

Tariff Schedule Applicable to
Competitive Local Exchange (Resale and Facilities-Based Local Exchange)
Telecommunications Services Furnished by
Navigator Telecommunications, LLC.
Between Points Within the State of Maryland

Issued: June 14, 2005

Issued by:

Louis F. McAlister, President
13860 Riverwood Park Drive
North Little Rock, AR 72113-0860

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TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. **Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.1
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

CHECK SHEET

Sheets 1 through 89 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). (T)
Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

Page	Revision	Page	Revision	Page	Revision
1	Original	42	Original	80.2	Original
2	Original	43	Original	80.3	Original
3	4 th Revised *	44	Original	80.4	Original
4	Original	45	Original	80.5	Original
5	2 nd Revised	46	Original	80.6	Original
6	1 st Revised *	47	Original	80.7	Original
7	Original	48	Original	80.8	Original
8	Original	49	Original	81	Original
9	Original	50	Original	82	Original
10	Original	51	Original	83	Original
11	Original	52	Original	84	Original
12	Original	53	Original	85	Original
13	Original	54	2 nd Revised	86	2 nd Revised *
14	Original	55	Original	87	1 st Revised
15	Original	55.1	1 st Revised	88	Original
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17	Original	57	Original		
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28	Original	68	Original		
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33	Original	73	Original		
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36	Original	76	Original		
37	Original	77	Original		
38	Original	78	2 nd Revised		
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1. GENERAL

1.1 Explanation of Symbols

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate
- (Z) – To signify a correction

1.2 Application of the Tariff

- 1.2.1 This tariff governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this tariff.
- 1.2.2 The Company's services are available to non-residential customers.
- 1.2.3 The Company's service territory is consistent with that served in Maryland by Verizon.

1. GENERAL (cont.)

1.3 Definitions

- 1.3.1 “Business Customer” is a Customer who receives service from the Company where the use is primarily or substantially of a business, professional, institutional, or occupational nature.
- 1.3.2 “Carrier,” “Company” or “Utility” refers to Navigator Telecommunications, LLC.
- 1.3.3 “Coin Customer” are Payphone providers who are certified by the Commission to provide payphone services to the general public. Navigator provides access line service to payphone providers.
- 1.3.4 “Commission” means the Maryland Public Service Commission.
- 1.3.5 “Company” refers to Navigator Telecommunications, LLC., issuer of this tariff.
- 1.3.6 “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
- 1.3.7 “Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
- 1.3.8 “Customer Dialed Calling Card Call” is a service whereby the End User dials all the digits necessary to route and bill the call to a calling card.
- 1.3.9 “Exchange Area” means the territory served by an exchange.
- 1.3.10 “Local Access and Transport Area (LATA)” is a geographic area established for the administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic, and other purposes.
- 1.3.11 “Local Exchange Services” are those telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.
- 1.3.12 “Nonrecurring Charge” is a charge applying to the provision of certain items of service and equipment or facilities as distinguished from the service charges applicable for the establishment of telephone service.

1. GENERAL (cont.)

1.3 Definitions, (cont.)

- 1.3.13 “Operator Dialed Surcharge” is a charge applied to calls made when the End user dials “00” only or any valid company operator access code and requests that the operator dial the destination number.
- 1.3.14 “Operator Station Call” is a service whereby the caller places a non person-to-person call with the assistance of an operator (live or automated).
- 1.3.15 “Person-to-person Call” is a service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant.
- 1.3.16 “Restoral of Service” means the return of service following a period of temporary interruption for nonpayment of bills, provided this return occurs prior to discontinuance of the service.
- 1.3.17 “Service” means any telecommunications service(s) provided by the Carrier under this tariff.
- 1.3.18 “Service Charges” refers to charges in connection with the ordering or connection of services.
- 1.3.19 “Station” means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
- 1.3.20 “Third Party Billing” is a billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

2. RULES AND REGULATIONS

2.1 Undertaking of the Company

Navigator will provide resale local exchange services on both a resale and facilities basis to non-residential (business and coin) customers for communications originating and terminating within the state of Maryland and within the service area served in Maryland by Verizon. Business service offerings include bundled offerings that contain both local, long distance, and selected features. The interLATA component of these bundled service offerings are not regulated by the Commission.

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

2.2.1.1 The payment of all applicable charges pursuant to this tariff;

2.2.1.2 Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.

2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.

2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.

2.2.1.5 Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.

2.2.1.6 Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

2. RULES AND REGULATIONS (CONT.)

2.2 Obligations of the Customer, cont.

2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or

2.2.2.2 Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.

2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.

2.2.4 The Company's services (as detailed in this tariff) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.

2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

2. RULES AND REGULATIONS (CONT.)

2.3 Liability of the Company

2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

2.3.2 Service Irregularities

2.3.2.1 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, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.

2.3.2.2 The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.

2. RULES AND REGULATIONS (CONT.)

2.3 Liability of the Company (cont.)

2.3.3 Claims of Misuse of Service

2.3.3.1 The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with services and facilities provided by the Company.

2.3.3.2 The Company does not require indemnification from the customer where the action for which it is seeking indemnification is based on a claim of negligence by the Company.

2.3.4 Defacement of Premises

2.3.4.1 The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations

2.3.5.1 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the gross negligence or willful misconduct of the Company.

2. RULES AND REGULATIONS (CONT.)

2.3 Liability of the Company (cont.)

2.3.6 Service at Outdoor Locations

2.3.6.1 The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

2.3.7 Warranties

2.3.7.1 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

2.3.7.2 Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

2.3.8 Limitation of Liability

2.3.8.1 Nothing in this tariff shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

2. RULES AND REGULATIONS (CONT.)

2.4 Application for Service

2.4.1 Minimum Contract Period

2.4.1.1 Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.

2.4.1.2 Except as provided in 2.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.

2.4.1.3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

2. RULES AND REGULATIONS (CONT.)

2.4 Application for Service (cont.)

2.4.2 Cancellation of Service

2.4.2.1 Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

2.4.2.2 Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

2.4.2.2.A The total costs of installing and removing such facilities; or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this tariff plus the full amount of any applicable installation and termination charges.

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

2. RULES AND REGULATIONS (CONT.)

2.5 Payment for Service

2.5.1 Service will be billed directly by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.14 of this tariff.

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

2.5.3 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

2.5.4 If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract and (2) imposes a penalty for early cancellation by the customer, then the customer shall be notified 60 days in advance of the customer's current contract expiration date.

2. RULES AND REGULATIONS (CONT.)

2.6 Customer Deposits

2.6.1 Navigator does not collect customer deposits.

2. RULES AND REGULATIONS (CONT.)

2.7 Late Payment Charges

- 2.7.1 The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03. as amended from time to time.
- 2.7.2 Any charges that are disputed by a customer shall not be subject to late payment charges regardless of the outcome of the dispute.
- 2.7.3 The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential customers and within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.
- 2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1).

2.8 Customer Complaints and Billing Disputes

- 2.8.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.
- 2.8.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:
- Office of External Relations
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202
- 410-767-8028 (Office of External Relations)
410-767-8000 (Main PSC number)
1-800-492-0474 (Toll-free PSC number)
- 2.8.3 The Company provides the following toll free number 1-888-662-8835 for customers to contact the carrier in accordance with COMAR 20.45.04.02.B.
- 2.8.4 The Company will not collect attorney fees or court costs from customers.

2.9 Allowance for Interruptions in Service

- 2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.
- 2.9.2 Use of Another Means of Service
- If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

2. RULES AND REGULATIONS (CONT.)

2.10 Taxes and Fees

2.10.1 All state and local taxes and fees shall be listed as separate line items on the customer's bill.

2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

2.11 Returned Check Charge

The charge for a returned check is \$25.00 for each check or other payment type submitted by the Customer to the Company that a bank or financial institution refuses to honor.

2.12 Directory Assistance Call Allowance

There are no call allowances for business service. (T)

2.13 Special Customer Arrangements

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this tariff, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

2. RULES AND REGULATIONS (CONT.)

2.14 Termination of Service:

2.14.1 Denial of Service Without Notice

The Company may discontinue service without notice for any of the following reasons:

2.14.1.1 Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.

2.14.1.2 Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

2.14.1.3 Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.

2.14.1.4 Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.

2.14.1.5 Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

2.14.2 Denial of Service Requiring Notice

2.14.2.1 The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:

2.14.2.1.A Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's tariffs on file with the Commission.

2.14.2.1.B Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

2.14.2.1.C Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.

2. RULES AND REGULATIONS (CONT.)

2.14 Termination of Service (cont.):

2.14.2 Denial of Service Requiring Notice (cont.)

2.14.2.1 The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial (cont.):

2.14.2.1.D Non-payment of Bill.

2.14.2.1.D.1 For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.

2.14.2.1.D.2 In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.

2.14.2.1.D.3 Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.

2.14.2.1.D.4 Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.

2.14.2.1.D.5 Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.

2.14.2.1.D.6 Failure to Pay Increased Deposit Required. For failure of the customer to pay an increased security deposit when warranted by the Company to protect its revenue in accordance with Code of Maryland Regulations 20.45.04.

2. RULES AND REGULATIONS (CONT.)

2.14 Termination of Service (cont.):

2.14.3 Insufficient Reasons for Denial of Service

2.14.3.1 The following may not constitute cause for refusal of service to a present or prospective customer:

2.14.3.1.A Failure of a prior customer to pay for service at the premises to be serviced;

2.14.3.1.B Failure to pay for a different class of service for a different entity;

2.14.3.1.C Failure to pay the bill of another customer as guarantor of that bill;

2.14.3.1.D Failure to pay directory advertising charges;

2.14.3.1.E Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or

2.14.3.1.F Failure to pay an outstanding bill that is over 7 years old, unless the:

2.14.3.1.F.1 Customer signed an agreement to pay the outstanding bill before the expiration of this period;

2.14.3.1.F.2 Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or

2.14.3.1.F.3 Outstanding bill is for service obtained by the customer by means of an application made:

(i) In a fictitious name,

(ii) In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,

(iii) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or

(iv) Without disclosure of a material fact or by misrepresentations of a material fact.

2.14.3.2 This regulation applies to both residential and nonresidential classes of service.

2. RULES AND REGULATIONS (CONT.)

Provision of Service and Facilities

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

2.15.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or

2.15.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

2.16 Interference with or Impairment of Service

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

2.17 Telephone Solicitation by Use of Recorded Messages

2.17.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

3. DESCRIPTION OF SERVICES

3.1 Trial Services

3.1.1 The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

3.2 Promotional Offerings

3.2.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval. The Company may file a promotional offering on one days notice to the Commission.

3.3 Individual Case Basis (“ICB”) Offerings

3.3.1 The tariff may not specify the price of a service in the tariff as “ICB”. The Company may or may not have an equivalent service in its tariff on file with the Commission, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

3.4 Customized Pricing Arrangements (“CPAs”) Offerings

3.4.1 The Company may offer CPAs to eligible customers. Each CPA is customized to meet the specific needs of a customer. Rates quoted are different from the tariffed rates. CPA rates must be provided under contract to a customer and the contract filed (can be under seal) with the Commission

4 RATES AND CHARGES

4.1 Calculation of Rates

- 4.1.1 Timing of calls begins when the call is answered at the called station. Navigator's rates are not based on airline mileage or time-of-day calling.

4. RATES AND CHARGES

4.2 Dial-Around Compensation Surcharge for Payphones

4.2.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

- A. Calling card service
- B. Collect calls
- C. Third party billed
- D. Directory Assistance calls
- E. Pre-paid card service

4.2.2 The Surcharge does not apply to:

- A. Calls paid for by inserting coins
- B. Calls placed from stations other than public/semi-public payphones
- C. Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
- D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

4.2.3 The Dial Around Compensation Surcharge rate is \$0.50 per call.

4. RATES AND CHARGES (CONT.)

4.3 Local Service Provider Freeze

- 4.3.1 The Company will make available a local service provider freeze to all residence and business customers on a nondiscriminatory basis at no charge to the end user. This freeze prevents a change in the end user's local service provider unless the end user gives the carrier from whom the freeze was requested his or her express consent.
- 4.3.2 End users may request a freeze on their local service provider as a means of protection from unauthorized changes. In establishing a freeze, carriers must follow the verification procedures for preferred carrier freezes of the Federal Communications Commission ("FCC") (e.g., independent 3rd party verification, written letter of agency from customers, electronic authorization).
- 4.3.3 The Company will accept a customer's written or oral authorization, including a three-way call with the customer, the Company and the new local service provider selected by the customer, to lift a freeze previously imposed by the customer on his or her choice of local service provider. In accordance with federal regulations, when engaged in oral authorization to lift a local service provider freeze, the Company must confirm appropriate customer identification data and the customer's intent to lift the freeze. Carriers will impose and lift the freeze in accordance with the then applicable provisions of the federal regulations, the current provisions of which appear at Title 47, Part 64 of the Code of Federal Regulations, 47 C.F.R. 64.1190. Carriers must still follow the verification procedures of the FCC for changing preferred carriers (e.g., independent 3rd party verification, written letter of agency from customers, electronic authorization).

