

Navigator Telecommunications, LLC.

Pa. PUC Telephone Tariff No. 1
3rd Revised Title Page
Cancels 2nd Revised Title Page

NAVIGATOR TELECOMMUNICATIONS, LLC.

THIS TARIFF, FILED WITH THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION,
CONTAINS THE RATES, TERMS, AND CONDITIONS APPLICABLE TO
THE PROVISION OF BASIC LOCAL EXCHANGE
SERVICE WITHIN THE SERVICE AREAS OF VERIZON PENNSYLVANIA, INC. AND
VERIZON NORTH, INC. WITHIN THE COMMONWEALTH OF PENNSYLVANIA.

Issued: June 24, 2008

Effective: July 1, 2008

Issued by:

Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

LIST OF MODIFICATIONS

	<u>Issue Date</u>	<u>Effective Date</u>
TRS Surcharge Revision, Supplement No. 3	June 24, 2008	July 1, 2008

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

Navigator Telecommunications, LLC.

Pa. PUC Telephone Tariff No. 1
Introduction
3rd Revised Page No. 1
Cancels 2nd Revised Page No. 1**Check Sheet**

The Title Page and pages listed below of this tariff are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

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27	1 st Revised	56	1 st Revised		
28	Original	57	1 st Revised		
29	Original	58	Original		
30	Original	59	1 st Revised		
31	Original	60	Original		

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

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Louis F. McAlister, Jr., President
 Navigator Telecommunications, LLC.
 8525 Riverwood Park Drive, P.O. Box 13860
 North Little Rock, AR 72113-3860

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Louis F. McAlister, Jr., President
 Navigator Telecommunications, LLC.
 8525 Riverwood Park Drive, P.O. Box 13860
 North Little Rock, AR 72113-3860

SYMBOLS

The following symbols are used for the purposes indicated below:

I – To signify increased rate

D – to signify decreased rate

C – to signify all other changes

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

TARIFF FORMAT

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially by section. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Pennsylvania Public Utility Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).1
- D. Check Sheets** - When a tariff filing is made with the Pennsylvania Public Utility Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made (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 determine if a particular sheet within the tariff is the most current on file with the Pennsylvania Public Utility Commission.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

LIST OF WAIVED STATUTES AND REGULATIONS

Reserved for future use.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

TECHNICAL TERMS AND ABBREVIATIONS

Access Line - A circuit directly connecting a central office line with the Customer's termination point, including all dial tone lines, basic telephone connections, key system trunks, private branch exchange trunks, pay stations and special circuits. Each Customer on a multi-party line is an access line.

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

Carrier or Company - Whenever used in this tariff, "Carrier" or "Company", or "Navigator" refers to Navigator Telecommunications, LLC. unless otherwise specified or clearly indicated by the context.

Channel - A path for communication between two or more stations or telephone central offices, furnished in such a manner as the facility may be provided, either by carrier, radio or a combination thereof, or by a single physical facility or route.

Commission – The Pennsylvania Public Utility Commission.

Customer - Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., subscribing for telecommunications services from a utility subject to the jurisdiction of the Commission.

Exchange Access Line - The serving central office line equipment and all LEC plant facilities up to and including the LEC provided Standard Network Interface. These facilities are LEC provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. Exchange access lines are subject to non-recurring charges, as specified in Section 3 of this tariff.

ILEC - The incumbent Local Exchange Carrier.

LEC - Local Exchange Carrier

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Local Exchange Services - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Person-to-Person Calling - An operator-assisted 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. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.

Resold Local Exchange Service - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carrier, in combination with Company provided usage services, miscellaneous services or interstate/international services.

Station-to-Station Calling - A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
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SECTION 1 - RULES AND REGULATIONS

1.1 Undertaking of the Company

Navigator services offered pursuant to this tariff are furnished for Local Exchange Service among specified points within a Local Calling Area.

Navigator may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

1.2 Limitations

1.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

1.2.2 Navigator reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the law.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.2 Limitations, cont.

- 1.2.3 The Company does not undertake to transmit messages, and will not be liable for errors in transmission or for failure to establish connections.
- 1.2.4 All facilities provided under this tariff are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 1.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

1.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

1.4 Liabilities of the Company

- 1.4.1 Navigator's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.4 Liabilities of Company, cont.

- 1.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 1.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.
- 1.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- 1.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service, which is not the direct result of the Company's negligence.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.5 Deposits

1.5.1 The Company does not normally collect deposits from Customers. The Company shall provide residential service without requiring a deposit when the applicant satisfies one of the following requirements:

- A. Earlier Company payment history. The applicant had service with the Company within a period of 24 consecutive months before the date of application and the following conditions exist:
1. Service was furnished in the name of the applicant, and there is no unreturned equipment.
 2. Service was not suspended for nonpayment nor terminated during the last 12 months of service.
 3. The applicant does not have an unpaid balance from earlier service.
 4. The applicant was not required to pay a security deposit under § 64.35 (relating to deposit requirements for existing customers) for the earlier service.
- B. Ownership of real property. The applicant verifies the ownership of or the entry into an agreement to purchase real property located in the area served by the LEC or is renting a residence under a lease of 1 year or longer, unless the applicant has an otherwise unsatisfactory payment history as a LEC customer within 2 years before the application for service as described in paragraph (1).
- C. Prior utility payment history. The applicant has prior satisfactory credit history for use of utility service. In all instances, the utility shall obtain from the applicant authorization as a condition for completing the utility credit search. If the applicant elects not to authorize completion of the credit search, the utility shall conduct a credit search in the manner prescribed under paragraph D following.

