neutralizing transformers suitable for exchange and private line services requiring direct current transmission.

Multiple Channel Unit (maximum 5 channels) - per termination..... \$44.53

2. Service and Equipment Charge

Multiple Channel Unit (maximum 5 channels) – per termination..... \$53.33

I. General Description

A. Foreign Exchange service is exchange service furnished to a business customer from an exchange other than the one from which the customer would normally be served.

B. The service is provisioned via dedicated facilities from the customer's premises to the foreign central office. The service allows customers to have local presence and two-way communications in an exchange different from their own.

C. Foreign Exchange service is provided as a voice grade service and is not represented as suitable for satisfactory transmission of data. Transmission characteristics may vary depending on the distance and routing required for originating or completing the switched portion of the call at the open (dial-tone) end.

II. Definitions

Certain terms used generally throughout this Product Catalog are defined as follows:

Closed End – The term "Closed End" denotes the station end of the Foreign Exchange service which is located in the customer's Serving Wire Center.

Open End – The term "Open End" denotes the dial-tone end of the Foreign Exchange service, which is located in the foreign exchange (foreign office) and where network switching of calls occurs.

Serving Wire Center – The term "Serving Wire Center" denotes the wire center from which a customer or authorized user would normally be served for local exchange service.

Foreign Exchange Service Wire Center – The term "Foreign Exchange Service Wire Center" denotes the wire center from which a customer or authorized user receives the Foreign Exchange Service.

III. Terms and Conditions

- A. Foreign Exchange service may only be provided where all facilities and serving points are located in the same LATA.
- B. This service may be furnished on a link (partial channel) basis when connected to Digital Channel Service and/or similar service; however, in these situations, the Foreign Exchange usage charges will continue to apply regardless of any substitutions (partial or otherwise) with respect to the Local Channel and/or interoffice channel.
- C. Other services, equipment or facilities used in connection with Foreign Exchange service, except, as otherwise indicated in this Product Catalog, are furnished subject to the rates and terms and conditions applying in the exchange in which the foreign office is located.
- D. Foreign Exchange Service is furnished subject to the same restrictions as to the use of the service by other than the customer and his representatives as apply in connection with other classes of service.
- E. The Foreign Exchange Service Customer is required to subscribe to a Unlimited Business Service as defined in Section 2 of the Product Catalog from the Foreign Exchange Service Wire Center.
- F. This service is not offered in conjunction with optional extended area local calling plans or Municipal Calling Areas.

### III. Terms and Conditions (continued)

- G. Resale of this service is not permitted.
- H. Additional General Regulations as set forth in Section 1 of this Product Catalog apply.
- I. A single-point service connects a customer premises to a central office other than the one from which the customer would normally be served.
- J. This service is not offered in conjunction as a multipoint service dial-tone to more than one customer premises.

### IV. Usage Charges

In addition to the monthly and nonrecurring charges, the customer will incur usage charges as follows:

- A. Originating Minutes of Use Charge
  - 1. Usage charges would apply on a customer dialed sent-paid basis, for all calls originating by the customer and terminating outside the local calling areas of the foreign exchange service central office.
  - 2. Toll charges will apply for all calls terminating outside the local calling area of the foreign exchange serving central office.

### V. Moves

- A. Moves within the same premises are permitted. Charges set forth in Section 4 of this Product Catalog apply.
- B. Moves to a new premises are permitted provided suitable facilities and serving points are located in the same LATA. Charges will be quoted on an Individual Case Basis (ICB).

### VI. Basic Rate Elements

Following are basic rate elements which apply to Foreign Exchange Service:

- A. Local Channel
  - 1. This rate element provides for a communications path between a customer's premises and the service wire center of that premises. One local channel applies per channel termination.
- B. Interoffice Channel
  - 1. This rate element provides for the transmission facilities between the customer's serving wire center and the foreign office.  
  
Interoffice Channel is portrayed in mileage between Central Offices.
- C. Interoffice Transport
  - 1. The mileage to be used to determine the monthly rate for this rate element is calculated on an airline distance as follows, regardless of how the service is physically routed.

VII. Rates and Charges

A. Basic Rate Elements

| Per Line                 | Monthly Rate | Non-Recurring Charges |
|--------------------------|--------------|-----------------------|
|                          |              |                       |
| 1. Local Channel         | ICB          | ICB                   |
| 2. Interoffice Channel   | ICB          | ICB                   |
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