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service

4.4.1 General

This tariff applies to local exchange telephone services furnished by Navigator Telecommunications, LLC. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Company.

4.4.2 Regulations

4.4.2.1 Local Exchange Service is provided only on an intraLATA basis, except for established exchange areas in effect on December 31, 1983, which cross LATA boundaries.

4.4.2.2 Explanation of Terms

Dial Tone Line

A dial tone line is a central office line which provides a customer with access to the telecommunications network and includes Touch Tone Calling Service.

Monthly Usage Options

Monthly usage options provide customers with options for a type of local calling privilege other than being charged only on a per-call basis.

4.4.2.3 Application of Local Exchange Service Rates

4.4.2.3.A Business and Residence

The determination as to whether customer service is furnished at a business or residence is based on the location and character of use, made of the service. The type of Directory Listing may, in some cases, also serve as a satisfactory basis for determining whether business rates apply.

Business Rates

Service is classified and charged for as business service where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business Directory Listing is furnished, except as provided in the following paragraph.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.3 Application of Local Exchange Service Rates (cont.)

4.4.2.3.B Trunks

PBX trunk rates apply for local exchange lines connecting to Private Branch Exchange common equipment and in multifunction systems where the lines are used as pooled facilities, dial or button access and used in connection with direct group calling features.

4.4.2.3.C Business Lines

Business lines may be either ground start or loop start and may have any standard treatment. Transmission quality over ground start lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 Local Exchange Service rates provide service up to and including the network interface. The following channel services may be used with Local Exchange Service.

4.4.2.4.A Foreign Exchange Service is exchange service furnished from one exchange to a location in another exchange by the use of Series 2000, type 2006A, Channels.

4.4.2.4.A.1 Foreign Exchange Service is not in accord with the general plan of furnishing telephone service, and is provided only under special conditions and where suitable facilities which can be spared are available.

4.4.2.4.A.2 Foreign Exchange Service is available only between exchanges located in the same LATA, except as specified following.

- i. As granted by an Exception to the final order of Civil Action No. 82-0192 of the United States District Court for the District of Columbia, dated December 7, 1983.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.A (cont.)

4.4.2.4.A.2 (cont.)

i. (cont.)

<u>Normal Exchange or Zone</u>	<u>Foreign Exchange Service Offered</u>	<u>Normal Exchange or Zone</u>	<u>Foreign Exchange Service Offered</u>
<u>Group I</u>		<u>Group III</u>	
Ashton*	Waterloo	Annapolis	Ashton
Berwyn	West River	Arbutus	Berwyn
Bethesda		Armiger-Gibson Island	Bowie-Glenn Dale
Bowie-Glenn Dale†		Brooklyn Park-Linthicum	Laurel
Brandywine		Catonsville	Marlboro
Capitol Heights		Columbia	
Clinton		Crofton	
Damascus		Elkridge	
Gaithersburg		Ellicott City	
Hughesville		Glen Burnie	
Hyattsville		Glenwood	
Indian Head		Millersville	
Kensington		New Windsor	
LaPlata		North Beach	
Laurel		Odenton	
Layhill		Prince Frederick	
Marlboro		Randallstown	
Nanjemoy		Severn	
Oxon Hill		Sherwood Park	
Foolesville		Solomons	
Rockville		Sykesville	
Silver Spring		Waterloo	
Waldorf		West River	
		Woodlawn	
<u>Group II</u>		<u>Group IV</u>	
Mt. Airy	Damascus	Buckeystown	Damascus
	Sykesville	Frederick	
		New Market	

* In addition, customers in the Ashton Exchange served by the Clarksville wire center can have Foreign Exchange Service from the Columbia Exchange and the Ellicott City Zone of the Baltimore Metropolitan Exchange Area (BMEA).

† In addition, customers in the Bowie-Glenn Dale Zone of the Washington Metropolitan Exchange Area (WMEA) served by the Crofton wire center can have Foreign Exchange Service from the Crofton Exchange and the Severn Park Zone of the BMEA. Also, customers in the Bowie-Glenn Dale Zone of the WMEA served by the Odenton wire center can have Foreign Exchange Service from the Odenton Exchange and the Severn Zone of the BMEA.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.A (cont.)

4.4.2.4.A.3 Foreign Exchange Service will be provided to new customers only in connection with individual lines, PBX trunks, Centrex Business Pak or Centrex CustoPAK or Centrex CustofLEX 2100 with 30 lines or less.

4.4.2.4.A.4 The rates and charges applicable to foreign exchange service exchange lines and trunks are the rates and charges for the class of service furnished, applicable with in the foreign exchange.

4.4.2.4.A.5 The local message charges and the extent of local service applicable, are the same as apply to other Local Exchange Services provided from the same foreign exchange.

4.4.2.4.A.6 The long distance charges are the same as apply to other Local Exchanges within the same physical LATA.

4.4.2.4.A.7 The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer network interface is located.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.B Foreign Exchange Service is exchange service furnished from one zone to a location in another zone in the same multizone exchange by the use of Series 2000, type 2006B, Channels.

4.4.2.4.B.1 Foreign Zone Service is not in accord with the general plan of furnishing telephone service and is provided in accordance with such methods as are best suited to meet plant and operating requirements of the Company.

4.4.2.4.B.2 Foreign Zone Service will be provided only in connection with individual lines and PBX trunks.

4.4.2.4.B.3 The rates and charges applicable to foreign zone lines and trunks are the rates and charges for the class of service furnished, applicable within the foreign zone.

4.4.2.4.B.4 The rates and charges for all other items of service and equipment are the rates and charges applicable in the area within which the customer network interface is located.

4.4.2.4.B.5 The long distance and local message charges and the extent of local service applicable, are the same as apply to other exchange services provided from the same foreign zone.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.C Foreign Exchange Service is exchange service furnished from a central office other than the central office designated by the Company to service a particular customer by the use of Series 2000, type 2006C, Channels.

4.4.2.4.C.1 Foreign Central Office Service is provided pursuant to a specific request from a customer to receive service from such a foreign central office. In the absence of such a specific request, no service shall be considered to be provided from a foreign central office regardless of arrangement of facilities, the central office designation or the assignment of telephone number by the Company.

4.4.2.4.C.2 Foreign Central Office Service is not in accord with the general plan of furnishing telephone service.

4.4.2.4.C.3 Foreign Central Office Service is provided in connection with business dial tone lines, excluding Pay Telephone Lines, or with residence dial tone individual lines and branch exchange trunks.

4.4.2.4.C.4 Channel charges for Foreign Central Office Service apply in addition to all other charges for exchange service.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.D Extension of an exchange service line is furnished to provide an additional connection of an exchange line on a different premise that the first connection of the line by the use of Series 2000, type 2011, Channels.

4.4.2.4.D.1 Extension service is not furnished in connection with Pay Telephone Lines.

4.4.2.4.D.2 Extensions of exchange service lines must be so located as to restrict their use to those entitled to use the customer's service, except where required to provide for the answering of calls at such times as the customer is not available at the main station connection. In such cases, when extension service is provided for answering of calls, the service is furnished only with the understanding that outward calls are not to be placed therefrom and ordinarily only on condition that separate exchange service is also furnished on the same premises.

4.4.2.4.D.3 Intercommunication is not contemplated between the connections of an extension service line.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.4 (cont.)

4.4.2.4.E When an IntelliLinQ-PRI Service or an entire High Capacity Digital Hand-off Service is provisioned to obtain Foreign Exchange, Foreign Central Office or Foreign Zone Service, month-to-month channel mileage rates apply for 1.544 mbps High Capacity Digital Service.

This arrangement only applies when physical transport is required and all 24 channels of a High Capacity Digital Hand-off Service are provisioned on a Foreign Exchange, Foreign Zone or Foreign Central Office basis.

The end to end service must be within the same LATA, and must utilize Local Exchange Service provided from the normal serving Central Office.

4.4.2.5 Message Rate and Measured Rate Business Service on the Same

Combinations of message rate and measured rate business services will not be furnished to the same customer on the same premises where the exchange areas of the two or more services are identical, except as otherwise specified in the Company's applicable tariffs. This regulation, however, will not be interpreted to prevent the provision of two or more types of service where it is established that the one type of service is not to be used to supplement the use of the other type.

4.4.2.6 Use of Party Line Service

Party line service is furnished by the Company on the condition that each customer will use the service so as not to interface with an equitable proportionate use of the service by other customers on the same line. When the use of the service by a party line customer does result in such interference, the Company shall have the right to discontinue the service of the offending customer on the customer's refusal to accept a grade of service suitable to the customer's needs.

Customer-provided customer premises equipment used with party line service must be equipped, internally configured and outwardly connected to the telecommunications network in such a manner to properly identify the customer for billing of calls. Modification and maintenance of such customer-provided customer premises equipment shall be the responsibility of the customer.

4. RATES AND CHARGES (CONT.)

4.4 Basic Exchange Service (cont.)

4.4.2 Regulations (cont.)

4.4.2.7 Service for Hotel and Hospitals

4.4.2.7.A PBX trunks provided to hotels and hospitals may be provided for guest and patient use.

4.4.2.7.B Flat rate trunks are not provided at hotels, hospitals or other locations of a like nature, where the service is desired for use of those other than the management.

4.4.2.7.C Service for hotels is primarily furnished to hotels, including motels, which, in the opinion of the Company, cater principally to transients but, may also be furnished to clubs and marinas which offer accommodations and services similar to a hotel for guest and members.

4.4.2.7.D All charges for the service including charges for any messages shall be billed to the hotel or hospital which shall be responsible for any prorating and billing of the charges to the guests or patients.

4.4.2.7.E The hotel or hospital is responsible for all charges for telephone messages, telegrams, cablegrams and radiograms sent-paid from or received-collect at station lines of the hotel or hospital, whether sent-paid or received-collect by the hotel or hospital for its own account of by or for others.

4.4.2.7.F Stations may be located in stores, shops and other businesses on the same premises which are not operated by the customer to provide for intercommunication only with other stations connected to the system. Stations will not be provided unless a class of Local Exchange Service is furnished at each such place of business.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas

4.5.1 General

The regulations and rates contained herein are applicable to various local exchange telephone services furnished within each exchange in Maryland including all zones of the Baltimore Metropolitan Exchange Area (BMEA) and the Maryland zones of the Washington Metropolitan Exchange Area (WMEA).

4.5.2 Pay Telephone Lines are provided as shown in Section 6 of this tariff.

4.5.3 Multizone Exchanges

4.5.3.1 The BMEA embraces Baltimore and certain suburban areas. The BMEA comprises zones designated as follows: Arbutus, Armiger-Gibson Island, Baltimore, Brooklyn Park-Linthicum, Catonsville, Chase, Cockeysville, Dundalk, Elkridge, Ellicott City, Essex, Fork, Glen Burnie, Parkville, Pikesville, Randallstown, Reisterstown, Severn, Severna Park, Sparrows Point, Towson, Waterloo and Woodlawn.