SECTION 1 - RULES AND REGULATIONS, CONT.**1.5 Deposits**

1.5.1 The Company does not normally collect deposits from Customers. The Company shall provide residential service without requiring a deposit when the applicant satisfies one of the following requirements (cont.):

D. Credit information. The applicant provides information and verification demonstrating that he is not an unsatisfactory credit risk.

1. The absence of prior credit history does not, of itself, indicate an unsatisfactory credit risk and does not constitute grounds for requiring a deposit.
2. The LEC may request and consider information including the following:
 - a. The applicant's social security number.
 - b. The name of the employer of the applicant.
 - c. The place and length of employment.
 - d. Residence during the previous 5 years.
 - e. Letters of reference.
 - f. Credit cards.
 - g. A significant source of income other than from employment.
3. If a credit investigation is expected to take longer than 3 business days the LEC shall provide service pending completion of the investigation.

If one of the preceding requirements is not satisfied by the Customer, cash deposits may be required from a prospective Customer, a presently disconnected Customer, or a former Customer for the purpose of guaranteeing final payment for service when, in judgment of the Company, such deposit is necessary. Such required deposit shall not exceed the amount of an estimated bill for two regular billing periods or in the case of a Customer whose bills are payable in advance, it shall not exceed an estimated bill for one regular billing period, plus two months estimated toll.

Interest will be paid by the Company upon such deposits at a rate of nine percent (9%) annually.

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Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
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SECTION 1 - RULES AND REGULATIONS, CONT.

1.6 Advance Payments

Recurring Charges: For Customers from whom the Company feels an advance payment is necessary, Navigator reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges.

Non-Recurring Charges: Navigator reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

1.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
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SECTION 1 - RULES AND REGULATIONS, CONT.

1.8 Equipment

- 1.8.1 The Company's services may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that Customer-provided equipment connected to Company services, is compatible with such services.
- 1.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company
- 1.8.3 Equipment the Company provides or installs at the Customer's premises for use in connection with services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
- 1.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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SECTION 1 - RULES AND REGULATIONS, CONT.

1.8 Equipment, cont.

- 1.8.5 The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by Customer-provided equipment.
- 1.8.6 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 the section for the installation, operation and maintenance of Customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.
- 1.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

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Navigator Telecommunications, LLC.
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SECTION 1 - RULES AND REGULATIONS, CONT.

1.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

1.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Navigator. All charges due by the Customer are payable to the Company or to any agent duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of such agent and subject to the rules of regulatory agencies, such as the Pennsylvania Public Utility Commission.

Navigator's billing invoices will be considered correct and binding upon the Customer if no written notice or telephone call is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

1.10.1 Telephone inquiries may be directed to Navigator Telecommunications, LLC. at 888-662-8835. Written inquiries may be directed to:

Navigator Telecommunications, LLC.
8525 Riverwood Park Drive
P.O. Box 13860
North Little Rock, Arkansas 72113-0860

(C)
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SECTION 1 - RULES AND REGULATIONS, CONT.

1.10 Payment for Service

1.10.2 If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Pennsylvania Public Utility Commission for final resolution. The Commission may be contacted at:

Bureau of Consumer Services
Pennsylvania Public Utility Commission
P.O. Box 3265
Barto Building
231 State Street Harrisburg, PA 17105-3265
(717) 783-1740 General Information
(717) 783-5187 General Complaints

1.11 Billing and Payment Procedures

- 1.11.1 Navigator complies with the requirements of Chapter 64 in 52 Pa. Code regarding billing standards and practices for residential customers. In instances where sections of this tariff may conflict with Chapter 64, regulations, the regulations in Chapter 64 will prevail.
- 1.11.2 Navigator issues residential bills on a monthly basis with bills received by the Customer on or about the same day each month.
- 1.11.3 Navigator will not alter the residential billing cycle unless affected Customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a Customer requests a number or billing change or when the Customer disconnects and reconnects service or transfers service from one premises to another.
- 1.11.4 Navigator allows residential Customers at least 21 days to pay bill charges.
- 1.11.5 Navigator charges 1.25 percent for delinquent past due residential balances. These delinquent charges will be figured on the balance excluding any prior late charges. Billing for 900 and 900-type charges or non-regulated items are excluded from the balance on which a late fee may be imposed.

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SECTION 1 - RULES AND REGULATIONS, CONT.

1.11 Billing and Payment Procedures, cont.

- 1.11.6 Navigator sets forth the following on residential bills:
- A. the billing date, which shall be the first day of the billing cycle;
 - B. the due date, which shall be the date the payment is due in to Navigator;
 - C. the delinquent date, which shall be at least 20 days after the billing date;
 - D. the delinquent charge, which will be the charges applied pursuant to Navigator's tariff if the bill is not paid before the delinquent date;
 - E. all charges due and payable;
 - F. the toll free telephone number(s) for resolution of all billing inquiries;
 - G. at least once annually, the following statement:

"Itemization of local billing available once annually upon request."
 - H. in the case of bills issued by other telecommunications providers, a due date of not less than 15 days from the date of billing.
- 1.11.7 During the first billing period in which a residential Customer receives service, Navigator provides each Customer an insert or written notice which contains an itemized account of the charges for the equipment and service for which the Customer has contracted.

SECTION 1 - RULES AND REGULATIONS, CONT.**1.12 Late Payment Charge**

Navigator will assess a late payment charge equal to 1.25 percent for any past due balance, excluding any prior late charges, that is delinquent. The past due or delinquent date will not be earlier than twenty days (21) days after the billing date. Billing for 900 and 900-type charges or non-regulated items are excluded from the balance on which a late fee may be imposed.