4.5.3.2 The WMEA embraces the District of Columbia and certain suburban areas in Maryland and Virginia. The WMEA comprises zones designated as follows: Alexandria-Arlington, Va.; Berwyn, Md.; Bethesda, Md.; Bowie-Glenn Dale, Md.; Capitol Heights, Md.; Clinton, Md.; Fairfax-Vienna, Va.; Falls Church-McLean, Va.; Hyattsville, Md.; Kensington, Md.; Layhill, Md.; Marlboro, Md.; Oxon Hill, Md.; Rockville, Md.; Silver Spring, Md., and Washington, D.C.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Aberdeen	B, B2	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit exchanges, and the Fork zone.
Annapolis	B, B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Armiger-Gibson Island, Brooklyn Park- Linthicum, Glen Burnie, Severn and Severna Park zones.
Arbutus Zone	A, A1	All zones of the BMEA and the Columbia and Sykesville exchanges.
Armiger-Gibson Island Zone	A, A1	All zones of the BMEA and the Annapolis exchange
Ashton 236 LATA	A, A2	Ashton, Columbia, Damascus, Gaithersburg, Glenwood and Laurel exchanges, and the Berwyn, Bethesda, Hyattsville, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones. In addition, telephones in the Ellicott City Zone are included in the exchange area of telephones bearing the central office description of 854 of the Ashton Exchange.
Ashton 238 LATA	A, A2	Ashton, Columbia, Damascus, Gaithersburg, Glenwood and Laurel exchanges, and the Berwyn, Bethesda, Hyattsville, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones. In addition, telephones in the Ellicott City Zone are included in the exchange area of telephones bearing the central office description of 854 of the Ashton Exchange.
Baltimore Zone	A, A1	All zones of the BMEA and the Columbia, Fallston, Sparks-Glencoe, Sykesville and Worthington exchanges.
Bel Air	B, B2	Bel Air, Aberdeen, Cardiff, Churchville, Darlington, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Fork, Parkville and Towson zones
Berlin	B, B2	Berlin, Bishopville, Ocean City, Pocomoke, Salisbury, Snow Hill and Willards.
Berwyn 236 LATA Zone	A, A2	All zones of the WMEA and the Ashton, Columbia, Crofton and Laurel exchanges. In addition, telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone are also included in the exchange area of customers with telephone services bearing the central office designation 301-206, 369, 419, 886 and 953 of the Berwyn zone.
Berwyn 238 LATA Zone	A, A2	All zones of the WMEA and the Ashton, Columbia, Crofton and Laurel exchanges. In addition, telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone are also included in the exchange area of customers with telephone services bearing the central office designation 301-206, 369, 419, 886 and 953 of the Berwyn zone.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Bethesda Zone	A, A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Bishopville	B, B2	Bishopville, Berlin, Ocean City, Salisbury, Selbyville, Del., Snow Hill and Willards.
Bittinger	B, B1	Bittinger, Friendsville-Accident, Grantsville, Lonaconing, Oakland, and Westernport.
Bowie-Glenn Dale 236 LATA Zone	A, A2	All zones of the WMEA and the Crofton, Laurel, Millersville, Odenton and West River exchanges. In addition, telephone services bearing the central office designations 410-519 or 551 of the Severn zone and 410-793 of the Severna Park zone are also included in the exchange area of customers with telephone services bearing the central office designations 301-261, 621, 677, 858, 912 or 970 of the Bowie-Glenn Dale zone.
Bowie-Glenn Dale 238 LATA Zone	A, A2	All zones of the WMEA and the Crofton, Laurel, Millersville, Odenton and West River exchanges. In addition, telephone services bearing the central office designations 410-519 or 551 of the Severn zone and 410-793 of the Severna Park zone are also included in the exchange area of customers with telephone services bearing the central office designations 301-261, 621, 858 or 912 of the Bowie-Glenn Dale zone.
Brandywine	B, B2	Brandywine, Hughesville and Waldorf exchanges, and the Capitol Heights, Clinton, Marlboro and Oxon Hill zones.
Brooklyn Park-Linthicum Zone	A, A1	All zones of the BMEA and the Annapolis, Columbia, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.
Brunswick	B, B2	Brunswick, Buckeystown, Frederick, Keedysville and Middletown.
Buckeystown	B, B1	Buckeystown, Brunswick, Frederick, New Market and Poolesville
Cambridge	B, B1	Cambridge, Hurlock, Oxford, St. Michaels, Tilghman, Trappe, Vienna and Wingate
Capitol Heights Zone	A, A2	All zones of the WMEA and the Brandywine, Indian Head, Laurel, Waldorf and West River exchanges.
Cardiff	B, B1	Bel Air, Cardiff, Darlington, Delta, Pa., Fawn Grove, Pa., Jarrettsville and Port Deposit
Catonsville Zone	A, A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges.
Cecilton	B, B1	Cecilton, Chesapeake City, Elkton, Galena, Still Pond and Warwick.
Centreville	B, B1	Centreville, Chestertown, Church Hill, Easton, Greensboro, Hillsboro, Queenstown, Ridgely, Rock Hall, Stevensville and Sudlersville.

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Louis F. McAlister, President
13860 Riverwood Park Drive
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4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Chase Zone	A, A1	All zone of the BMEA and the Edgewood exchange.
Chesapeake City	B, B1	Cecilton, Chesapeake City, Elkton and Warwick.
Chestertown	B, B1	Centerville, Chestertown, Church Hill, Galena, Millington, Rock Hall, Still Pond and Sudlersville.
Church Hill	B, B1	Centerville, Chestertown, Church Hill, Millington and Sudlersville.
Churchville	B, B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, and Havre de Grace.
Clear Spring	B, B1	Clear Spring, Hagerstown, Hancock and Williamsport.
Clinton Zone	A,A2	All zones of the WMEA and the Brandywine and Waldorf exchanges.
Cockeysville Zone	A,A1	All zones of the BMEA and the Hampstead, Jarretts-Jarrettsville, Parkton, Sparks-Glencoe, Sykesville and Worthington exchanges.
Columbia	A,A1	Ashton, Columbia, Glenwood and Laurel exchanges and the Arbutus, Baltimore, Berwyn, Brooklyn Park-Linthicum, Catonsville, Elkridge, Ellicott City, Glen Burnie, Layhill, Pikesville, Randallstown, Silver Spring, Towson, Waterloo and Woodlawn zones.
Crisfield	B,B2	Crisfield, Marion, Pocomoke, Princess Anne, Salisbury and Smith Island.
Crofton	B,B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Berwyn, Bowie-Glenn Dale, Glen Burnie, Hyattsville, Severn and Severna Park zones.
Cumberland	B,B1	Cumberland, Flintstone-Oldtown, Frostburg, Grantsville, Hewitt, Pa., Lonaconing, McCoole, Mt. Savage, Ridgeley, W. Va., State Line, Pa., Wellersburg, Pa., and Westerport.
Damascus 236 Lata	A,A1	Ashton, Damascus, Frederick, Gaithersburg, Glenwood, Mt. Airy and New Market exchanges, and the Bethesda, Kensington, Layhill, Rockville and Silver Spring zones.
Damascus 240 LATA	A,A1	Ashton, Damascus, Frederick, Gaithersburg, Glenwood, Mt. Airy and New Market exchanges, and the Bethesda, Kensington, Layhill, Rockville and Silver Spring zones.
Darlington	B,B1	Aberdeen, Bel Air, Cardiff, Churchville, Darlington, Havre de Grace and Port Deposit.
Deal Island	B,B2	Deal Island, Nanticoke, Princess Anne, Salisbury, Smith Island and Vienna.
Delmar	B,B1	Delmar, Del., Delmar, Md., Laurel, Del., Nanticoke, Salisbury, Sharptown and Willards.
Denton	B,B1	Denton, Easton, Federalsburg, Greensboro, Hillsboro, Preston and Ridgely.
Dundalk Zone	A,A1	All zones of the BMEA and the Edgewood exchange.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Easton	B,B1	Centreville, Denton, Easton, Federalsburg, Greensboro, Hillsboro, Oxford, Preston, Queenstown, Ridgely, St. Michaels, Stevensville, Tilghman and Trappe.
Edgewood	B,B2	Aberdeen, Bel Air, Churchville, Edgewood, Fallston and Havre de Grace exchanges, and the Chase, Dundalk, Essex, Fork, Parkville, Sparrows Point and Towson zones.
Elkridge Zone	A,A1	All zones of the BMEA and the Columbia, Laurel, Odenton and Sykesville exchanges.
Elkton	B,B1	Cecilton, Chesapeake City, Elkton, North East, Perryville, Port Deposit and Warwick.
Ellicott City Zone	A,A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges. In addition, telephones bearing the central office designation of 854 of the Ashton exchange are included.
Emmitsburg	B,B2	Emmitsburg, Fairfield, Pa., Frederick, Highfield and Thurmont.
Essex Zone	A,A1	All zones of the BMEA and the Edgewood exchange.
Fallston	A,A1	Aberdeen, Bel Air, Churchville, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Baltimore, Fork, Parkville and Towson zones.
Federalsburg	B,B1	Denton, Easton, Federalsburg, Hurlock, Preston and Sharptown.
Flintstone-Oldtown	B,B1	Cumberland, Flintstone-Oldtown, Hancock, Hewitt, Pa., Ridgely, W. Va., and State Line, Pa.
Fork Zone	A,A1	All zones of the BMEA and the Aberdeen, Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Frederick	B,B2	Brunswick, Buckeystown, Damascus, Emmitsburg, Frederick, Middletown, Mt. Airy, Myersville, New Market, Thurmont, Union Bridge and Walkersville.
Friendsville-Accident	B,B1	Bittinger, Friendsville-Accident, Grantsville and Oakland
Frostburg	B,B1	Cumberland, Frostburg, Grantsville, Lonaconing, Mt. Savage and Wellersburg, Pa.
Gaithersburg	A,A1	Ashton, Damascus, Gaithersburg and Poolesville exchanges and the Bethesda, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones.
Galena	B,B1	Cecilton, Chestertown, Galena, Millington, Still Pond and Warwick.
Glen Burnie Zone	A,A1	All zones of the BMEA and the Annapolis, Columbia, Crofton, Laurel, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.
Glenwood	B,B2	Ashton, Columbia, Damascus, Glenwood, Mt. Airy and Sykesville exchanges and the Catonsville, Ellicott City, and Woodlawn zones.
Grantsville	B,B1	Bittinger, Cumberland, Friendsville-Accident, Frostburg, Grantsville, Lonaconing, Mt. Savage and Salisbury, Pa.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Greensboro	B,B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Sudlersville.
Hagerstown	B,B1	Clear Spring, Hagerstown, Hancock, Keedysville, Falling Waters, W.Va., Myersville, Smithsburg and Williamsport.
Hampstead	B,B2	Hampstead, Parkton, Silver Run, Sparks-Glencoe, Westminster and Worthington exchanges, and the Cockeyville, Pikesville, Reisterstown, Towson zones.
Hancock	B,B2	Berkeley Springs, W. Va., Clear Spring, Flintstone-Oldtown, Hagerstown, Hancock, Needmore, Pa., and Warfordsburg, Pa.
Havre de Grace	B,B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit.
Highfield	B,B1	Blue Ridge Summit, Pa., Emmitsburg, Highfield, Myersville, Smithsburg, Thurmont and Waynesboro, Pa.
Hillsboro	B,B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Queenstown.
Hughesville	B,B1	Brandywine, Hughesville, La Plata, Mechanicsville, Tompkinsville and Waldorf.
Hurlock	B,B1	Cambridge, Federalsburg, Hurlock, Preston, Sharptown, Trappe and Vienna.
Hyattsville Zone	A,A2	All zones of the WMEA and the Ashton, Crofton, Laurel and West River exchanges.
Indian Head	B,B2	Indian Head, La Plata, Nanjemoy and Waldorf exchanges, and the Capitol Heights and Oxon Hill zones.
Jarrettsville	B,B2	Bel Air, Cardiff, Fallston, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeyville, Fork, Parkville and Towson zones. Further, the Stewartstown, Pa., and Fawn Grove, Pa., exchanges are included in the exchange area of dial tone lines of the Jarrettsville Exchange bearing the central office designation 941, which is no longer offered and will be provided only to existing customers at the same location.
Keedysville	B,B2	Brunswick, Hagerstown, Keedysville, Middletown, Myersville and Williamsport.
Kensington Zone	A,A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Kitzmiller	B,B1	Elk Garden, W. Va., Kitzmiller, Oakland and Westernport.
La Plata	B,B1	Hughesville, Indian Head, La Plata, Mechanicsville, Nanjemoy, Tompkinsville and Waldorf.
Laurel 236 LATA	A,A2	Ashton, Columbia, Laurel, Millersville and Odenton exchanges, and the Berwyn, Bethesda, Bowie-Glenn Dale, Capitol Heights, Catonsville, Elkridge, Ellicott City, Glen Burnie, Hyattsville, Kensington, Layhill, Marlboro, Severn, Silver Spring, Washington, D.C., and Waterloo zones.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Laurel 238 LATA	A,A2	Ashton, Columbia, Laurel, Millersville and Odenton exchanges, and the Berwyn, Bethesda, Bowie-Glenn Dale, Capitol Heights, Catonsville, Elkridge, Ellicott City, Glen Burnie, Hyattsville, Kensington, Layhill, Marlboro, Severn, Silver Spring, Washington, D.C., and Waterloo zones.
Layhill Zone	A,A2	All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.
Leonardtown	B,B1	Leonardtown, Lexington Park-Great Mills, Mechanicsville, Ridge and Tompkinsville.
Lexington Park-Great Mills	B,B1	Leonardtown, Lexington Park-Great Mills, Mechanicsville, Ridge and Solomons.
Lonaconing	B,B1	Bittinger, Cumberland, Frostburg, Grantsville, Lonaconing, McCoole, and Westernport.
Marion	B,B2	Crisfield, Marion, Pocomoke, Princess Anne and Salisbury.
Marlboro 236 LATA Zone	A,A2	All zones of the WMEA and the Brandywine, Laurel, North Beach and West River Exchanges.
Marlboro 238 LATA Zone	A,A2	All zones of the WMEA and the Brandywine, Laurel, North Beach and West River Exchanges.
McCoole	B,B1	Cumberland, Keyser, W. Va., Lonaconing, McCoole, Piedmont, W. Va., and Westernport.
Mechanicsville	B,B1	Hughesville, La Plata, Leonardtown, Lexington Park-Great Mills, Mechanicsville and Tompkinsville.
Middletown	B,B1	Brunswick, Frederick, Keedysville, Middletown and Myersville.
Millersville	B,B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Glen Burnie, Severn, Severna Park and Waterloo zones.
Millington	B,B1	Chestertown, Church Hill, Galena, Millington, Still Pond, Sudlersville, and Warwick.
Mt. Airy	B,B2	Damascus, Frederick, Glenwood, Mt. Airy, New Market and Sykesville.
Mt. Savage	B,B1	Cumberland, Frostburg, Grantsville, Mt. Savage and Wellersburg, Pa.
Myersville	B,B2	Frederick, Hagerstown, Highfield, Keedysville, Middletown, Myersville, Smithsburg and Thurmont.
Nanjemoy	B,B1	Indian Head, La Plata, Nanjemoy and Waldorf.
Nanticoke	B,B1	Deal Island, Delmar, Nanticoke, Princess Anne, Salisbury and Vienna.
New Market	B,B1	Buckeystown, Damascus, Frederick, Mt. Airy and New Market.
New Windsor	B,B1	New Windsor, Sykesville, Union Bridge and Westminster.
North Beach	B,B1	North Beach, Prince Frederick, Solomons and West River exchanges and the Marlboro zone.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
North East	B,B1	Elkton, North East, Perryville and Port Deposit.
Oakland	B,B1	Bittinger, Friendsville-Accident, Gormanian, W. Va., Kitzmiller, Oakland and Westernport.
Ocean City	B,B2	Berlin, Bishopville, Ocean City, Salisbury, Snow Hill and Willards.
Odenton	B,B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Elkridge, Glen Burnie, Severn, Severna Park and Waterloo zones.
Oxford	B,B1	Cambridge, Easton, Oxford, St. Michaels and Trappe.
Oxon Hill Zone	A,A2	All zones of the WMEA and the Brandywine, Indian Head and Waldorf exchanges.
Parkton	B,B2	Hampstead, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeysville and Towson zones.
Parkville Zone	A,A1	All zones of BMEA and the Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Perryville	B,B1	Aberdeen, Elkton, Havre de Grace, North East, Perryville and Port Deposit.
Pikesville Zone	A,A1	All zones of the BMEA and the Columbia, Hampstead, Sykesville, Westminster and Worthington exchanges.
Pocomoke	B,B2	Berlin, Crisfield, Marion, Pocomoke, Princess Anne, Salisbury, Snow Hill and Temperanceville, Va.
Poolesville	B,B2	Buckeystown, Gaithersburg and Poolesville exchanges and the Rockville zone.
Port Deposit	B,B1	Aberdeen, Cardiff, Darlington, Elkton, Havre de Grace, North East, Perryville and Port Deposit.
Preston	B,B1	Denton, Easton, Federalsburg, Hurlock, Preston and Trappe.
Prince Frederick	B,B1	North Beach, Prince Frederick and Solomons.
Princess Anne	B,B1	Crisfield, Deal Island, Marion, Nanticoke, Pocomoke, Princess Anne, Salisbury, Smith Island and Snow Hill.
Queenstown	B,B1	Centreville, Easton, Hillsboro, Queenstown, Rock Hall, St. Michaels and Stevensville.
Randallstown Zone	A,A1	All zones of the BMEA and the Columbia, Sykes-Sykesville and Worthington exchanges.
Reisterstown Zone	A,A1	All zones of the BMEA and the Hampstead, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Ridge	B,B1	Leonardtown, Lexington Park-Great Mills and Ridge.
Ridgely	B,B1	Centreville, Denton, Easton, Greensboro, Hillsboro and Ridgely.
Rock Hall	B,B1	Centreville, Chestertown, Queenstown, Rock Hall, and Stevensville
Rockville Zone	A,A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Poolesville exchanges.

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13860 Riverwood Park Drive
North Little Rock, AR 72113-0860

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
St. Michaels	B,B1	Cambridge, Easton, Oxford, Queenstown, St. Michaels, Stevensville and Tilghman.
Salisbury	B,B2	Berlin, Bishopville, Crisfield, Deal Island, Delmar, Del., Delmar, Md., Marion, Nanticoke, Ocean City, Pocomoke, Princess Anne, Salisbury, Sharptown, Snow Hill, Vienna and Willards.
Severn Zone	A,A1	All zones of the BMEA and the Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 677, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designations 410-519 and 551 of the Severn zone.
Severna Park Zone	A,A1	All zones of the BMEA and the Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 677, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designation 410-793 of the Severna Park zone.
Sharptown	B,B1	Delmar, Del., Delmar, Md., Federalsburg, Hurlock, Salisbury, Sharptown and Vienna.
Sherwood Forest	B,B2	Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges and the Brooklyn Park- Linthicum, Glen Burnie, Severn and Severna Park zones.
Silver Run	B,B1	Hampstead, Littlestown, Pa., Silver Run, Taneytown and Westminster.
Silver Spring Zone	A,A2	All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.
Smith Island	B,B1	Crisfield, Deal Island, Princess Anne and Smith Island.
Smithsburg	B,B1	Hagerstown, Highfield, Myersville and Smithsburg.
Snow Hill	B,B2	Berlin, Bishopville, Ocean City, Pocomoke, Princess Anne, Salisbury, Snow Hill and Willards.
Solomons	B,B1	Lexington Park - Great Mills, North Beach, Prince Frederick and Solomons.
Sparks-Glencoe	A,A1	Hampstead, Jarrettsville, Parkton, Sparks-Glencoe and Worthington exchanges, and the Baltimore, Cockeysville, Fork, Parkville, Reisterstown and Towson zones.
Sparrows Point Zone	A,A1	All zones of the BMEA and the Edgewood exchange.
Stevensville	B,B1	Centreville, Easton, Queenstown, Rock Hall, St. Michaels and Stevensville.
Still Pond	B,B1	Cecilton, Chestertown, Galena, Millington and Still Pond.
Sudlersville	B,B1	Centreville, Chestertown, Church Hill, Greensboro, Millington and Sudlersville.

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4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
Sykesville	A,A1	Glenwood, Mt. Airy, New Windsor, Sykesville and Westminster exchanges, and the Arbutus, Baltimore, Brooklyn Park-Linthicum, Catonsville, Cockeysville, Elkridge, Ellicott City, Glen Burnie, Pikesville, Randallstown, Reisterstown, Towson and Woodlawn zones.
Taneytown	B,B1	Silver Run, Taneytown, Union Bridge and Westminster.
Thurmont	B,B2	Emmitsburg, Frederick, Highfield, Myersville, Thurmont and Walkersville.
Tilghman	B,B1	Cambridge, Easton, St. Michaels and Tilghman.
Tompkinsville	B,B2	Hughesville, La Plata, Leonardtown, Mechanicsville, Tompkinsville and Waldorf.
Towson Zone	A,A1	All zones of the BMEA and the Bel Air, Columbia, Edgewood, Fallston, Hampstead, Jarrettsville, Parkton, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Trappe	B,B1	Cambridge, Easton, Hurlock, Oxford, Preston and Trappe.
Union Bridge	B,B2	Frederick, New Windsor, Taneytown, Union Bridge and Westminster.
Vienna	B,B1	Cambridge, Deal Island, Hurlock, Nanticoke, Salisbury, Sharptown, Vienna and Wingate.
Waldorf	B,B2	Brandywine, Hughesville, Indian Head, La Plata, Nanjemoy, Tompkinsville and Waldorf exchanges, and the Capitol Heights, Clinton and Oxon Hill zones.
Walkersville	B,B1	Frederick, Thurmont and Walkersville.
Warwick	B,B1	Cecilton, Chesapeake City, Elkton, Galena, Middletown, Del., Millington and Warwick.
Waterloo 236 LATA Zone	A,A1	All zones of the BMEA, and the Columbia, Laurel, Millersville and Odenton exchanges. In addition, telephone services bearing the central office designations 301-206, 369, 419, 886 and 953 of the Berwyn zone are also included in the exchange area of customers with telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone.
Waterloo 238 LATA Zone	A,A1	All zones of the BMEA, and the Columbia, Laurel, Millersville and Odenton exchanges. In addition, telephone services bearing the central office designations 301-206, 369, 419, 886 and 953 of the Berwyn zone are also included in the exchange area of customers with telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone.
Westernport	B,B2	Bittinger, Cumberland, Keyser, W. Va., Kitzmiller, Lonaconing, McCooles, Oakland, Piedmont, W. Va., and Westernport.
Westminster	B,B2	Hampstead, New Windsor, Silver Run, Sykesville, Taneytown, Union Bridge, Westminster and Worthington exchanges, and the Pikesville, Reisterstown and Towson zones.

4. RATES AND CHARGES (CONT.)

4.5 Exchange Service Areas (cont.)

4.5.4 Exchange and Zone Rate Groups and Exchange Areas (cont.)

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Area
West River	A,A1	Annapolis, Crofton, North Beach and West River exchanges and the Bowie-Glenn Dale, Capitol Heights, Hyattsville and Marlboro zones.
Willards	B,B2	Berlin, Bishopville, Delmar, Ocean City, Salisbury, Snow Hill and Willards.
Williamsport	B,B1	Clear Spring, Hagerstown, Falling Waters, W.Va., Keedysville and Williamsport.
Wingate	B,B1	Cambridge, Vienna and Wingate.
Woodlawn Zone	A,A1	All zones of the BMEA and the Columbia, Glenwood and Sykesville exchanges.
Worthington	A,A1	Hampstead, Sparks-Glencoe, Westminster and Worthington exchanges, and the Baltimore, Cockeysville, Pikesville, Randallstown, Reisterstown and Towson zones.

4.5.5 Definition of Rate Groups

Rate Group	Number of Weighted Main Stations
A	650,001 or More
A1	650,001 to 2,500,000
A2	2,500,000 or More
B	Up to 650,000
B1	1 to 100,000
B2	100,001 to 650,000

4. RATES AND CHARGES (CONT.)

4.6 Service Charges

4.6.1 General

Service Charges are those charges associated with work performed by the Company in connection with the provision of services or equipment for a customer.

4.6.2 Regulations

4.6.2.1 Application of Service Charges

4.6.2.1.A Order Processing Charge

An Order Processing Charge applies per account for the processing of a customer request for service or equipment when such requests are received on the same day and are to be completed on the same date, excluding a customer request to renew or change an existing Variable Term Payment Plan period.

4.6.2.1.B Line Charges

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, WATS access line, Centrex line and for Channel Services. Line Connection Charges also apply to the relocation of existing service to a different premises or building.

A Line Change Charge applies to any customer request that requires the Company to change the customer's line, PBX trunk, WATS access line or Centrex line. The Line Change Charge will also apply for conversions of business lines to Centrex service with a maximum of 100 lines. Additionally, a Line Change Charge applies for each Central Office Local Area Network Service port rearrangement.

A Line Restoral Charge applies for the restoral of service to each local exchange line, PBX trunk or WATS access line suspended at the request of the customer.

4. RATES AND CHARGES (CONT.)

4.6 Service Charges (cont.)

4.6.2 Regulations (cont.)

4.6.2.2 Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Company.

4.6.2.3 Service Charges do not apply to work performed for:

4.6.2.3.A Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of Company provided service and no other chargeable activity is required, excluding premises wiring.

4.6.2.3.B The establishment of the Local Package – Standard Option or the Local Package – Premium Option, a change from one Local Package option to the other Local Package option, or a change from the Local Package to another class of service.

4.6.2.3.C Changes in the class or grade of service necessitated by a change in central office operation, or concurrent moves or changes necessitated by the change.

4.6.2.3.D A change from listed telephone service to Nonlisted or Nonpublished Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.

4.6.2.3.E Changes from Nonlisted or Nonpublished Telephone Services to listed telephone service.

4.6.2.3.F Changes in Billing Name or Billing Address.

4.6.2.3.G The connection of Local Exchange Service when the customer is changing from a Foreign Exchange Service that is served from a Local Access and Transport Area (LATA) other than the one in which the customer is located.

4.6.2.3.H The reconnection of Foreign Exchange Service that is served from a LATA other than the one in which the customer is located, provided the customer had the Foreign Exchange Service prior to January 1, 1984.

4.6.2.3.I A change of telephone number when initiated by the Company.

4.6.2.3.J Restricting a line from access to the usage capability of Custom Calling Services features that provide a pay-per-use option.