1.13 Cancellation by Customer

Any Customer desiring service terminated or changed from one address to another shall give the Company three (3) working days' notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations or tariff provisions. The Customer shall not be responsible for charges for service beyond the three (3) day notice period if the Customer provides reasonable access to the Company's equipment on the Customer's premise during the notice period. If the Customer notifies the Company of his request for termination by telephone, the burden of proof is on the Customer to prove that service termination was requested if a dispute arises. Customers who cancel service but are under a term contract may pay penalties as stated in the term contract or appropriate section of the Company's tariffs.

1.14 Interconnection

Service furnished by Navigator may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Navigator's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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SECTION 1 - RULES AND REGULATIONS, CONT.

1.15 Suspension and Termination by Company

1.15.1 Service may be suspended by the Company for any of the following reasons:

1.15.1.A Nonpayment of an undisputed delinquent charge or the undisputed portion of an account where a dispute exists as to part but not all of an amount billed by the Company;

1.15.1.B Failure to post a deposit, provide a guarantee, or establish credit;

1.15.1.C Violation of or noncompliance with any provision of law, or of the Price Lists or terms and conditions of service of the Company filed with and approved by the Commission;

1.15.1.D Failure to comply with the material terms of a payment agreement;

1.15.1.E Unreasonable refusal to permit access to service connections, equipment and other property of the LEC for maintenance or repair;

1.15.1.F Interconnection of a device, line or channel to Company facilities or equipment contrary to the Company's terms and conditions of service on file with and approved by the Commission;

1.15.1.G The use of service so as to interfere with or impair the use of service rendered to other customers.

1.15.1.H Fraud or material misrepresentation of identity to obtain telephone service.

1.15.1.I Violation of tariff provisions on file with the Commission so as to threaten the safety of a person or the integrity of the service delivery system of the LEC.

1.15.1.J Unpaid indebtedness for telephone service previously furnished by the LEC in the name of the customer within 4 years of the date the bill is rendered.

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Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.15 Suspension and Termination by Company, cont.

- 1.15.2 Navigator shall mail or deliver notice to the Customer at least 7 days before the date of proposed suspension regardless of the grounds upon which suspension is sought. Notice of suspension shall be given in accordance with the rules and regulations of the Pennsylvania Public Utility Commission.
- 1.15.3 Notwithstanding any other provision of the Commission's rules, the Company shall postpone a suspension for a time not in excess of twenty one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency if requested shall provide the Company with reasonable evidence of such necessity.
- 1.15.4 Notwithstanding any other provisions of the Commission's rules, service to a Customer may be suspended at any time after written notice has been sent, certified mail, to such Customer at his/her last known address and at the address where the service to be suspended is provided if such Customer:
- A. Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due; or
 - B. Damages or evidences an intent to damage telephone utility equipment.
- 1.15.5 The notice required by Section 1.15.4 shall state how a Customer has evidenced an intent not to pay charges when due or evidenced an intent to damage telephone utility equipment.

SECTION 1 - RULES AND REGULATIONS, CONT.

1.15 Suspension and Termination by Company, cont.

1.15.6 When at least 10 days have passed since suspension of service, the company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons:

- A. Failure to make satisfactory arrangements to pay arrearages.
- B. Failure to post a deposit, furnish a third-party guarantee or otherwise establish credit.
- C. Failure to meet the requirements of a payment agreement.
- D. Failure to give adequate assurances that an unauthorized use or practice will cease.

1.15.6 Unless expressly and specifically authorized by the Commission, service may not be terminated if both of the following exist:

- A. A notice of dispute has been filed and is unresolved and if the subject matter of the dispute forms the grounds for termination.
- B. The customer is making a good faith effort to pay or make payment arrangements to pay all undisputed bills and undisputed portions of disputed bills.

1.15.7 Immediately after service is suspended, a termination notice which conforms substantially to the suspension notice and which indicates how the customer may arrange to have service restored shall be mailed to the customer's billing address.

The termination notice shall include a medical emergency restoration notice. The termination notice shall also indicate that service will be terminated on or after a specified date and shall clearly explain that the customer will have to request service as an applicant, subject to additional charges, if termination occurs.

SECTION 1 - RULES AND REGULATIONS, CONT.

1.15 Suspension and Termination by Company, cont.

- 1.15.8 Whenever service is suspended for fraudulent use of service, Navigator Telecommunications, LLC may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 1.15.9 Service may be suspended without notice for tampering with the Company's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of the Company or other end-users.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.16 Settlement Agreement for Residential Customers

1.16.1 When a residential Customer is unable to pay a charge in full when due, Navigator shall permit the Customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both Navigator and the Customer. A copy of the settlement agreement shall be delivered or mailed to the Customer upon request by the Customer.

1.16.2 Matters treated by a settlement agreement shall not constitute a basis for suspension as long as the terms of the settlement agreement are followed.

1.17 Inspection, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

SECTION 1 - RULES AND REGULATIONS, CONT.

1.18 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will obtain Commission approval regarding specific promotions and contests.

1.19 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 1, paragraph 1.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal.

1.20 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of past due monies due the Carrier including legal and accounting expenses incurred by the Company's use of collection agencies or use of legal action. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

1.21 Returned Payment Charge

In addition to other penalties or fees, the customer will be assessed a returned payment charge of Twenty Dollars (\$20) for each check or other instrument submitted by the customer to the Company which a financial institution refuses to honor for any reason.

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SECTION 1 - RULES AND REGULATIONS, CONT.

1.22 Service Implementation

Absent a promotional offering, service implementation charges per service order will apply to new service orders or to orders to change existing service for the services listed in Section 3.

1.23 Reconnection Charge

A reconnection fee will be charged when service is re-established for Customers who have been disconnected for nonpayment, and is payable at the time that the restoration of suspended service and facilities is arranged.