4. RATES AND CHARGES (CONT.)

4.6 Service Charges (cont.)

4.6.2 Regulations (cont.)

4.6.2.4 Certain Service Charges do not apply as follows:

- 4.6.2.4.A For the installation of miniature jacks placed solely to accommodate the maintenance change-out of customer-provided equipment associated with residence services or single line business services, an Order Processing Charge is not applicable.
- 4.6.2.4.B For Series 5000 or 8000 Channel Services, Line Connection Charges are not applicable.
- 4.6.2.4.C For the establishment of Custom Calling Service features an Order Processing Charge is not applicable. Also, an Order Processing Charge is not applicable for telephone number changes required to establish Custom Calling Service.
- 4.6.2.4.D For activity associated with Centrex System Control which is implemented by the customer, Order Processing and Line Change Charges are not applicable.
- 4.6.2.4.E For a change to Audiotex Call Restriction Service, no Line Change Charge shall apply.
- 4.6.2.4.F For the establishment of Fixed Call Forwarding the Order Processing Charge is not applicable. Also, an Order Processing Charge is not applicable to a request for assignment of a message waiting indicator associated with the Messaging Services Interface.
- 4.6.2.4.G For the establishment of Toll Free Basic and Standard Service during Telephone Company-initiated sales campaigns, such sales campaigns not to exceed 60 consecutive days, the Order Processing Charge is not applicable.
- 4.6.2.4.H An order processing charge is not applicable when a personal identification number associated with the Custom Calling Service Ultra Forward[®] feature is changed due to loss, theft or exposure to unauthorized use.
- 4.6.2.4.I No Order Processing Charge shall apply to the following services, when such services are ordered by the customer within 35 days of the installation date of the customer's new or relocated Local Exchange Service: Fixed Call Forwarding and Local and Toll Package.

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4. RATES AND CHARGES (CONT.)

4.6 Service Charges (cont.)

4.6.2 Regulations (cont.)

4.6.2.4 Certain Service Charges do not apply as follows (cont.):

- 4.6.2.4.J For the installation of Telecommunications Service Priority (TSP) System on an existing service, or priority level change on an existing TSP service, or for the change from Restoration Priority service to TSP service, the Order Processing Charge is not applicable.
- 4.6.2.4.K No Order Processing Charge shall apply for residence customers for the initial or first-time addition on existing service of one of the 700/900 Call Restriction Options on dial tone lines that are technically capable of providing this option.
- 4.6.2.4.L No Order Processing Charge shall apply for customers changing from usage billing to a recurring monthly billing arrangement for Custom Calling Services.
- 4.6.2.4.M For the initial blocking of Connect ReQuest[®] Service, the Order Processing Charge is not applicable. Subsequent blocking of Connect ReQuest[®] Service will incur Order Processing Charges.
- 4.6.2.4.N For changing the number of rings for Fixed Call Forwarding or the PIN associated with Ultra Forward[®], when such change is performed by the customer, the Order Processing Charge is not applicable.

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4. RATES AND CHARGES (CONT.)

4.6 Service Charges (cont.)

4.6.3 Rates

4.6.3.1 Order Processing Charge

4.6.3.1.A For the Establishment of an Account and the Relocation of Existing Service to a Different Building

Business	\$40.00
COCOTS	47.00

4.6.3.1.B For Moves, Changes or Additions to an Existing Account

Business	\$20.00
Pay Telephone Lines (PTL)	20.00

4.6.3.1.C Record Order Charge for Customer-initiated Requests Involving Changes of Customer Records

Business	\$15.00
Pay Telephone Lines (PTL)	24.75

4.6.3.2 Line Connection Charges, Exchange Lines, each (1)

Business	\$40.00	(R)
COCOTS	40.00	(I)
PBX Trunks, Business	40.00	(R)
WATS Access Lines	40.00	
Centrex Lines	40.00	
Channel Services - Business	None	
- Series 2000, types 2006A, 2006B, and 2006C, Channels	40.00	(R)
- Series 2000, types 2011, 2041, 2045, Channels, per Channel	40.00	
- Series 2000, types 2014, 2125 and 2126, Channels	40.00	
- PBX Line Connection, per connection	40.00	
- Off-premises Centrex bridged lines, per channel	40.00	
- Series 2000, types 2020, 2021, 2022, 2122, 2123, 2124, Channels, per connection	40.00	
- Series 3000 Channels, other than types 3120 and 3122, per local channel or station terminal	40.00	
- Series 3000 Channels, types 3120 and 3122, per local channel or station terminal	551.78	
- Digital Access Lines, each	40.00	(R)
- All Other Channels, per connection	40.00	
Line Change Charge	6.00	
Line Restoral Charge (Customer Initiated Suspension)	13.25	(T)

(1) Section 4.6.3.2 was originally shown as Section 4.6.3.1 on this page.

4. RATES AND CHARGES (CONT.)

4.7 Application of Rates

4.7.1 General

4.7.1.1 The rates shown in this tariff entitle the customer to local messages to all telephones bearing the designation of any central office of the exchanges and zones included as specified in the associated exchange area.

For message rate customers, one message unit applies for each local message to dial tone lines in the local service portion of the customer's exchange area.

For measured rate customers, calls will be billed on a per-minute basis for all calls within the local service portion of the customer's exchange area.

4.7.1.2 The rates for dial tone lines and monthly usage options apply.

4.7.1.3 Charges for monthly usage options apply in addition to the charges for dial tone lines.

4.7.1.4 Business Rates

Dial tone lines are available with either message rate or measured rate service, with no local calling service monthly usage options available.

4.7.1.5 Determination of Rate Classes

4.7.1.5.A Each exchange or zone is assigned to a rate class for the application of exchange service rates according to the number of weighted main stations in its exchange area.

4.7.1.5.B The weighted main stations in an exchange area are computed by multiplying the total number of main stations in each exchange or zone within the local service portion of the exchange area by the appropriate distance factor.

4. RATES AND CHARGES (CONT.)

4.7 Application of Rates (cont.)

4.7.2 Rate Schedule

4.7.2.1 Rate Group A Exchanges with 650,001 or More Weighted Main Stations

Business, per line

Individual Line or PBX Trunk	\$14.85
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(I)

4.7.2.2 Rate Group B Exchanges with up to 650,000 Weighted Main Stations

Business, per line

Individual Line or PBX Trunk	\$17.30
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(I)

4.7.3 Usage Charges (1)

4.7.3.1 Message Rate Usage Charges, for all calls from Dial Tone Lines without a monthly usage option.

Business

Per Message Unit	\$.1035
------------------	---------

(I)

4.7.3.2 Pay Telephone Usage Charges for end users, each local call except where otherwise specified for Audiotex Service and for local calls originating from pay phones made through a Telecommunications Relay Service (TRS) which are free of charge (2). \$.25

4.7.3.3 Message Rate Usage Charges, for all calls from Dial Tone Lines without a monthly usage option.

Business, Per Message

First minute or fraction thereof	\$.0227
Each additional minute or fraction thereof	.0227

(I)

(1) Not applicable for calls to Audiotex Service, except as shown in Section 4.7.3.2 for end user local calls made from pay telephones.

(2) Per the FCC's Order on Reconsideration in CC Docket Nos. 96-128 and 91-35, released November 8, 1996, at paragraph 6, this rate will be in effect until October 7, 1997.

4. RATES AND CHARGES (CONT.)

4.8 Business Bundled Offerings

4.8.1 Business Unlimited

4.8.1.1 Description (1)

4.8.1.1.A This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local and unlimited long distance calling. The customer may choose an unlimited number of features as shown in Section 4.8.1.4 below. Touch tone calling is included as part of this offering.

4.8.1.2 Regulations

4.8.1.2.A The customer must commit to at least a one-year term agreement to be eligible for the service.

4.8.1.2.B Maximum of ten (10) lines per location. Charges below are shown on a per line basis.

4.8.1.2.C Includes unlimited local and long distance calls for business customers, non-data, voice use only, within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Navigator reserves the right to cancel subscriptions to any customer at any time due to fraud or misuse. Usage can be screened for use other than voice usage. Taxes, fees, and any Extended Area Service charges also apply.

4.8.1.3 Rates and Charges

Business Unlimited – Recurring Charge, per line

All Density Zones – Monthly - Each	\$59.99
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Business Unlimited – Nonrecurring Charge, per line

Phone Line Installation Fee	\$36.00
-----------------------------	---------

(1) InterLATA calling is not subject to the jurisdiction of the Commission.

4. RATES AND CHARGES (CONT.)

4.8 Business Bundled Offerings (cont.)

4.8.1 Business Unlimited (cont.)

4.8.1.4 Available Features

Feature	USOC
Anonymous Call Rejection	
- To Caller ID – Number Only and Caller ID Customers	AYW
- To non-Caller ID – Number Only/ Caller ID Customers	AYW
Call Forwarding	ESM
Call Waiting	ESX
Caller ID	NDF
Distinctive Ring, per number	(U)
Busy Redial	NSQ
*69	NSS
Speed Dialing	
- Eight-code capacity	ESL
- Thirty-code capacity	ESF
Three-Way Calling	ESC
Ultra Forward [®] Feature	FRM

[®] Registered Service Mark Of Verizon

Issued: June 14, 2005

Issued by:

Louis F. McAlister, President
13860 Riverwood Park Drive
North Little Rock, AR 72113-0860

Effective Date: August 3, 2005

4. RATES AND CHARGES (CONT.)

4.8 Business Bundled Offerings (cont.)

4.8.2 SmartTime For Business

4.8.2.1 Description (1)

4.8.2.1.A This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance calling is billed at \$.055 per minute. The customer may choose an unlimited number of features as shown in Section 4.8.1.4 above. Touch tone calling is included as part of this offering.

4.8.2.2 Regulations

4.8.2.2.A The customer must commit to at least a one-year term agreement to be eligible for the service.

4.8.2.2.B Long distance calls for business customers at \$.055 per minute is only for calls within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees, and any Extended Area Service charges also apply.

4.8.2.3 Rates and Charges

SmartTime for Business – Recurring Charge, per line

All Density Zones – Monthly – Each	\$39.99
------------------------------------	---------

SmartTime for Business – Nonrecurring Charge, per line

Phone Line Installation Fee	\$36.00
-----------------------------	---------

(1) InterLATA calling is not subject to the jurisdiction of the Commission.

4. RATES AND CHARGES (CONT.)

4.9 Denied Service Restoral Charge

4.9.1 A Denied Service Restoral Charge applies for the restoral of service to an individual line, private branch exchange or Centrex system after denial of service for nonpayment.

4.9.2 Rate

Denied Service Restoral Charge – Business	\$16.00
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(I)

4. RATES AND CHARGES (CONT.)

4.10 Suspension of Service

4.10.1 General

Exchange telephone service may be temporarily suspended, at the customer's request, without termination of contract, subject to conditions specified herein.

4.10.2 Regulations

4.10.2.1 Exchange telephone service may be suspended as follows.

4.10.2.1.A Entire Service

A customer for any class of business or residence exchange telephone service, excluding the following, may suspend the entire service.

Any service offerings on a Two-tier Payment Plan
Any service offerings on a Variable Term Payment Plan
Audiotex Service
Centrex Automatic Call Distribution Service
Electronic Concentrator for AUTOTAS Answering Systems
Enhanced and Expanded Universal Emergency Number 911 Service

4.10.2.1.B Portion of Service

A customer for business or residence individual line, branch exchange or Centrex Service, excluding the following, may suspend a portion of the service.

Any service offerings on a Two-tier Payment Plan
Any service offerings on a Variable Term Payment Plan
Audiotex Service
Centrex Automatic Call Distribution Service
Electronic Concentrator for AUTOTAS Answering Systems
Enhanced and Expanded Universal Emergency Number 911 Service

In connection with individual line service, each line with all of its connections and supplemental services may be suspended. In connection with Centrex Service, attendant positions, station lines and associated connections and supplemental services may be suspended without suspension of the entire service.

4. RATES AND CHARGES (CONT.)

4.10 Suspension of Service, cont.

4.10.2 Regulations, cont.

4.10.2.2 The following minimum and maximum suspension periods for exchange service are the time periods during which the rates specified in Section 4.10.3 following apply.

4.10.2.2.A The minimum period of suspension shall not be less than one month.

4.10.2.2.B Temporary Suspension is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.

4.10.2.3 For Centrex Service, the suspended service rate must equal or exceed the continuing minimum monthly charge.

4.10.2.4 When the initial contract period applicable to the service being suspended is in excess of one month, suspension of service prior to the expiration of the contract period does not extend the contract period.

4.10.2.5 No inward or outward service is contemplated during the period of suspension at the rates specified in Section 4.10.3 following.

4.10.2.6 When message rate service is suspended under the conditions specified for suspension of entire service for a period involving a fractional part of a billing period, the message unit allowance for the fractional part of the billing period during which service is not suspended shall be the allowance for the full billing period.

4.10.3 Rates

The following monthly rates apply during the period of suspension, except as specified for Centrex Service in Section 4.10.2.3 preceding.

Suspension of Entire Service	50% of the fixed monthly charge
	50% of the fixed monthly charge for the service suspended.

4. RATES AND CHARGES (CONT.)

4.11 Custom Calling Services

Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service.

4.11.1 Feature Descriptions

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 per call blocking feature to prevent the display of the calling telephone numbers to Caller ID – Number Only subscribers or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 per call blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID – Number Only and Caller ID Services and is available to non-Caller ID/Caller ID customers.