1.24 Operator Services

1.24.1 Navigator will not bill for incomplete calls where answer supervision is available. Navigator will not bill for incomplete calls and will remove any charges for incomplete calls upon:

A. Customer notification, or

B. Navigator's knowledge.

1.24.2 The caller and billed party, if different from the caller, will be advised that Navigator is the operator service provider at the time of the initial contact.

1.24.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.

1.24.4 Only tariffed rates approved by this Commission for Navigator shall appear on any local exchange telephone company (LEC) billings.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
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SECTION 1 - RULES AND REGULATIONS, CONT.

1.24 Operator Services, cont.

- 1.24.5 Navigator shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 1.24.6 Navigator will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 1.24.7 Navigator will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 1.24.8 Upon request, Navigator will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.
- 1.24.9 Navigator will refuse operator services to traffic aggregators which block access to other companies.
- 1.24.10 Navigator will assure that traffic aggregators will post and display information including:
 - A. that Navigator is the operator service provider;
 - B. detailed complaint procedures; and
 - C. instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.25 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications Customers as may be required by state law.

1.26 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its Customers no later than the date of submission of its first bill to the Customer. ICs should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.27 Directory Listings

- 1.27.1 The Company does not publish a directory of Customer listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.
- 1.27.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying Customer's telephone number and as an aid to the use of telephone service.
- 1.27.3 The listings of Customers, either without charge or at the rate specified within this tariff for other listings, are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by Customers or prospective Customers, the Company will not be a party to controversies between Customers as a result of the publication of such listings in the directories.
- 1.27.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of Company records and the directories, confuse individuals using the directory, or when the Customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- 1.27.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the Customer is not impaired.
- 1.27.6 Generally, the listed address is the location of the Customer's place of business or residence.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.27 Directory Listings, cont.

- 1.27.7 Liability of the Company due to directory errors and omissions is as specified in Section 1, paragraph 1.4 of this tariff.
- 1.27.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the Customer's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation, which contracts for the service, or the name under which a business is regularly conducted.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.28 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- 1.28.1 where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- 1.28.2 of a type other than that which the Company would normally utilize in the furnishing of its services;
- 1.28.3 over a route other than that which the Company would normally utilize in the furnishing of its services;
- 1.28.4 in a quantity greater than that which the Company would normally construct;
- 1.28.5 on an expedited basis;
- 1.28.6 on a temporary basis until permanent facilities are available;
- 1.28.7 involving abnormal costs; or
- 1.28.8 in advance of its normal construction.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.29 Universal Emergency Telephone Number Service (911, E911)

- 1.29.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database.
- 1.29.2 At the time the Company provides basic local service to a Customer by means of its own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 1.29.3 The Company will collect 911 surcharges and remit surcharge revenue to the appropriate governmental entity on a monthly basis.
- 1.29.4 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.29 Universal Emergency Telephone Number Service (911, E911), cont.

1.29.5 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

1.29.6 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.

Under the terms of this tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.

1.29 Universal Emergency Telephone Number Service (911, E911), cont.

identification of the telephone number, address, or name associated with the telephone use by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 1 - RULES AND REGULATIONS, CONT.
1.30 Pennsylvania Telecommunications Relay Service

1.30.1 General

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc.

1.30.2 Surcharge

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the PA TRS.

The surcharge serves as the funding vehicle for the operation of the PA TRS, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the PA TRS surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.

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

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

The following surcharge rates apply to all customer bills issued on or after July 1, 2008. (C)

Per residence access line, per month	\$0.08	
Per business access line, per month	\$0.08	(D)

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

1.30.3 Rates

Local calls will be charged at the applicable local flat rate or local measured service rate, except for calls originating from Pay Telephones, which shall be completed free of charge.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE

2.1 Product Descriptions Generally

Navigator will resell many of the underlying carrier's services for business and residential Customers of the incumbent local exchange carriers that are eligible for resale. Navigator will also sell services for business Customers, including Virtual PBX service and certain optional business features.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.1 Product Descriptions Generally, cont.

2.1.1 Resold Services

Navigator's services are offered for local calling utilizing resold, unbundled network elements, and commercial agreements of the applicable Local Exchange Carrier.

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Navigator resells business, residential, PBX trunks, and optional services of the ILEC.

Resold features associated with resold local exchange service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs, together with applicable discounts. The rates for specific resold services are set forth in Section 3 - Rates.

SECTION 2 - DESCRIPTION OF SERVICE, CONT.**2.2 Caller ID Language**

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking Customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID Customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone. The blocking of Calling Party Number (CPN) will not be provided on calls originating from Customer-Owned Pay Telephone Service. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.2 Caller ID Language

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party of the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID Customer. Resale of this information is prohibited by this tariff. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.3 Local Service Areas

Navigator will provide local exchange and basic local exchange telecommunications service in the entire Commonwealth of Pennsylvania. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Navigator concurs in the ILEC’s local calling scopes. Navigator will mirror all exchange service areas of the ILEC.

2.3.1 Local Exchange Service

The exchange service rates consist of two components: Dial tone Line and the Local Usage Option. Dial Tone Line and Usage Rate groups are based on the following:

Dial Tone Line Cell Classification

Dial Tone Line Cell	Classification Criteria
1	All Philadelphia and Pittsburgh City Exchange Areas or Zones with working pairs per square mile greater than 9000.
2	All remaining Philadelphia and Pittsburgh City Exchange Areas or Zones
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones with more than 500 working pairs per square mile.
4	All remaining Exchange Areas.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
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SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.3 Local Service Areas (cont.)

2.3.1 Local Exchange Service

Weighted Line Rate Groups for Exchange Usage

Usage Rate Group	# of Weighted Lines, per Local Calling Area
A	0 - 27,000
D	27,001 – 83,000
F	83,001 – 350,000

The Dial Tone Line provides customers with access to the telephone network. The term Dial Tone Line applies to individual, multi-line and party lines.

The Local Usage Option provide different ways for charging outgoing usage. The options available for business customers are as follows:

Extended Area Unlimited Usage Package – The customer pays a monthly rate for an unlimited number of outgoing calls within a specified extended local calling area.

Local Area Unlimited Usage Package – The customer pays a monthly rate for an unlimited number of outgoing calls within a specified local calling area.

Local Area Valu-Pak Option – The customer pays a monthly rate for up to a specified amount of outgoing measured use as specified in the Valu-Pak Allowance within a specified measured local calling area. Usage exceeding the allowance will be based on the Measure Use Rates.

Local Area Standard Option – The customer pays a monthly rate for up to a specified amount of outgoing measured use as specified in the Standard Allowance within a specified measured local calling area. Usage exceeding the allowance will be based on the Measure Use Rates.

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Louis F. McAlister, Jr., President
Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE, CONT.**2.3 Local Service Areas (cont.)**

<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>
Alexandria	4	Carrolltown	4	Ellwood City	4
Aliquippa	4	Carversville	4	Elysburg	4
Allentown	3	Catasauqua	3	Endeavor	4
Altoona	4	Catawissa	4	Exton	3
Ambridge	3	Center Point	4	Fairchance	4
Annville	4	Centre Hall	4	Farmington	4
Ashland	4	Charleroi	4	Fayette City	4
Austin	4	Cherry Tree	4	Finleyville	4
Avella	4	Chester Springs	4	Fleetwood	4
Avis	4	Clairton	3	Frackville	4
Avondale	4	Clarion	4	Freeland	4
Baden	4	Claysville	4	Frenchville	4
Barnesboro	4	Clearfield	4	Galeton	4
Bath	4	Clymer	4	Girardville	4
Beaver Falls	4	Coatesville	4	Glen Campbell	4
Bedminster	4	Collegeville	3	Glenmoore	4
Bellefonte	4	Connellsville	4	Glenwillard	4
Belle Vernon	4	Coudersport	4	Green Lane	4
Bellwood	4	Cresco	4	Greensburg	3
Berwick	4	Cresson	4	Greenville	4
Bessemer	4	Curwensville	4	Grove City	4
Bethlehem	3	Danville	4	Halifax	4
Big Run	4	Dauphin	4	Hamburg	4
Black Lick	4	Dawson	4	Hamlin	4
Blairsville	4	Derry	4	Harleysville	3
Bloomsburg	4	Donora	4	Harrisburg	3
Boalsburg	4	Downingtown	3	Hastings	4
Bolivar	4	Doylestown	3	Hawley	4
Bradford	4	Dublin	4	Hazleton	3
Brownsville	4	DuBois	4	Hellertown	4
Buckingham	4	Eagle	4	Herminie	4
Burgettstown	4	Easton	3	Holidaysburg	4
Bushkill	4	East Palestine	4	Homer City	4
California	4	Ebensburg	4	Honesdale	4
Canonsburg	4	Eldred	4	Honey Brook	4
Carbondale	4	Elizabeth	4	Hookstown	4

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Navigator Telecommunications, LLC.
8525 Riverwood Park Drive, P.O. Box 13860
North Little Rock, AR 72113-3860

SECTION 2 - DESCRIPTION OF SERVICE, CONT.**2.3 Local Service Areas (cont.)**

<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>
Houtzdale	4	Marienville	4	Newfoundland	4
Hummelstown	4	Marion Center	4	New Hope	4
Huntingdon	4	Masontown	4	New Kensington	3
Imperial	4	McAdoo	4	New Philadelphia	4
Indiana	4	McClellandtown	4	New Salem	4
Jeannette	3	McDonald	4	Newtown	3
Jermyn	4	McMurray	3	Northampton	4
Jersey Shore	4	McVeytown	4	Northumberland	4
Jim Thorpe	4	Mechanicsburg	3	North Wales	3
Kane	4	Mendenhall	4	Numidia	4
Kemblesville	4	Mercer	4	Oakdale	4
Kennett Square	3	Middletown	4	Olyphant	3
Kingston	3	Midland	4	Orwigsburg	4
Kulpmont	3	Millersville	4	Osceola Mills	4
Kutztown	4	Millheim	4	Oxford	4
Lake Ariel	4	Millville	4	Palmyra	4
Lake Como	4	Milton	4	Paris	4
Lancaster	3	Minersville	4	Parkesburg	4
Landenberg	4	Monessen	3	Parkwood	4
Landisville	3	Monongahela	4	Patton	4
Lansdale	3	Moosic	4	Pennsburg	
Latrobe	4	Morrisville	3	Perkasie	4
Lebanon	3	Mortonville	4	Perryopolis	4
Leeper	4	Moscow	4	Philipsburg	4
Lehighton	4	Mountaintop	4	Phoenixville	3
Lenape	4	Mount Carmel	4	Pittston	3
Lewistown	4	Mount Gretna	4	Plumsteadville	4
Ligonier	4	Mount Jewett	4	Plymouth	4
Line Lexington	3	Mount Pleasant	4	Point Marion	4
Lock Haven	4	Mount Pocono	4	Portage	4
Lords Valley	4	Mount Union	4	Port Allegany	4
Lowellville	4	Nanticoke	4	Pottstown	4
Ludlow	4	Nazareth	4	Pottsville	3
Mahaffey	4	Nesquehoning	4	Pughtown	4
Mahanoy City	4	New Castle	4	Punxsutawney	4
Marchand	4	New Florence	4	Quakertown	4