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Call Trace is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to the Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Company is not liable for damages if, for any reason, the call trace attempt is not successful.

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

4. RATES AND CHARGES (CONT.)

4.11 Custom Calling Services (CONT.)

Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service (cont).

4.11.1 Feature Descriptions (Cont).

Caller ID is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number and name will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number and name will be delivered. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone number and name display by activating Per Call Blocking. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number and name has been suppressed. There is no charge for using Per Call Blocking. Caller ID customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated.

4. RATES AND CHARGES (CONT.)

4.11 Custom Calling Services (CONT.)

Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service (Cont).

4.11.1 Feature Descriptions (Cont).

Distinctive Ring is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming Call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

*69 is an arrangement which provides the customer with an announcement of the last phone number that called them. To activate *69 the customer presses *69. The customer then hears an announcement which tells them the telephone number of the last party that called them. If the customer wishes to return the call right away, voice prompts will instruct them to dial 1 and the call will automatically be returned. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires. *69 is considered complete and billable when the telephone number is heard regardless of whether the call is actually returned. *69 will not work if the last caller has activated the Per Call Blocking feature (*67). In this case, the customer attempting to return the call will hear an announcement that the number of the last call received was a private number and cannot be returned.

Speed Dialing is an arrangement which provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a thirty-code capacity.

Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Ultra Forward[®] combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature-access method, the Ultra Forward[®] feature provides customers access from any tone-type address signaling capable telephone. The customer dials a remote access directory number and then is guided by voice messages to enter their home or office telephone number equipped with the Ultra Forward[®] feature, a Personal Identification Number (PIN) and a feature code.

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4. RATES AND CHARGES (CONT.)

4.11 Custom Calling Services (CONT.)

4.11.2 Rates

Feature	Usage Charge	Business, Per Month, Per Line	USOC	
Anonymous Call Rejection				
- To Caller ID – Number Only and Caller ID Customers	-	-	AYW	(I)
- To non-Caller ID – Number Only/ Caller ID Customers	-	\$3.45	AYW	(I)
Call Forwarding	-	4.50	ESM	(I)
Call Trace	\$1.00	-	-	
Call Waiting	-	4.60	ESX	(I)
Caller ID	-	10.93	NDF	
Distinctive Ring, per number	-	7.48	(U)	
Busy Redial				
- Per activation	.75	-	-	
- Subscription basis	-	2.88	NSQ	(I)
*69				
- Per activation	.75	-	-	
- Subscription basis	-	5.18	NSS	(I)
Speed Dialing				
- Eight-code capacity	-	2.30	ESL	
- Thirty-code capacity	-	5.18	ESF	
Three-Way Calling				
- Per activation	.75	-	-	
- Subscription basis	-	4.60	ESC	(I)
Ultra Forward [®] Feature	-	6.90	FRM	(I)

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4. RATES AND CHARGES (CONT.)

4.12 Operator Assisted Local Calls

4.12.1 General

Operator-Assisted Local Calls are calls placed within the customer's exchange area through a Company operator.

4.12.2 Regulations

4.12.2.1 Local message charges for calls placed through an operator, will be charged the same as for local calls dialed direct by the customer.

4.12.2.2 Local message charges, excluding those to Audiotex Service Type B, may be transferred, i.e., billed to the line called, or billed to a line other than the calling line or called line, except that such message charges may not be billed to an Audiotex Service or Pay Telephone Lines. In addition to the charge for the transfer of a local message, a message unit charge or a Pay Telephone Line usage charge applies.

4.12.2.3 Charges for local messages transferred to message rate or measured rate services will not affect the normal message unit allowance or usage charge allowance applicable to such services.

4.12.2.4 Exceptions

4.12.2.5.A Calls to Company listed official public emergency agencies

4.12.2.5.B Calls to official Company numbers

4.12.2.5.C Sent-paid calls from persons experiencing dialing difficulty

4.12.2.5.D Sent-paid calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

4.12.2.5 The charge for transferring local message charges for calls originated from Network Controlled Inmate Lines located on the premises of city, county, state and federal prisons will be the same as for Station-to-station Customer-Dialed Calling Card Calls.

4. RATES AND CHARGES (CONT.)

4.12 Operator Assisted Local Calls (cont.)

4.12.3 Rates

The following charges apply for Operator Assisted Local Calls and are in addition to any charges for local messages or Directory Assistance Service calls as specified in this Company's applicable tariffs.

Operator Assisted Local Call

Calling Card	As specified for Operator Assisted Call Charge for Station-to-Station Customer Dialed Calling Card Calls in Section 7.2.3.
Station-to-Station	As specified for Operator Assisted Call Charge for Station-to-Station Operator Assisted other than Customer Dialed Calling Card Calls in Section 7.2.3, except calls to Directory Assistance Service which are \$0.50 per call.
Person-to-Person	As specified for Operator Assisted Call Charge for Person-to-Person Calls in Section 7.2.3

4. RATES AND CHARGES (CONT.)

4.13 Specialized Operator Services

4.13.1 General

Upon request, subject to technical limitations, the Company's operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

4.13.2 Regulations

4.13.2.1 No charge will apply if, during the line verification, such verification indicates that a trouble condition exists necessitating repair of Company equipment or facilities.

4.13.2.2 Charges do not apply to calls to the Company operator from official public emergency agencies when the request is received on the agency's line from agency personnel.

4.13.2.3 Charges may be billed to a Calling Card number, to a Third Number or Sent Paid. Requests may not be designated Person-to-Person or billed as Collect Calls.

4.13.3 Charges

Verification, each request	\$0.75
Interruption, each request	1.20

4. RATES AND CHARGES (CONT.)

4.14 Directory Assistance Service

4.14.1 General

The Company furnishes Directory Assistance Service, a Competitive Service, whereby customers may request assistance in determining telephone numbers.

4.14.2 Regulations

4.14.2.1 Effective when facilities are generally available, the rates set forth following apply when customers request Telephone Company assistance in determining telephone numbers of customers who are located in the same local exchange area or who are not located in the same local exchange area but who are located within the same NPA.

4.14.2.2 For calls placed through a Company operator, The Operator Assisted Local Call charge specified in Section 7.2.3 of this tariff applies in addition to the charge for Directory Assistance Service Calls specified in Section 4.14.3 following. When the services of a Company operator are used, the Operator Assisted Local charge will not apply in the following cases:

4.14.2.2.A To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.

4.14.2.2.B To only record the originating telephone number where on automatic recording equipment is available.

4.14.2.2.C To only record the special identification number of a student for a call placed from a Centrex Dormitory Service station line.

4.14.2.3 There are no call allowances for business service. (T)

4.14.2.4 Charges for Directory Assistance Service are not applicable to calls to the Directory Assistance Service attendant placed from hospital services; or to calls to the Directory Assistance Service attendant from telephones where the customer has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap including calls made by such handicapped persons from their place of employment.

4.14.2.5 The customer may request a maximum of two telephone numbers per call to Directory Assistance Service.

4.14.3 Charges

Business Directory Assistance Service Calls, per call	\$0.95	(I)
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4. RATES AND CHARGES (CONT.)

4.15 National 411 Service

4.15.1 General

National 411 (N411) Service provides customers with the listings of individuals or businesses located outside the customer's local exchange area or NPA, but within the United States. Requests for listings that are within the local exchange area or NPA are provided and billed pursuant to Section 4.14 of this tariff.

4.15.2 Regulations

4.15.2.1 N411 Service is subject to the availability of facilities.

4.15.2.2 The rate specified in 4.15.3 following will apply for all N411 requests, including requests for listings that are non-published, non-listed or not found.

4.15.2.3 A maximum of two requests for listings will be allowed per call; no discounts will apply on charges for N411 Service.

4.15.2.4 There are no call allowances for N411 Service for business service.

4.15.2.5 Charges for N411 Service are not applicable to calls from telephones where the customer has been affirmed as being unable to use a directory because of a visual or physical disability, pursuant to Section 4.14 of this tariff.

4.15.2.6 Navigator shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save Navigator harmless against all claims that may arise from the use of such information.

4.15.2.7 Alternate billing arrangements are not permitted with N411 Service.

4.15.2.8 N411 Service will not be offered from the following services:

Dormitory Centrex
Hospital Patient Lines
Hotel/Motel Guest Lines
Pay Telephone Lines

4.15.2.9 If a customer requests both an N411 and local listing on the same call, the customer will be charged the rate for a N411 listing, as specified in Section 4.15.3.2 following.

4.15.2.10 N411 Service is not available to restricted lines where alternate billing arrangements must be made.

4. RATES AND CHARGES (CONT.)

4.15 National 411 Service (cont.)

4.15.3 Rates

4.15.3.1 Application of Rates

For calls placed through an operator, the Operator-assisted Local Call charge, specified in Section 7.2.3 of this Tariff, applies in addition to the charge for N411 Service calls, specified below. When the services of an operator are used, the Operator-assisted Local Call charge will not apply in the following cases:

4.15.3.1.A To reach the called N411 Service number when attempts by the customer to direct dial such a call cannot be completed.

4.15.3.1.B To only record the originating telephone number where no automatic recording equipment is available.

4.15.3.2 Charges

National 411 Service, per call	\$1.25
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4. RATES AND CHARGES (CONT.)

4.16 Connect ReQuest[®] Service

4.16.1 General

Connect ReQuest[®] Service, is a Competitive Service that provides Directory Assistance customers calling from Touch-Tone telephones the ability to have the requested number automatically dialed by the Operator Services System (OSS).

4.16.2 Regulations

4.16.2.1 Explanation of Term

Connect ReQuest[®] blocking option prevents the effected line(s) from accessing Connect ReQuest[®] Service.

4.16.2.2 The Connect ReQuest[®] service surcharge is applied only to completed calls.

4.16.2.3 Connect ReQuest[®] Service calls automatically completed are subject to the Connect ReQuest[®] Service charge and any other applicable rates for the call.

4.16.2.4 Charges for this service are not applicable to calls placed by persons who affirm in writing to the Company that a visual or physical handicap prevents them from using the telephone directory. This exception is limited to Connect ReQuest[®] Service calls placed from a handicapped person's household or a business telephone used exclusively by a handicapped person.

4.16.2.5 This service will not be offered on Directory Assistance calls placed from the following services or by the following customers:

Services

- Service for Customer-provided Coin and Credit Card Telephones
- Long Distance Message Restriction
- Network Controlled Inmate Line

Customers

- | | |
|------------------------|-------------------------|
| Cellular | Hotel/Motel Guest Lines |
| Charge-a-Call | Marine |
| Dormitory Centrex | Mobile |
| Hospital Patient Lines | |

4.16.2.6 Requests for call completion to 700, 900, 915, 950, 976 and WATS Toll Free telephone numbers will not be offered.

4.16.2.7 Connect ReQuest[®] Service will be offered on only the last of the two (2) numbers available for each request to Directory Assistance.

4.16.2.8 Charges

Connect ReQuest [®] Service	\$0.30
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4. RATES AND CHARGES (CONT.)

4.17 Directory Listings

4.17.1 General

Primary and additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

4.17.2 Regulations

4.17.2.1 Directory Listings are provided in connection with each customer service as specified herein. One-way, Outgoing Only Network Controlled Coin Lines; One-way, Outgoing Only Network Controlled Non-Coin Lines; One-way and Two-way Network Controlled Inmate Lines; special access lines, except as provided herein; and service associated with customer-provided audible indicating equipment are not listed in the directory.

4.17.2.2 The alphabetical section of the telephone directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated.

4.17.2.3 Listings must conform to the Company's specifications with respect to its directories.

4.17.2.3.A The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.

4.17.2.3.B The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Telephone Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

4. RATES AND CHARGES (CONT.)

4.17 Directory Listings, cont.

4.17.2 Regulations, cont.

4.17.2.4 Primary Listings

4.17.2.4.A One listing, termed the primary listing, is provided without additional charge in connection with each customer service or account, as appropriate, as follows:

4.17.2.4.A.1 Business

- Dial Tone Lines. Two or more lines constitute one customer account.

4.17.2.4.A.2 Branch exchange or Centrex Service system.

4.17.2.4.A.3 Special Reversed Charge Long Distance Service, per area selected.

4.17.2.4.A.4 Remote Call Forwarding covering the exchange in which the call forwarding central office is located.

4.17.2.4.A.5 Each dependent telephone number associated with a Distinctive Ring Custom Calling Service.

4.17.2.4.A.6 Each dependent telephone number associated with Home-Business Service, which is the business telephone number, consists of a one-line entry in the business alphabetical listings.

4.17.2.4.B When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

4.17.2.4.C The primary listing for business service is ordinarily the name of the customer or the name under which a business is regularly conducted.

4. RATES AND CHARGES (CONT.)

4.17 Directory Listings, cont.

4.17.2 Regulations, cont.

4.17.2.5 Regular Additional Listings

- 4.17.2.5.A In connection with business and residence service, regular additional listings are available only in the names of authorized users of the customer's service as specified in the Company's applicable tariffs.
- 4.17.2.5.B Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the user of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on premises of the customer, but at an address different from that of the attendant position or main service.
- 4.17.2.5.C Business additional listings are not permitted in connection with residence service.
- 4.17.2.5.D Business additional listings may be provided in connection with Inward Service of Wide Area Telephone Service.
- 4.17.2.5.E Business additional listings may be provided in connection with Joint User Service with one additional listing offered at no charge for each joint user on a customer's service.
- 4.17.2.5.F Residence additional listings at business rates are also permitted in connection with business service which is located in a residence and for permanent guests residing in a hotel or club.

4. RATES AND CHARGES (CONT.)

4.17 Directory Listings, cont.

4.17.2 Regulations, cont.

4.17.2.6 Special Types of Additional Listings

4.17.2.6.A Alternate Number Listings

Alternate number listings refer calling parties to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number. If the alternate number is that of another customer's service, the written consent of the other customer must be obtained before the alternate listing is provided.

4.17.2.6.B Duplicate Listings

In metropolitan area directories, which contain separate alphabetical lists for more than one section of the area, listings in an alphabetical list other than for the area in which the listed service is furnished, shall be considered duplicate listings.

Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

4.17.2.6.C Foreign Listings

Foreign listings are listings in an alphabetical directory of an area other than that from which the listed service is furnished.

4.17.2.6.D Deference Listings

Reference listings consist of a name and a reference to another listing with or without a telephone number, but do not include an address. Such listings cover names which are commonly spelled in more than one way, names of formerly existing businesses which have been superseded by that of the customer, and rearrangement of names when, in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

4. RATES AND CHARGES (CONT.)

4.17 Directory Listings, cont.

4.17.3 Nonlisted Telephone Service

A Nonlisted Telephone Service will be furnished, at the customer's request, providing for the omission or deletion of the customer's telephone listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

4.17.4 Nonpublished Telephone Service

A Nonpublished Telephone Service will be furnished, at the customer's request providing for the omission or deletion of the customer's telephone listing from the telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

4.17.4.1 The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.

4.17.4.2 The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,

4.17.4.3 When a customer with Nonpublished Telephone Service places a call to the Universal Emergency Number 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency number 911 Service upon request of such governmental authority.

4. RATES AND CHARGES (CONT.)

4.17 Directory Listings, cont.

4.17.5 Rates

4.17.5.1 Regular and Special Types of Additional Listings

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory assistance records.

	Per Month	USOC
Business	\$2.35	CLT
One business joint user listing, per joint user	None	-

(I)

4.17.5.2 Nonlisted and Nonpublished Telephone Service

	Per Month	USOC
Nonlisted Telephone Service	\$1.72	NLT
Nonpublished Telephone Service	1.89	NPU

(I)

Nonlisted and nonpublished charges, as specified above, are not applicable to:

- 4.17.5.2.A Nonlisted or Nonpublished Telephone Service furnished to a customer for data service where there is no voice use contemplated.
- 4.17.5.2.B Nonlisted or Nonpublished Telephone Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions or other special events.
- 4.17.5.2.C Nonlisted or Nonpublished Telephone Service furnished to a customer with other listed, nonlisted or nonpublished service in the same directory area.
- 4.17.5.2.D Nonlisted or Nonpublished Telephone Service associated with and Pay Telephone lines.
- 4.17.5.2.E Nonlisted or Nonpublished Telephone Service associated with dependent telephone numbers of a Distinctive Ring Custom Calling Service.

4. RATES AND CHARGES (CONT.)

4.18 Audiotex Call Restriction Service

4.18.1 General

Audiotex Call Restriction Service is an arrangement which prohibits a customer, using a Local Exchange Service, from completing calls to Audiotex Service telephone numbers.

4.18.2 Regulations

4.18.2.1 Audiotex Call Restriction Service is provided only on Local Exchange Service individual dial tone lines, Centrex lines and PBX trunks.

4.18.2.2 Centrex and PBX Audiotex Call Restriction Service is provided in conjunction with 700/900 Call Restriction Service.

4.18.2.3 Audiotex Call Restriction Service is only offered where the customer's service with which Audiotex Call Restriction Service is associated is served by compatible type switching equipment.

4.18.2.4 Customer requests for permitting calls to 915 Audiotex Service telephone numbers must be submitted in writing by the customer to the Company.

4.18.3 Rates

4.18.3.1 Audiotex Call Restriction Service, per line arranged

	Installation Charge (1)(2)	USOC
Per Line Arranged	\$4.50	RTVXN

- (1) This charge, applicable to Individual Dial Tone Line service only, does not apply at the time the dial tone line service is established.
- (2) No Installation Charge shall apply for the initial establishment of Audiotex Call Restriction Service prior to the establishment of 915 Audiotex Service and the necessary customer notification and responses.

4. RATES AND CHARGES (CONT.)

4.19 Selective Class of Call Screening

4.19.1 General

Selective class of call screening is an arrangement whereby outgoing nonsent-paid long distance calls are routed to a Company operator, who processes each call as instructed by the calling party.

4.19.2 Regulations

4.19.2.1 The provision of selective class of call screening is limited to business PBX trunks and Centrex main station lines, subject to the availability of suitable facilities.

4.19.2.2 The following types of nonsent-paid long distance operator assisted messages will be processed.

4.19.2.2.A Bill to third party

4.19.2.2.B Collect call

4.19.2.2.C Calling card

4.19.2.3 Local Exchange Service calls are permitted over lines and trunks arranged for selective class of call screening.

4.19.2.4 Customers provided with selective class of call screening will be responsible for notifying the users of the service as to the types of messages allowed.

4.19.3 Rates

4.19.3.1 Initial service establishment charge, each arrangement	\$230.00	(I)
	Per Month	USOC
	7.70	SRG (I)

4. RATES AND CHARGES (CONT.)

(N)

4.20 SmartATM

4.20.1 Description

4.20.1.1 SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):

4.20.1.1.A Business individual line for Automated Teller Machine only.

4.20.1.2.B Unlimited calling to 800 toll-free telephone numbers.

4.20.1.2 The rate specified is subject to a 12-month service term.

4.20.2 Regulations and Limitations of Service

4.20.2.1 Calls made outside the perimeters of the service description shown above are subject to normal tariff violation treatments and/or tariff charges.

4.20.2.2 Charges for this service commence when the company's information records are posted and are payable monthly in advance.

4.20.2.3 Charges for service are automatically discontinued upon service termination.

4.20.2.4 If service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed based upon the remainder of the commitment period.

4.20.2.5 Existing SmartATM subscribers may not take advantage of special promotions or rate changes prior to the end of the 12-month service term. This is applicable to existing lines only. New lines may qualify for any special promotions or price changes.

4. RATES AND CHARGES (CONT.)

(N)

4.20 SmartATM, cont. (1)

4.20.3 Rates and Charges

4.20.3.1 The following monthly rates will apply for the SmartATM service.

Service Category	Rate Element	Rate
SmartATM	All Zones	\$13.00

4.20.3.2 The following Message rate will apply for the SmartATM service for any local usage generated from the line (2)(3).

Service Category	Rate Element	Rate
Per minute	All	\$0.05

4.20.3.3 A nonrecurring Line Connection Charge will apply for the SmartATM service on a per line basis.

Service Category	Rate Element	Rate
Line Connection Charge, per line	All	\$83.00

- (1) See Section 4.4.2.4.A.2.i for Local Service Areas by Zones applicable to this service.
- (2) All messages are rated in full minute increments.
- (3) For any Dialed Calling Card Station, Operator Station, or Person-to-Person message the surcharge specified in Section 7 will apply in addition to (1)(2) listed above.

4. RATES AND CHARGES (CONT.)

(N)

4.21 Long Distance Message Restriction

4.21.1 General

Long Distance Message Restriction is an arrangement which permits a Local Exchange Service line or communications system user to dial exchange area calls but prevents the origination of long distance calls and Audiotex calls. In addition, this arrangement denies the user access to "ZERO" (operator) dialing.

4.21.2 Regulations

4.21.2.1 Long Distance Message Restriction will be provided to communications systems from central offices which are equipped for such service. It is an arrangement whereby calls placed over trunks equipped with Long Distance Message Restriction are denied access to Long Distance Message Service and Audiotex calls.

4.21.2.2 The acceptance of incoming traffic and billing arrangements is not restricted by this arrangement.

4.21.3 Rates

Per Business Individual Line or PBX trunk restricted	\$15.00
--	---------

4. RATES AND CHARGES (CONT.)

(N)

4.22 700/900 Call Restriction Service

4.22.1 General

The 700/900 Call Restriction Service is an arrangement which prohibits access to 700 and 900 service telephone numbers from selected business lines.

4.22.2 Regulations

4.22.2.1 The 700/900 Call Restriction Service is provided on business individual lines, Unrestricted Centrex lines and PBX trunks served by electronic switching equipment capable of providing this option.

4.22.2.2 Customers with business individual lines may elect to restrict calls to 700 service telephone numbers only, 900 service telephone numbers only, or both 700 and 900 service telephone numbers.

4.22.2.3 Customers with Unrestricted Centrex lines or PBX trunks may elect to restrict calls to 900 service telephone numbers only or both 700 and 900 service telephone numbers.

4.22.2.4 700/900 Call Restriction Service for Unrestricted Centrex lines or PBX trunks is only provided in conjunction with Audiotex Call Restriction Service.

4.22.3 Rates

700/900 Call Restriction Service, per line arranged

	Installation Charge	USOC
700 Restriction, 900 Restriction or 700 and 900 Restriction	\$11.00 (1)	(U)

(1) No Installation Charge applies when installed coincident with the establishment of the associated individual line.

4. RATES AND CHARGES (CONT.)

(N)

4.23 Hunting Service Arrangements

4.23.1 General

A Hunting Service Arrangement is equipment located in the Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

4.23.2 Regulations

The rate following is applicable to business individual line service, excluding Audiotex Service, and including incoming message and measured rated PBX trunks and the first arrangement associated with a Remote Call Forwarding Number.

4.23.3 Rates

Hunting Service Arrangements, per line or trunk in a group so arranged	\$0.52
--	--------

4. RATES AND CHARGES (CONT.)

(N)

4.24 Fixed Call Forwarding

4.24.1 General

Fixed Call Forwarding are those arrangements whereby incoming calls are transferred to another telephone number. These arrangements are established with the Company on a fixed basis and may only be rearranged by notifying the Company of the new telephone number to which the calls are to be transferred.

4.24.2 Regulations

4.24.2.1 Explanation of Terms

Call Forwarding - Busy Line is a fixed arrangement which automatically routes incoming calls to the designated telephone number when the called line is busy.

Call Forwarding - Don't Answer is a fixed arrangement which automatically routes incoming calls to the designated telephone number when the called line doesn't answer before passage of a predetermined interval.

4.24.2.2 Fixed Call Forwarding may be associated with dial tone individual lines, and Private Branch Exchange (PBX) trunks excluding those with Direct Inward Dialing (DID) Service. Fixed Call Forwarding arrangements are only available to customers served by compatible electronic type switching equipment.

4.24.2.3 Calls forwarded by these arrangements are subject to local and long distance message charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

4.24.2.4 Call Forwarding - Don't Answer

At the time a line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded. A customer may change their number of rings, within limits specified by the Company, through a remote access directory number.

4.24.3 Rates

	Per Month	USOC
Call Forwarding, per line		
- Busy Line	\$2.30	EVB
- Don't Answer	2.30	EVD
- Both Busy Line and Don't Answer	2.30	E5E

4. RATES AND CHARGES (CONT.)

(N)

4.25 Remote Call Forwarding

4.25.1 General

Remote Call Forwarding is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the terminating telephone number.

4.25.2 Regulations

4.25.2.1 Remote Call Forwarding is offered subject to the availability of suitable facilities.

4.25.2.2 A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

4.25.2.3 Remote Call Forwarding calls may be connected in Private Branch Exchange (PBX) trunks, Centrex Service, WATS Toll Free Service and dial tone lines, excluding Pay Telephone Lines. A Centrex Service number may not be used as a Remote Call Forwarding originating number.

4.25.2.4 Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers to adequately handle calls to the Remote Call Forwarding customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required the customer will be responsible for subscribing to such additional Remote Call Forwarding arrangements or terminating telephone numbers. In the event the customer refuses to subscribe to such additional Remote Call Forwarding arrangements or terminating telephone numbers, such customer's Remote Call Forwarding service shall be subject to termination.

4.25.2.5 Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same Remote Call Forwarding number, such additional terminating telephone numbers must be of the same class and grade of service, and on the same premises, as the first terminating telephone number.