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SECTION 2 - DESCRIPTION OF SERVICE, CONT.**2.3 Local Service Areas (cont.)**

<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>	<u>Exchange</u>	<u>DTL Cell</u>
Philadelphia Zone		Reading	3	Tyrone	4
- Baldwin	1	Renovo	4	Ulysses	4
- Chestnut Hill	2	Republic	4	Uniontown	4
- City-West	2	Rew	4	Unionville	4
- Davenport	2	Reynoldsville	4	Upper Black Eddy	4
(Logan)		Riegelsville	4	Wallenpaupack	4
- Dewey	1	Rochester	4	Wampum	4
- Eastwick,	2	Roulette	4	Warren	4
Saratoga		Royersford	3	Washington	4
- Fox Chase	2	Russell	4	Washingtonville	4
- Frankford,	2	Saint Clair	4	Weatherly	3
Mayfair		Saxton	4	West Alexander	4
- Germantown	2	Schuylkill Haven	4	West Chester	4
- Locust	1	Scwenksville	4	West Grove	4
- Manayunk	2	Scottdale	4	West Middlesex	3
- Market	1	Scranton	3	West Newton	4
- Oak Lane	2	Shamokin	4	Westtown	3
- Overbrook	2	Sharon	3	White Haven	4
- Pennypacker	1	Sharpsville	4	Wilkes-Barre	4
- Poplar	1	Shenandoah	4	Williamsport	4
- Regent	1	Slatington	4	Winburne	4
-Torresdale,Bustleton	2	Smethport	4	Woolrich	3
- University City	2	Smithfield	4	Wycombe	3
Pittsburg Zone		Smiths Ferry	4	Wyoming	4
- Allentown	1	Smock	4	Yardley	4
- Bellevue	2	Snow Shoe	4	Youngsville	4
- Braddock	2	Souderton	3	Youngwood	4
- Carrick	2	Springdale	3	Zellienople	4
- Crafton	2	Spring Mills	4		
- Downtown	1	Springtown	4		
- East Liberty	2	State College	3		
- Homestead	2	Strasburg	4		
- McKees Rocks	2	Stroudsburg	4		
- Millvale	2	Sugar Grove	4		
- Mount Lebanon	2	Sunbury	4		
- North Side	1	Sykesville	4		
- Oakland	1	Tamaqua	3		
- Sharpsburg	2	Tarentum	4		
- Squirrel Hill	1	Taylor	4		
- West View	2	Tidioute	4		
- Wilkesburg	2	Tionesta	4		

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SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.4 Directory Listings

For each Customer of Navigator's Exchange Access Service(s) the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings. See Section 3 for the rates for additional directory listings.

2.5 Operator-Assisted Services

Operator-assisted services are provided to Business and Residential Customers on a pre-subscribed basis. Various billing arrangements are available with Navigator's operator-assisted service including Calling Card, Commercial Credit Card, Collect, Person-to-Person and Third Party. Charges apply as stated in Section 3, as well as per call operator charges.

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SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.5 Operator-Assisted Services, cont.

2.5.1 Operator Dialed Surcharge

This surcharge applies to Operator Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

- A. Calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Company network; and
- B. Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

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SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.5 Operator-Assisted Services, cont.

2.5.2 Busy Line Verify and Line Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. The operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

A charge will apply when:

- A. The operator verifies that the line is busy with a call in progress;
- B. The operator verifies that the line is available for incoming calls; or
- C. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. One charge will apply for both verification and interruption.

No charge will apply when:

- A. The calling party advises that the call is to or from an official public emergency agency; or
- B. Under conditions other than the three stated above.

SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.5 Operator-Assisted Services, cont.

2.5.2 Busy Line Verify and Line Interrupt Service, cont.

Busy Verification and Interrupt service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

2.6 Directory Assistance

Customers and users of the Company's business and residential calling services (excluding Toll Free services) may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

Call allowances are as stated below:

- 2.6.1 There will be a charge for all Customer calls to Directory Assistance except as noted in A. and B. following.
- A. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business Customers who employ only a few handicapped employees), and
 - B. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.

SECTION 2 - DESCRIPTION OF SERVICE, CONT.

2.7 Extended Area Services

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. Navigator will mirror all existing Enhanced Optional Extended Area Service and Extended Calling Service areas in the exchanges of the ILECs where Navigator offers services.

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SECTION 3 - RATES

3.1 General

The Company concurs in the rules and regulations applying to and governing Basic Local Exchange telephone service (hereinafter referred to as Exchange Access Lines service) as set forth in the ILEC's Pennsylvania tariffs on file with and approved by the Public Utility Commission of the Commonwealth of Pennsylvania, and in any amendments thereto as authorized by the Pennsylvania Public Utility Commission or applicable law. The Company concurs with the ILEC's regulations, descriptions and scopes of Services, with appropriate discount rates. Discount rates and specific footnotes are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Pennsylvania Public Utility Commission, at any such time as it appears that such cancellation is in the best interest of the Company and/or its Customers.

The Company discounts are based upon lines. The company defines lines as: single line telephone services, Centrex stations, DS0s or B-channels on ISDN.

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SECTION 3 – RATES, CONT.

3.2 Local Service Rates

3.2.1 Exchange Service Rate Components - Business

3.2.1.1 Dial Tone Line

	Monthly Rate By Cell			
	1	2	3	4
Dial Tone Line – Multi-Line Subscriber				
Multi-line, each	\$10.20	\$12.70	\$15.20	\$17.75
Dial Tone Line – Individual Line Subscriber				
Individual line	\$11.20	\$13.70	\$16.20	\$18.75

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3.2.1 Exchange Service Rate Components - Business

3.2.1.2 Usage Rate Schedule

3.2.1.2.1 Pennsylvania

Usage Packages	Monthly Rate By Weighted Line Rate Group		
	A	D	F
Extended Area Unlimited	\$15.00	\$19.25	\$23.50
Local Area Unlimited	10.70	15.00	19.20
Local Area Valu-Pak	9.20	13.80	13.80
Local Area Standard	6.90	6.90	6.90

Usage Packages	Monthly Rate By Weighted Line Rate Group		
	A	D	F
Local Area Valu-Pak Option	\$12.00	\$18.00	\$18.00
Local Area Standard	8.00	8.00	8.00

Measured Usage Rates

Rate Period	Time Periods	Rate Per Message
Weekday	Monday – Friday 8 am to 10 pm	\$.07
Night and Weekend	Monday – Friday 10 pm to 8 am all day Saturday, all day Sunday	\$.028

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3.2.1 Exchange Service Rate Components - Business

3.2.1.2 Usage Rate Schedule

3.2.1.2.2 Philadelphia & Philadelphia Suburban

Usage Package	Monthly Rate	Monthly Allowance
Local Area Valu-pak Option	\$18.40	\$24.00
Local Area Standard	6.90	8.00

Measured Usage Rates – Metro Call Band 1

Rate Period	Time Periods	Rate Per Message
Weekday	Monday – Friday 8 am to 10 pm	\$0.06 (D)
Night and Weekend	Monday – Friday 10 pm to 8 am all day Saturday, all day Sunday	\$0.06 (I)

Measured Usage Rates – Metro Call Band 2 – 6

Metro Call Band	Day		Evening (Off-Peak)		Night & Weekend	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.05 (D)	\$.05 (I)	\$.05	\$.05 (I)	\$.05 (I)	\$.05 (I)
3	.05 (D)	.05 (I)	.05 (D)	.05 (I)	.05 (I)	.05 (I)
4	.06 (D)	.06	.06 (D)	.06 (I)	.06 (I)	.06 (I)
5	.06 (D)	.06 (D)	.06 (D)	.06 (I)	.06 (I)	.06 (I)
6 ⁽¹⁾	.06 (D)	.06 (D)	.06 (D)	.06 (I)	.06	.06 (I)

FOOTNOTES:

⁽¹⁾ Only applicable in Philadelphia Suburban area

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3.3 Direct Inward Dialing Service (DID)

	Product/ Service Charge	Monthly Rate	USOC
Each group of 20 DID Station Numbers (1)	\$15.00	\$5.60	ND4
DID Termination per each Dial Tone Line (2)	\$25.00	\$30.50	NDT

FOOTNOTES:

- (1) A service establishment charge of \$125.00 is applicable to the initial installation of the first group of 20 DID Station Numbers.
- (2) For DID Service, DID Termination and Dial Tone Line are both required.

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3.4 Pay Telephone Lines – Station Controlled Lines

3.4.1 Rates

	Monthly Rate	Product Service Charge
Station Controlled Line, each	\$19.95	\$75.00
Blocking / Screening Options		
- Incoming Blocking, each	\$.05	\$20.00 (1)
- Outgoing Blocking, each	.15	20.00 (1)
- Incoming/Outgoing Screening, each	.00	20.00 (1)
Line Side Answer Supervision	\$.15	\$20.00

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3.4.2 Reserved for Future Use

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3.4.3 Directory Assistance Service

Directory Assistance Service calls placed over the SCL dial tone lines will be billed to pay phone service providers at the rate of \$.25 per call.

FOOTNOTES:

- (1) The Product Service Charge is not applicable when the Blocking and/or Screening and Line Side Answer Supervision options are provided with the initial installation of a SCL.

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3.5 Dial Tone Line Connection and Miscellaneous Charges

	Residence	Business
Dial Tone Line Connection Charge	\$40.00	\$75.00
Telephone Number Change Charge	\$26.25	\$43.50
Temporary Suspension Charge	\$26.00	\$35.50
Transfer of Billing Name Charge	NA	\$27.75
Change of Residence Service Charge	\$12.00	NA
Service Restoral Charge	\$11.00	\$20.00
900 Blocking Option - Initial blocking (per line) - Subsequent blocking (per line) -	No charge \$25.00	No charge \$100.00
Service Change Charge (per order)	\$5.00	\$7.00
Voluntary Toll Restriction (per line)	\$15.00 (1)	\$40.00
Toll Service Restoral Charge (per line) except for customers who are voluntarily toll restricted	\$11.00	\$20.00
Transfer of Billing Name Charge for Coin/COCOT Service		\$12.40

(C)

FOOTNOTES:

(1) This charge does not apply if Voluntary Toll Restriction is provided at the time of initial service. Subsequent requests for this option will incur the tariff charge on a per-line basis.

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3.6 Optional Central Office Services

3.6.1 Nonrecurring Rates

	Nonrecurring Product & Service Charge
Charge orders for subscription to Optional Central Office Service, per line, per order – Excluding WorkSmart Package	\$10.00
Optional Central Office Usage Services – Service Reactivation, per line	\$10.00
Change PIN for Remote Access Service, per change by Telephone Company	\$10.00
Change Distinctive Ring Service, per change (Change Call Forwarding Arrangement, standard ringing and associated dial tone patterns, or telephone number of dependent number	\$10.00
Line Blocking	\$20.00
WorkSmart Package	\$5.00

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3.6 Optional Central Office Services

3.6.2 Monthly Rates

Feature	Business Monthly Rates
Call Block, per line	\$5.00
Call Forwarding – Busy line, per line	2.50
Call Forwarding Busy Line and Don't Answer, per line	2.50
Call Forwarding Don't Answer, per line	2.50
Call Forwarding Variable, per line	6.50
Call Waiting, per line	6.25
Caller ID, per line	8.50
Caller ID with Name, per line	9.95
Distinctive Ring Service First Dependent Number, per number	6.50
Second Dependent Number, per number	6.50
Priority Call, per line	3.50
Return Call (*69), per line	5.25
Select Forward, per line	4.50
Three-Way Calling, per line	5.50
Ultra Forward Service, per line	7.00

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3.6 Optional Central Office Services

3.6.3 Discounts

The following discount apply, per service, to monthly rates for multiple-service purchases of Optional Central Office Services. The discount does not apply to Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Call Forwarding-Busy Line and Don't Answer, Caller ID and Caller ID with Name.