4.25.2.6 Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

4.25.2.7 The Custom Calling Service call forwarding feature is not offered for use with a Remote Call Forwarding terminating station.

4.25.2.8 The Company will not provide identification of the originating telephone number to the Remote Call Forwarding number.

4. RATES AND CHARGES (CONT.)

(N)

4.25 Remote Call Forwarding, cont.

4.25.2 Regulations, cont.

4.25.2.9 The classification of residence or business service for Remote Call forwarding arrangements is determined by the class of service of the terminating telephone number.

4.25.2.10 Charges for calls from the originating service to a Remote Call Forwarding telephone number are the responsibility of the originating service, unless such calls are accepted as collect at the terminating telephone number. Charges as specified in 3. following for the forwarding of calls from the Remote Call Forwarding number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

4.25.2.11 For any collect calls placed to the Remote Call Forwarding number, charges as specified in 3. following for calls forwarded to the terminating telephone number apply regardless of whether or not such calls are accepted as collect at the terminating telephone number.

4.25.3 Rates

	Installation Charge	Per Month	USOC
First Arrangement Associated with a Remote Call Forwarding Number	\$10.51	\$17.40 (1)	RCF
Additional Arrangements Associated with the Same Remote Call Forwarding Number, per arrangement	-	17.40 (I)	RCA

(1) In addition, for each call forwarded to a terminating telephone number in the local service portion of the exchange area of the exchange or zone in which the Remote Call Forwarding telephone number is located, charges apply as specified in this tariff for local usage charges, as appropriate. For each call forwarded to a terminating telephone number not in the local service portion of the exchange area of the exchange or zone in which the Remote Call Forwarding telephone number is located, Navigator's long distance charges apply, as appropriate.

5. INTRALATA TOLL PRESUBSCRIPTION

5.1 General

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user preferred IntraLATA toll provider.

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

An ITP must use Feature Group D (“FGD”) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

5.2 Presubscription Charge Application

5.2.1 Initial Free Presubscription Choice for New Users

New end users (including an existing customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a customer cannot decide upon an IntraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the customer will be assigned a “No-PIC” and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users is the period within thirty days of installation of the new service.

Initial free selections available to new end user are:

- 5.2.1.1 Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP’s service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- 5.2.1.2 Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.
- 5.2.1.3 Following a new end user’s or Pay Telephone Service Provider’s free selections, any change made more than 30-days after presubscription is implemented is subject to a nonrecurring charge, as set forth in Section 5.7.1 following.

5.2.2 Charge for IntraLATA Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified above, or existing customers, the end user or ITP will be assessed an IntraLATA Toll presubscription charge as specified in Section 5.7.1.

5. INTRALATA TOLL PRESUBSCRIPTION (CONT.)

5.2 Presubscription Charge Application (cont.)

5.2.3 Cancellation of IntraLATA Toll Presubscription by an ITP

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

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”)

5.3.1 When a discrepancy is determined regarding an end user’s designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

5.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

5.3.2.1 The ITP has obtained the customer’s written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

5.3.2.1.A The customer’s billing name and address and each telephone number to be covered by the PIC change order;

5.3.2.1.B The decision to change the PIC to the ITP; and

5.3.2.1.C The customer's understanding of the PIC change fee; or

5.3.2.2 The ITP has obtained the customer’s electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.1 preceding to confirm the authorization; or

5.3.2.3 An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer’s oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the customer’s date of birth or social security number).

5. INTRALATA TOLL PRESUBSCRIPTION (CONT.)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy “Anti-Slamming Measure”) (cont.)

5.3.3 The Company will follow the Federal Communications Commission’s and the Maryland Public Service Commission’s regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

5.4 PIC Switchback Options

5.4.1 Customer denies requesting change of ITP.

When the Company is contacted by an end user who denies requesting a change in ITP primary IC, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous ITP at no charge.

The ITP is in no way relieved of the FCC requirements for:

5.4.1.1 Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or

5.4.1.2 Instituting steps to obtain verification of orders submitted to the Company. In addition, the end user has the option of initiating a complaint to the FCC or the Maryland Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the Maryland Public Service Commission, 16th Floor, 6 St. Paul Street, Baltimore, MD 21202, or by calling toll free on 1-800-492-0474 or by calling the office of External Relations on 410-767-8028.

5.4.2 Customer requests Switchback to Previous ITP PIC.

When the Company is notified via a call from the customer, where the end user is not denying the authenticity of the most recent change to the current PIC, the Company will change the customers ITP to the previous PIC. The customer will be billed the PIC charge as specified in 5.7.2.

5. INTRALATA TOLL PRESUBSCRIPTION (CONT.)

5.5 IntraLATA Preferred Carrier Freeze Selection

The Company will offer a preferred carrier freeze option to all customers on a nondiscriminatory basis regardless of the customer’s carrier selection at no charge to the end user. The preferred carrier freeze option prevents a change in the end-user’s IntraLATA toll provider unless the end users request a change in carrier.

End users may request a preferred carrier freeze on their IntraLATA toll service as a means of protection from unauthorized IntraLATA PIC changes. The Company will only accept preferred carriers freezes either orally or in writing from end users. The preferred carrier freeze will be offered on a per line basis.

The Federal Communications Commission and the Maryland Public Service Commission accepted the use of three-way calls to remove PIC freezes when the customer’s IntraLATA toll presubscription choice has been frozen. Carriers must still follow the verification procedures for PIC changes of the Federal Communications Commission (e.g., independent 3rd party verification, written letter of agency from customer, electronic authorization) and the Maryland Public Service Commission. The carriers will impose and/or lift preferred carrier freeze request in accordance with Chapter 1 of Title 47 of the Code of Federal Regulation, Section 64.1190.

The customer owns the exclusive right to select the PIC freeze option on a per line basis, and may choose to unfreeze their PIC at any time in order to migrate from one carrier to another at any time. There is no reason a carrier may refuse to remove a PIC freeze from the line of a customer who has stated their intent to select a different carrier.

Marketing of PIC Freeze Option

The Company will not market the PIC freeze option to Customers within a 90-day period after implementation, i.e., 90 days following the Effective Date of this tariff. However, the freeze option is available during that period on Customer request.

5.6 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service.

5.7 Rates and Charges

- 5.7.1 Charge for ITP Carrier Change \$ 4.50
- 5.7.2 Charge for Switchback Carrier Change \$4.50

6. PAY TELEPHONE LINES (PTL)

6.1 General

Pay Telephone Lines (PTL) are individual dial tone line Local Exchange services for use by pay phone service providers to connect coin, coinless and/or combination coin/coinless pay telephones to the Company's network.

6.2 Regulations

6.2.1 One type of PTL is available from Navigator: Customer-Provided Coin-Operated Telephones (COCOTS).

6.2.2 Explanation of Terms

6.2.2.1 Customer-Provided Coin-Operated Telephone Service (COCOTS)

Customer-Provided Coin-Operated Telephone Service (COCOTS) is a flat-rated dial tone line, Local Exchange service with unlimited local usage and touch tone designed for use with station controlled pay telephones.

Call Screening, when used in connection with COCOTS, is an optional arrangement whereby outgoing calls, which are routed to a Company operator, will be processed only on a bill-to-third number, collect call or calling card basis as instructed by the calling party.

6.2.3 Directory Listings are available with COCOT exchange lines subject to the regulations applicable to listings for individual line business service.

6.2.4 The following options are available for COCOT exchange lines.

6.2.4.1 Audiotex Call Blocking – subject to the regulations and rates shown in Section 4.18 of this tariff.

6.2.4.2 700/900 Call Restriction

6.2.5 Line Side Answer Supervision may be provided on COCOTS exchange lines. This optional feature detects and provides signaling to activate billing mechanisms upon connection of a call and deactivates billing mechanisms when the call is terminated.

6.2.6 Pay telephones connected to a PTL exchange line must be registered in compliance with Part 68 of the FCC's Rules and Regulations.

6.2.7 Extensions must be configured and wired so that only one telephone will operate on the line at one time.

6.2.8 COCOTS subscribers are subject to the same Directory Assistance rates applicable to business service as shown in Section 4.14

6.2.9 Exchange users of COCOTS must be permitted access, at no charge, to Universal Emergency Number 911 Services.

6. PAY TELEPHONE LINES (PTL) (CONT.)

6.2 Regulations (cont.)

- 6.2.10 Nonpublished and Nonlisted Telephone Service described in Section 4.17 will be provided at no charge upon the PTL subscriber’s request.
- 6.2.11 The PTL subscriber shall be responsible for the installation, operation and maintenance of any pay telephone used in connection with this service.
- 6.2.12 The PTL subscriber shall be responsible for payment of all charges, including appropriate local, toll, and FCC charges, associated with the provisioning of this service.

6.3 Rates

- 6.3.1 The local service area are as shown for business in Section 4.5.4 of this tariff.
- 6.3.2 All sent-paid intraLATA toll calls will be handled by the Company and charged at the appropriate rate shown in Section 7.2.
- 6.3.3 The Service Charges for PTLs are as specified in Section 4.6.3.
- 6.3.4 COCOTS Line, (1)

Rate Group A1, per line	\$19.00	(I)
Rate Group A2, per line	\$19.00	
Rate Group B1, per line	\$20.25	
Rate Group B2, per line	\$20.00	(I)

- 6.3.5 Line Side Answer Supervision – all rate groups, per month, each \$0.15
- Line Side Answer Supervision – all rate groups, nonrecurring, each (2) \$11.12
- 6.3.6 Call Screening per line, all rate groups \$0.00

(1) Rates include Federal Subscriber Line Charge
 (2) Applies if installation occurs subsequent to the installation of the line and is in addition to standard service charges.

7. LONG DISTANCE SERVICES

7.1 Business Two-Point Service

7.1.1 General

Business two-point long distance service consists of telecommunications originated from a business line, involving different local service areas.

7.1.2 Regulations

A. Classes of Service

Service is offered on a station-to-station basis and can be established on a customer dialed or operator assisted basis.

B. Time Schedule

All rate periods will be charged at the rate shown in 7.1.3 below.

7.1.3 Rates

A. Application of Rates

Rates shown in the table below apply to intraLATA intrastate messages between all points within the same LATA and interLATA intrastate messages within the State of Maryland. The rate shown below is applicable to the total charges for all messages with fractional amounts rounded down to the lower cent, regardless of the time of day the call is originated or terminated.

1. Basic Rate Table for all classes of service.

All Time Periods	
Initial Minute or Fraction Thereof	Add'l Minute or Fraction Thereof

\$.069	\$.069	(R)
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7. LONG DISTANCE SERVICES (CONT.)

7.2 Operator Services Two-Point Service

7.2.1 General

Operator Services Two-Point Service consists of telecommunications originated from a business line or Pay Telephone Lines that involves different local service areas.

7.2.2 Regulations

A. Classes of Service

Service is offered on a station-to-station or person-to-person basis. A station-to-station call can be established on a customer-dialed or operator assisted basis, while a person-to-person call must be processed by the operator.

B. Time Schedule

All rate periods will be charged at the rate shown in Section 7.2.3 below.

7.2.3 Rate

A. Operator-assisted Call Charges

	Charge Per Call
Station-to-station customer-dialed Calling Card (1)	\$0.60
Station-to-station Operator-Assisted, other than by Calling Card	2.50
Station-to-station Machine Handled, other than by Calling Card	2.50
Station-to-station Live Operator Handled	2.50
Person-to-person	4.50
Corrections Collect Call	
- Local Call	0.60
- Toll Call	2.00

- (1) Toll calls originating from pay phones made through a Telecommunications Relay Service (TRS) will not exceed the rate applicable for a similar non-TRS toll call made using coin sent-paid service.

8. COST RECOVERY SURCHARGE

(N)

8.1 Description

The Cost Recovery Surcharge (CRS) will offset recent increases in Navigator’s costs of gaining access to incumbent networks. The CRS is not a fixed monthly recurring charge. Rather, the CRS is a percentage of the customer bill based on the total monthly recurring charges (MRCs), less any taxes or surcharges. The CRS is calculated by application of a percentage to each customer’s total monthly recurring charges incurred in the previous calendar month. The CRS percentage to be applied will be determined by the customer’s total MRCs on its monthly invoice for the previous month, based on the schedule outlined below.

Customer Account Monthly Recurring CRS	
MRC Revenue Tier	Charge %
\$0.00 to \$99.99	17.00%
\$100.00 to \$199.99	16.00%
\$200.00 to \$299.99	15.00%
\$300.00 to \$399.99	15.00%
\$400.00 to \$499.99	15.00%
\$500.00 to \$599.99	12.50%
\$600.00 to \$699.99	12.50%
\$700.00 to \$799.99	10.00%
\$800.00 to \$899.99	10.00%
\$900.00 to \$999.99	10.00%
\$1,000.00 to \$1,099.99	10.00%
\$1,100.00 to \$1,199.99	10.00%
\$1,200.00 and above	0.00%