	Monthly Subscription Discount Rates
Two Services, per line	15%
Three Services, per line	20%
Four Services, per line	25%
Five Services, per line	30%

3.6.4 Usage Rates

	Business Usage Rates
Call Block, Each day list is active (1)	\$.50
Call Trace, Each Activation	\$3.00
Priority Call, Each day list is active (1)	\$.50
Return Call (*69), Each Activation	\$.75
Select Forward, Each day list is active (1)	\$.50
Three-Way Calling, Each Activation	\$.75

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FOOTNOTES:

- (1) The first day a list is created, the per-day usage rate begins and continues until the entire list is removed by the customer.

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3.7 Volume Discounts

Volume Discounts of 10% is available.

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SECTION 3 – RATES, CONT. (2)

(C)

3.8 Business Bundled Offerings

3.8.1 SmartTime Unlimited for Business (1)

A. Description

1. Available for business customers (coin lines are not eligible) and provides for unlimited local and long distance calling. The customer may choose an unlimited number of features as shown in D below. Touch Tone calling is included as part of this offering.

B. Regulations

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Maximum of ten (10) lines per location. Charges below are shown on a per line basis.
3. Includes unlimited 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 EAS charges also apply.

C. Rates and Charges

1. SmartTime Unlimited for Business – Recurring Charge, per line

	Monthly Rate
Density Zones 1-3, Monthly - Each	\$62.99
Density Zone 4, Monthly - Each	61.99

2. SmartTime Unlimited for Business – Nonrecurring Charge, per line

	Nonrecurring Charge
Phone Line Installation Fee	\$75.00

- (1) See Density Zones in Section 2.3.
- (2) Material previously shown on this page has been moved to Page 64.

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SECTION 3 – RATES, CONT.

3.8 Business Bundled Offerings, cont.

3.8.1 SmartTime Unlimited for Business, cont.

D. Available Features

Call Block
Call Forwarding – Busy line
Call Forwarding Busy Line and Don't Answer
Call Forwarding Don't Answer
Call Forwarding Variable
Call Waiting
Caller ID
Caller ID with Name
Distinctive Ring Service
Priority Call
Return Call (*69)
Select Forward
Three-Way Calling
Ultra Forward Service

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SECTION 3 – RATES, CONT.

3.8 Business Bundled Offerings, cont.

3.8.2 SmartTime for Business (1)

A. Description

1. 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 3.7.1.D above. Touch tone calling is included as part of this offering.

B. Regulations

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. 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 EAS charges also apply.

C. Rates and Charges

1. SmartTime for Business – Recurring Charge, per line

	Monthly Rate
Density Zones 1-3, Monthly - Each	\$29.99
Density Zone 4, Monthly - Each	23.99

2. SmartTime for Business – Nonrecurring Charge, per line

	Nonrecurring Charge
Phone Line Installation Fee	\$75.00

(1) See Density Zones in Section 2.3.

SECTION 3 – RATES, CONT.

3.9 SmartATM

3.9.1 Description

- A. The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):
 - 1. Business individual lines for Automated Teller Machines only.
 - 2. Unlimited calling to 800 toll-free numbers.
- B. The rate specified herein is subject to a 12-month service term.

3.9.2 Regulations and Service Limitations

- A. Calls made outside the perimeters of the service description shown above are subject to normal tariff violation treatments and/or tariff charges.
- B. Charges for this service commence when the company's information records are posted and are payable monthly in advance.
- C. Charges for service are automatically discontinued upon service termination.
- D. 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.
- E. 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.

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SECTION 3 – RATES, CONT.

3.9 SmartATM, cont.

3.9.3 Rates and Charges (1)

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

Service Category	Density Zone	Monthly Rate
SmartATM	Density Zones 1-2	\$ 8.50
	Density Zone 3	9.80
	Density Zone 4	12.80

B. Message rate, per minute

Service Category	Density Zone	Per Minute
Per minute	All	\$0.05

C. Line Connection Charge, per line

Service Category	Density Zone	Nonrecurring
Line Connection Charge, per line	All	\$75.00

(1) See Density Zones in Section 2.3.

SECTION 4 - SPECIAL SERVICE ARRANGEMENTS ⁽¹⁾

4.1 Individual Case Basis Arrangements

Rates for Dedicated Access, Private Line and combinations of Unbundled Network Equipment services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to Customers in a nondiscriminatory manner. Terms of the specific ICB contracts will be made available to the Pennsylvania Public Utility Commission upon request on a proprietary basis.

4.2 Customer Requested Service Suspensions

At the request of the Customer the Company will suspend incoming and outgoing service on the Customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the Customer's request the Company will, for 30 days, provide the Customer with an intercept recording referring callers to another number. This service is available to Customers at no charge.

The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction, during the period of suspension.

	<u>Period of Suspension Charge</u>
First Month or Partial Month	Regular Monthly Rate (no reduction)
Each Add'l. Month	(one year 1/2 Regular Monthly Rate limit)

(1) Tariff verbiage appearing on this page originally appeared on Original Page 59.